

JCMS – Correcting a Payment

If a payment is made by the juvenile, but the payment is credited to the wrong fee type (within the same juvenile's record), use a Void to correct the payment.

Example: The child paid \$80.00 that was disbursed among three types. The total amount should have been credited to restitution only.

1. Go to the juvenile's Fees container.
2. View the incorrect payment transaction.
3. Click the red Void button and then confirm the void.
4. Enter a reason and then click the red Void button.
5. Return to the Fees container.
6. Enter a new transaction, based on the date:

If the original payment and the void are on	Use this transaction type
The same date	Payment
Different dates	Transfer

7. Use the original Total (\$80) and disburse it to the correct fee type (\$80 to restitution).
8. Save the new transaction.
9. Document the correction in the Chronological Notes.