

Back Office Transactions

The “Back Office Transactions” window is used to process **non-cash transactions**. The types of transactions that might be processed using this window are:

- Issuing a check(s)
- General Ledger entries
- Transfers between suffixes
- Prior Day Reversals

Select one of the following:

- Ctrl + E
- Other Tasks on the Navigation Bar then Back Office Transactions
- Go on the Menu Bar then Back Office Transactions

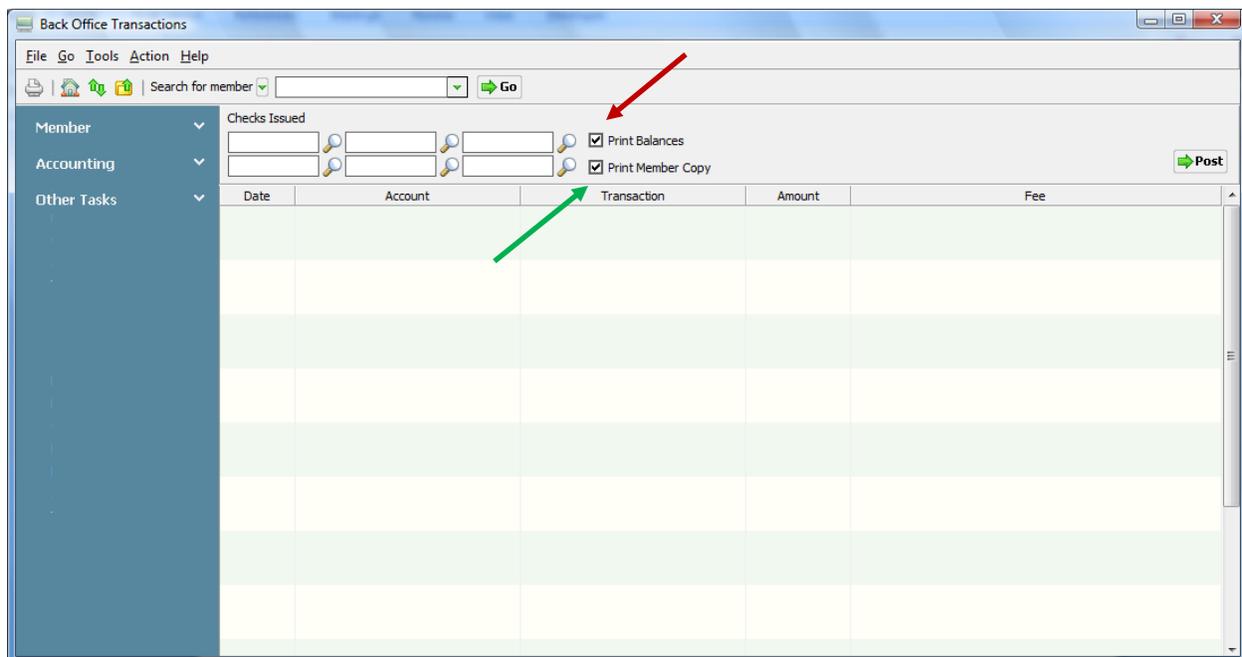


Figure 1

Use the “**Print Balances**” selection box (red arrow above) to select to either print or not print the balances on the receipts (member copy and credit union copy) that are generated. The default is for the box to be checked which indicates that the balances will be printed on the receipts. Click on the box to remove the checkmark, to indicate that the balances should not be printed on the receipts, if applicable.

Use the “**Print Member Copy**” selection box (green arrow above) to select whether or not to print the member copy of the receipt. This is for Thermal Receipt users only. If the box is checked, the member copy of the receipt will be printed. If the box is not checked, the member copy of the receipt will not be printed. The default selection can be set on the Options window under Tools on the Menu Bar.

Issue Check(s)

One of the uses for the Back Office Transactions window is to issue checks. The funds to issue the check(s) can come from a withdrawal from a share account, a distribution from an IRA or CD-IRA, a loan issue, a debit from a general ledger account or a transfer from a share or loan suffix, etc.

The windows environment offers many methods by which to process these transactions. Several of these methods will be covered.

Check amounts may be entered by:

- Use the Tab key to move the cursor to the check issue box. Press enter after entering the check amount to display the Check Detail box.
- Click on the check issue box. Press enter after entering the check amount to display the Check Detail box.
- Click on the magnifying glass next to the check issue box.

Example of the Check Detail Box.

The screenshot displays a software window titled 'Checks Issued (\$300.00)'. At the top, there are input fields for check amounts, with '\$100.00' and '\$200.00' visible. There are also checkboxes for 'Print Balances' and 'Print Member Copy', both of which are checked. A 'Post' button is located in the top right corner. Below the input fields is a table with the following columns: Date, Account, Transaction, Amount, and Fee. The table is currently empty. Overlaid on the table is a dialog box titled 'Check Detail - Check 3'. The dialog box contains the text 'Enter check information.' and two input fields: 'Amount:' and 'Payable To:'. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

Figure 2

Enter the check amount and the Payable to information.

A maximum of 50 spaces per line and 4 lines is allowed for check printing. After selecting OK, the system will alert the user if the number of spaces has been exceeded by displaying the message “Line too long” and highlighting the text. Make the appropriate changes, if this occurs.

Select OK.

The system displays.

Date	Account	Transaction	Amount	Fee

Figure 3

To enter the withdrawal portion of the transaction, tab until the transaction area is highlighted and press enter, double click on the transaction area or press Ctrl + A.

****Note:** The “Transaction Area” is the blue and white striped area of the window.

The system displays.

The screenshot shows a software window titled "Checks Issued (\$350.00)". At the top, there are input fields for amounts: \$100.00, \$200.00, and \$50.00, each with a magnifying glass icon. To the right are checkboxes for "Print Balances" and "Print Member Copy", and a "Post" button with a green arrow. Below this is a table with columns: Date, Account, Transaction, Amount, and Fee. The table is mostly empty with some light green and yellow background shading. Overlaid on the table is a dialog box titled "Add Transaction". Inside the dialog, it says "Enter transaction information." and has several fields: "Transaction:" (a dropdown menu), "Account:" (a text field with a magnifying glass), "Amount:" (a text field), "Description:" (a text field), "Fee:" (a text field), "Interest:" (a text field), "Draft:" (a text field), and "Date:" (a date field showing "08-16-2011" with a calendar icon). At the bottom of the dialog is a checkbox for "Reversal" and "OK" and "Cancel" buttons.

Figure 4

The Transaction type may be entered by the following ways:

- Press the down arrow key to scroll through the list. Press enter to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Scroll through the selections and either press enter or click on the type to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Next, type in a letter and the system will find the first transaction description beginning with that letter. Examples: Type in "w" and the system finds the first withdrawal transaction. Type in a "p" and the system finds the first payment transaction.
- Enter the numeric values for the transactions, if known.
Examples: 202 = Check Withdrawal
203 = Interoffice Transfer Withdrawal
703 = Interoffice Transfer Loan Issue
80 = General Ledger Debit

After typing in the number, press tab and the alphabetical description will display.

If "Iss - Check" (702) is selected as the Transaction type, after the transaction is posted the "Paid to Date" field will be reset. This will be like starting over with the loan and, in addition to increasing the balance of the loan, may affect the delinquency or paid ahead status of the loan.

The system displays.

The screenshot displays a software interface for transaction processing. At the top, it shows a summary: "Checks Issued (\$350.00)". Below this are several input fields for amounts: \$100.00, \$200.00, and \$50.00, each with a magnifying glass icon. There are also two checked checkboxes: "Print Balances" and "Print Member Copy", and a "Post" button with a green arrow icon.

The main area is a table with the following columns: Date, Account, Transaction, Amount, and Fee. The table is currently empty.

An "Add Transaction" dialog box is overlaid on the table. It contains the following fields and options:

- Transaction: A dropdown menu showing "Wd - Check".
- Account: An empty text field with a magnifying glass icon.
- Amount: An empty text field.
- Description: An empty text field.
- Fee: An empty text field.
- Interest: An empty text field.
- Draft: An empty text field.
- Date: A date field showing "08-16-2011" with a calendar icon.
- Reversal: A checkbox that is currently unchecked.
- Buttons: "OK" and "Cancel".

Figure 5

The Account number may be entered by the following ways:

- Type in the Account number.
- Click on the magnifying glass next to the Account field to search for the account number by name.

The system displays.

Figure 6

Tab to the Amount field or click on the Amount field. Enter the dollar amount for the transaction.

Example: Enter 350 (press Tab key) = \$350.00

If cents are being used in the transaction amount, use the decimal point.

Example: Enter 225.50 (press Tab key) = \$225.50

Tab to the first Description field and enter a Description, if desired. ****Note:** A description is required for general ledger entries. The maximum spaces allowed is 20.

The second Description field can be used, if desired, and will display on the History Inquiry and Member Statements if used. The second Description field (if filled in) will only be printed on Thermal receipts, since there is not room on Dot Matrix or Laser receipts. ****Note:** The second Description field is not valid for general ledger debit and credit transactions (80/90).

Fill in the information for the remaining fields, if applicable. See below for a description of these fields.

The box will be white, if the option is available for the Transaction Type, otherwise it will be gray.

Fee - Used for Late Fees for loan suffixes.

Interest - Used for Interest amount for loan suffixes.

Draft - Used to enter the draft number, if an on-us draft is being manually posted. By entering the draft number, the draft number will appear in the draft listing on the member's statement. The draft number might also be entered when processing a check on a line of credit loan.

Date - Used to enter an effective date to be used for the transaction. Click on the calendar to the right of the Date field for a quick way to select an effective date.

Reversal - Used to process a reversal transaction. The system adds 1000 to the Transaction Code when this box is marked. (Example: 202 would be 1202)

A 1xxx transaction can be reversed through the Reversal Wizard. A screen cannot be reversed more than once, however, the original reversal screen can be reversed, if necessary.

Select OK.

The system displays.

Checks Issued (\$350.00)

\$100.00 \$200.00 \$50.00 Print Balances
 Print Member Copy Post

Date	Account	Transaction	Amount	Fee
08-16-2011	610-6-00	Wd - Check	\$350.00	

Check Detail - Check 1

Enter check information.

Amount:

Payable To:

Figure 8

Enter the Check Information for Check 1. Tab to or click on the “Payable To” box. Enter the payee information to be printed on the check.

A maximum of 50 spaces per line and 4 lines is allowed for check printing. After selecting OK, the system will alert the user if the number of spaces has been exceeded by displaying the message “Line too long” and highlighting the text. Make the appropriate changes, if this occurs.

Select OK.

The system displays.

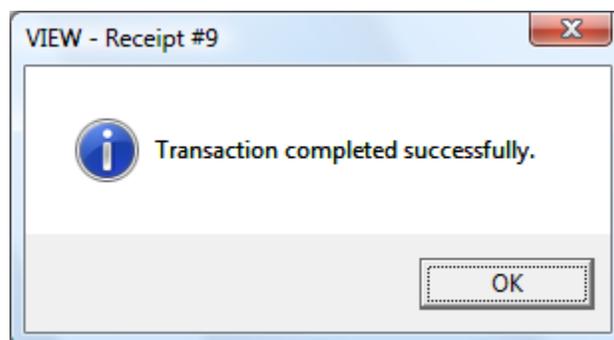
The screenshot shows a software window titled "Checks Issued (\$350.00)". At the top, there are input fields for amounts: "\$100.00", "\$200.00", and "\$50.00". There are also checkboxes for "Print Balances" and "Print Member Copy", both of which are checked. A "Post" button is located in the top right corner. Below the input fields is a table with the following columns: Date, Account, Transaction, Amount, and Fee. The table contains one row of data: 08-16-2011, 610-6-00, Wd - Check, \$350.00, and an empty Fee field. A modal dialog box titled "Check Detail - Check 2" is overlaid on the table. The dialog has a title bar and contains the text "Enter check information." Below this text are two input fields: "Amount:" with the value "\$200.00" and "Payable To:" with an empty text box. At the bottom of the dialog are "OK" and "Cancel" buttons.

Date	Account	Transaction	Amount	Fee
08-16-2011	610-6-00	Wd - Check	\$350.00	

Figure 9

Enter the Check Information for Check 2. Tab to or click on the "Payable To" box. Enter the payee information to be printed on the check.

Select OK. The system displays.



Select OK to complete the transaction(s). The checks issued and receipt(s) will be printed.

General Ledger Entries

One of the uses for the Back Office Transactions window is to make general ledger entries. For credits to a general ledger, the offset could be a general ledger debit(s), a share withdrawal(s), a transfer from a share suffix(es), a loan issue(s), etc.

For debits to a general ledger, the offset could be a general ledger credit(s), a deposit to a share suffix(es), a payment to a loan suffix(es) or issuing a check(s), etc.

Example: Debit General Ledger Account 888888 and deposit to 1-8-00. To enter the withdrawal portion of the transaction:

- Tab until the transaction area is highlighted and press enter.
- Double click on the transaction area.
- Ctrl + A

The system displays.

The screenshot shows a software window titled "Checks Issued" with a table and a modal dialog box. The table has columns for Date, Account, Transaction, Amount, and Fee. The dialog box, titled "Add Transaction", contains the following fields:

- Transaction: [Dropdown menu]
- Account: [Text field]
- Amount: [Text field]
- Description: [Text field]
- Fee: [Text field]
- Interest: [Text field]
- Draft: [Text field]
- Date: [Text field with value "08-16-2011"]

At the bottom of the dialog box, there is a checkbox for "Reversal" and "OK" and "Cancel" buttons.

Figure 10

The Transaction type may be entered by the following ways:

- Press the down arrow key to scroll through the list. Press enter to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Scroll through the selections and either press enter or click on the type to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Next, type in a letter and the system will find the first transaction description beginning with that letter. Example: Type in "g" and the system finds the first general ledger transaction.
- Enter the numeric values for the transactions, if known.

Examples: 202 = Check Withdrawal
 203 = Interoffice Transfer Withdrawal
 703 = Interoffice Transfer Loan Issue
 80 = General Ledger Debit

After typing in the number, press tab and the alphabetical description will display.

The system displays.

The screenshot shows a software interface for processing checks. At the top, there are several input fields and checkboxes for 'Print Balances' and 'Print Member Copy', along with a 'Post' button. Below this is a table with the following columns: Date, Account, Transaction, Amount, and Fee. The table rows are currently empty. Overlaid on the table is a dialog box titled 'Add Transaction' with the instruction 'Enter transaction information.' The dialog contains the following fields: 'Transaction' (a dropdown menu showing 'GL Debit'), 'Account' (a text box with a search icon), 'Amount' (a text box), 'Description' (a text box), 'Fee' (a text box), 'Interest' (a text box), 'Draft' (a text box), and 'Date' (a date picker showing '08-16-2011'). At the bottom of the dialog, there is a 'Reversal' checkbox, an 'OK' button, and a 'Cancel' button.

Figure 11

Enter the General Ledger Account.

Example: Enter 888888 and press tab key. The system displays 000-888888.

The system displays.

The screenshot shows a software interface for processing transactions. At the top, there are several input fields and checkboxes for 'Print Balances' and 'Print Member Copy'. A 'Post' button is visible on the right. Below this is a table with columns for Date, Account, Transaction, Amount, and Fee. A modal dialog box titled 'Add Transaction' is open, prompting the user to enter transaction information. The dialog includes fields for Transaction (set to 'GL Debit'), Account (000-888888), Amount, Description, Fee, Interest, Draft, and Date (08-16-2011). There is also a 'Reversal' checkbox and 'OK' and 'Cancel' buttons.

Figure 12

Tab to the Amount field or click on the Amount field. Enter the dollar amount for the transaction.
Example: Enter 350 (press Tab key) = \$350.00

If cents are being used in the transaction amount, use the decimal point.
Example: Enter 225.50 (press Tab key) = \$225.50

Tab to the first Description field and enter a Description, if desired. ****Note:** A description is required for general ledger entries. The maximum spaces allowed is 20.

The second Description field can be used, if desired, and will display on the History Inquiry and Member Statements if used. The second Description field (if filled in) will only be printed on Thermal receipts, since there is not room on Dot Matrix or Laser receipts. ****Note:** The second Description field is not valid for general ledger debit and credit transactions (80/90).

Fill in the information for the remaining fields, if applicable. (See page 7 for description of remaining fields.)

The system displays.

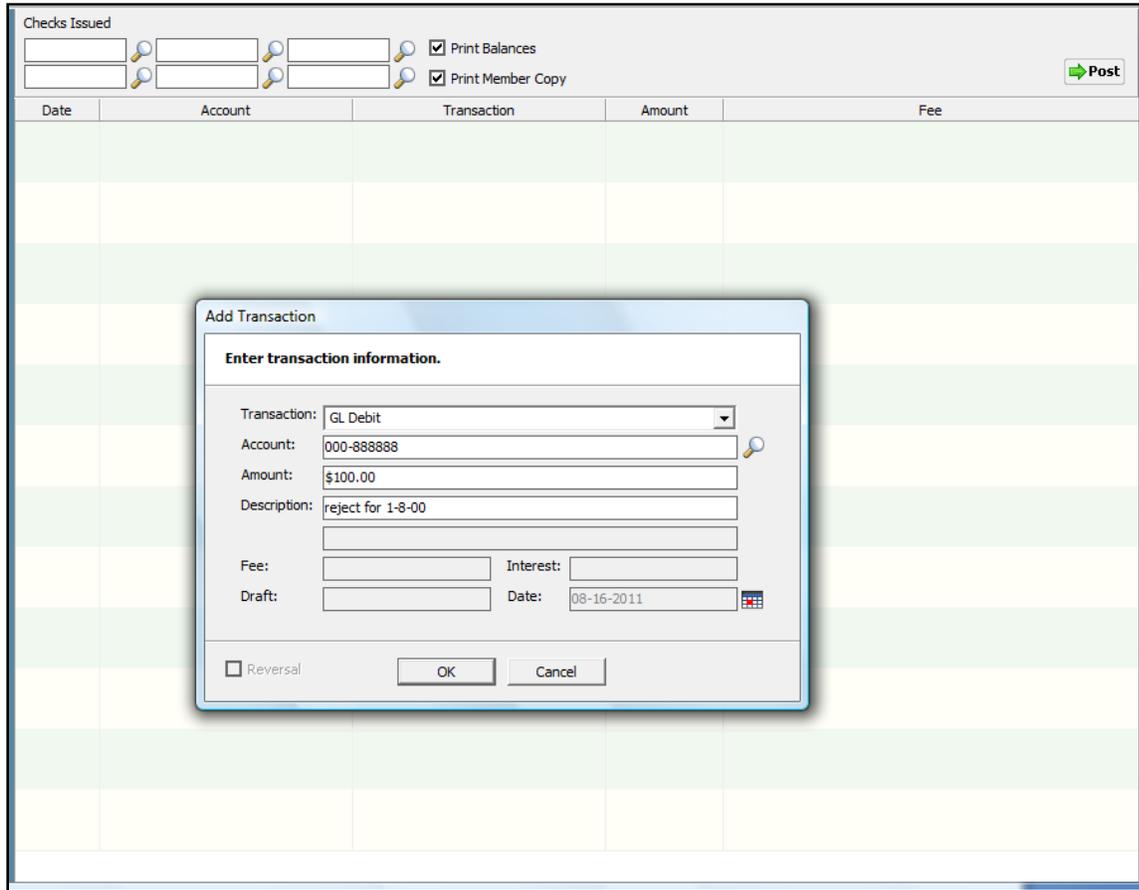


Figure 13

Select OK.

The system displays.

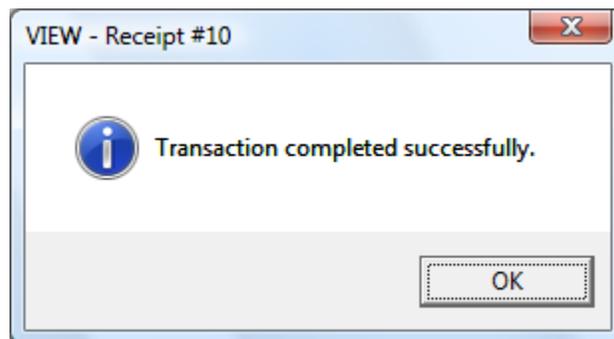
Date	Account	Transaction	Amount	Fee
08-16-2011	888888 reject for 1-8-00	GL Debit	\$100.00	
08-16-2011	1-8-00	Dep - Interoffice Transfer	\$100.00	

Figure 15

After all the transactions have been entered, the transactions can be posted. To “Post” the transactions, do one of the following:

- Click on the “Post” icon to the right of the Checks Issued boxes.
- Ctrl + S
- Select “Action” on the Menu Bar then Post Transactions.

The system displays.



Select OK to complete the transaction(s). The receipt(s) will be printed.

Transfers

One of the uses for the Back Office Transactions window is to process transfers between different share and loan suffixes. The transfers can be from one or more suffixes or general ledger accounts to one or more suffixes or general ledger accounts.

Example: Withdrawal Interoffice Transfer from 555555-2-70 and Payment Interoffice Transfer for 555555-2-06. To enter the withdrawal portion of the transaction:

- Tab until the transaction area is highlighted and press enter.
- Double click on the transaction area.
- Ctrl + A

The system displays.

The screenshot displays the 'Back Office Transactions' window. At the top, there are search fields and checkboxes for 'Print Balances' and 'Print Member Copy', along with a 'Post' button. Below this is a table with columns: Date, Account, Transaction, Amount, and Fee. An 'Add Transaction' dialog box is overlaid on the table, containing the following fields and options:

- Transaction: [Dropdown menu]
- Account: [Text field]
- Amount: [Text field]
- Description: [Text field]
- Fee: [Text field]
- Interest: [Text field]
- Draft: [Text field]
- Date: [Date field, value: 08-16-2011]
- Reversal
- OK button
- Cancel button

Figure 16

The Transaction type may be entered by the following ways:

- Press the down arrow key to scroll through the list. Press enter to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Scroll through the selections and either press enter or click on the type to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Next, type in a letter and the system will find the first transaction description beginning with that letter. Examples: Type in “w” and the system finds the first withdrawal transaction. Type in a “p” and the system finds the first payment transaction.
- Enter the numeric values for the transactions, if known.

Examples: 202 = Check Withdrawal
 203 = Interoffice Transfer Withdrawal
 703 = Interoffice Transfer Loan Issue
 80 = General Ledger Debit

After typing in the number, press tab and the alphabetical description will display.

If “Iss - Add On” (731) is selected as the Transaction type, after the transaction is posted the “Paid on Date” field will not be reset. The only effect on the loan is that the balance in the loan will be increased.

The system displays.

The screenshot shows a software interface for 'Checks Issued'. At the top, there are several input fields with magnifying glass icons and two checked options: 'Print Balances' and 'Print Member Copy'. A 'Post' button is visible on the right. Below this is a table with columns: Date, Account, Transaction, Amount, and Fee. The table is mostly empty. Overlaid on the table is a dialog box titled 'Add Transaction'. The dialog box contains the following fields: 'Transaction' (a dropdown menu showing 'Wd - Interoffice Transfer'), 'Account' (a text field with a magnifying glass icon), 'Amount' (a text field), 'Description' (a text field), 'Fee' (a text field), 'Interest' (a text field), 'Draft' (a text field), and 'Date' (a date field showing '08-16-2011'). At the bottom of the dialog box, there is a 'Reversal' checkbox, an 'OK' button, and a 'Cancel' button.

Figure 17

The Account number may be entered by the following ways:

- Type in the Account number.
- Click on the magnifying glass next to the Account field to search for the account number by name.

The system displays.

The screenshot shows a software interface for 'Checks Issued'. At the top, there are several input fields with magnifying glass icons and two checked options: 'Print Balances' and 'Print Member Copy'. A 'Post' button is located on the right. Below this is a table with columns for Date, Account, Transaction, Amount, and Fee. The table is mostly empty. Overlaid on the table is a dialog box titled 'Add Transaction'. The dialog box has a title bar and a main area with the following fields: 'Transaction' (a dropdown menu showing 'Wd - Interoffice Transfer'), 'Account' (a text field with '555555-2-70'), 'Amount' (an empty text field), 'Description' (two empty text fields), 'Fee' (an empty text field), 'Interest' (an empty text field), 'Draft' (an empty text field), and 'Date' (a date field showing '08-16-2011'). At the bottom of the dialog box, there is a 'Reversal' checkbox (unchecked) and two buttons: 'OK' and 'Cancel'.

Figure 18

Tab to the Amount field or click on the Amount field. Enter the dollar amount for the transaction.

Example: Enter 350 (press Tab key) = \$350.00

If cents are being used in the transaction amount, use the decimal point.

Example: Enter 225.50 (press Tab key) = \$225.50

Tab to the first Description field and enter a Description, if desired. ****Note:** A description is required for general ledger entries. The maximum spaces allowed is 20.

The second Description field can be used, if desired, and will display on the History Inquiry and Member Statements if used. The second Description field (if filled in) will only be printed on Thermal receipts, since there is not room on Dot Matrix or Laser receipts. ****Note:** The second Description field is not valid for general ledger debit and credit transactions (80/90).

Fill in the information for the remaining fields, if applicable. (See page 7 for description of the remaining fields.)

The system displays.

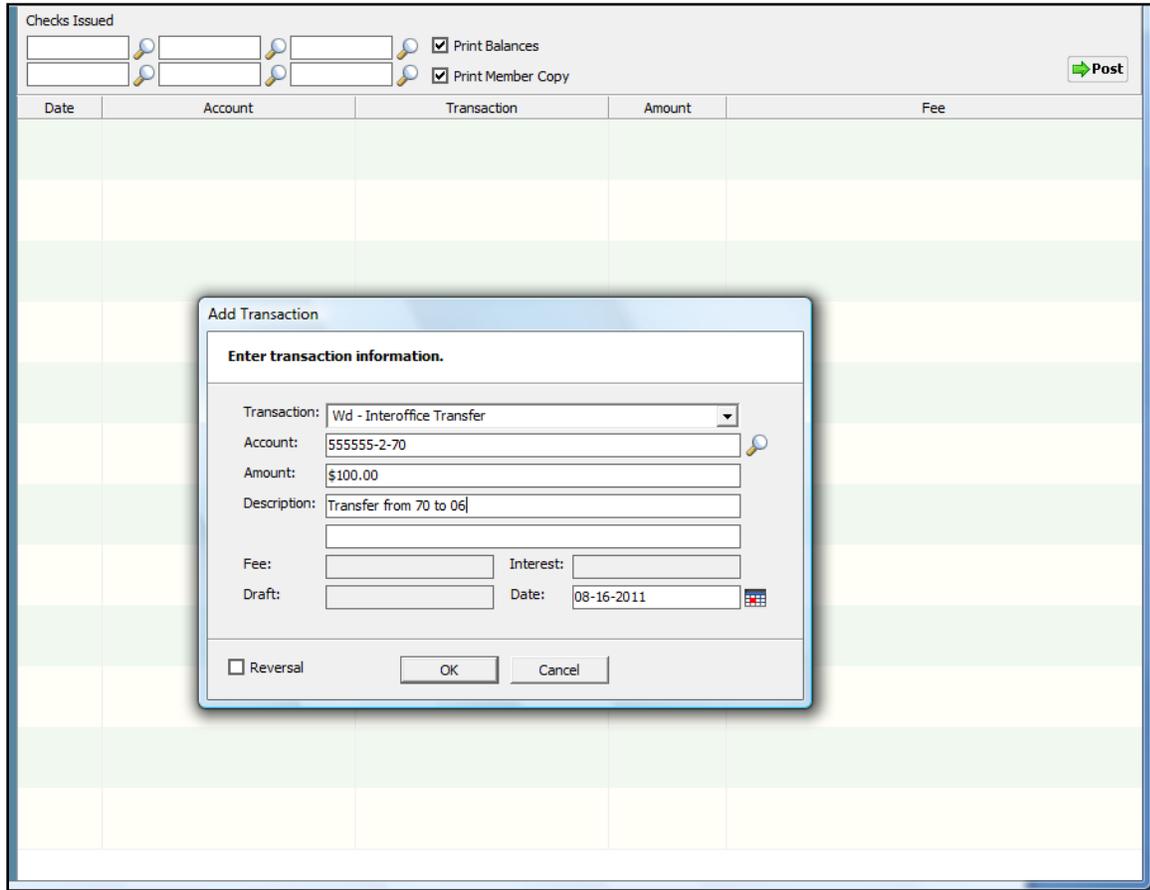


Figure 19

Select OK.

The system displays.

Checks Issued

Print Balances
 Print Member Copy

Date	Account	Transaction	Amount	Fee
08-16-2011	555555-2-70 Transfer from 70 to 06	Wd - Interoffice Transfer	\$100.00	

Figure 20

Enter the offset transaction(s) that is needed, in the same manner as the above transaction was entered.

The system displays.

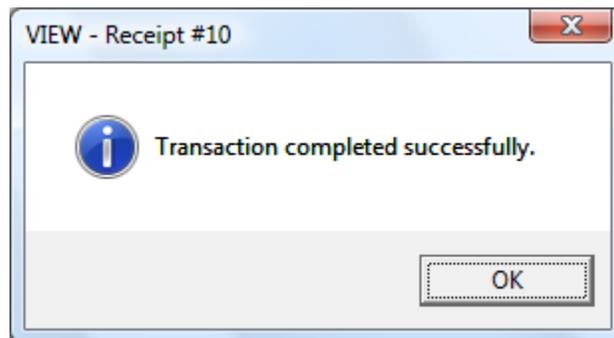
Date	Account	Transaction	Amount	Fee
08-16-2011	555555-2-70 Transfer from 70 to 06	Wd - Interoffice Transfer	\$100.00	
08-16-2011	555555-2-06 Transfer from 06 to 70	Pmt - Interoffice Transfer	\$100.00	

Figure 21

After all the transactions have been entered, the transactions can be posted. To “Post” the transactions, do one of the following:

- Click on the “Post” icon to the right of the Checks Issued boxes.
- Ctrl + S
- Select “Action” on the Menu Bar then Post Transactions.

The system displays.



Select OK to complete the transaction(s). The receipt(s) will be printed.

Prior Day Reversals

The Back Office Transactions window is also used to process a Prior Day Reversal. In other words, to reverse a transaction that was processed on a previous day. A prior day reversal will only reverse one side of the transaction. Offset the reversal transaction with the appropriate transaction. This could be a member's account or a general ledger account, etc.

- Tab until the transaction area is highlighted and press enter.
- Double click on the transaction area.
- Ctrl + A

The system displays.

The screenshot shows a software interface for processing transactions. At the top, there are several input fields and checkboxes for 'Print Balances' and 'Print Member Copy', along with a 'Post' button. Below this is a table with columns: Date, Account, Transaction, Amount, and Fee. The table is mostly empty. Overlaid on the table is a modal dialog box titled 'Add Transaction'. The dialog has a section 'Enter transaction information.' with the following fields: Transaction (a dropdown menu), Account (a text field with a search icon), Amount (a text field), Description (a text field), Fee (a text field), Interest (a text field), Draft (a text field), and Date (a date field showing '08-16-2011'). At the bottom of the dialog, there is a checkbox for 'Reversal', and 'OK' and 'Cancel' buttons.

Figure 22

The Transaction type may be entered by the following ways:

- Press the down arrow key to scroll through the list. Press enter to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Scroll through the selections and either press enter or click on the type to make the selection.
- Click on the down arrow key on the right side of the Transaction box. Next, type in a letter and the system will find the first transaction description beginning with that letter.

Examples: Type in “w” and the system finds the first withdrawal transaction. Type in a “p” and the system finds the first payment transaction.

The Account number may be entered by the following ways:

- Type in the Account number.
- Click on the magnifying glass next to the Account field to search for the account number by name.

Tab to the Amount field or click on the Amount field. Enter the dollar amount for the transaction.

Example: Enter 350 (press Tab key) = \$350.00

If cents are being used in the transaction amount, use the decimal point.

Example: Enter 225.50 (press Tab key) = \$225.50

Tab to the first Description field and enter a Description, if desired. ****Note:** A description is required for general ledger entries. The maximum spaces allowed is 20.

The second Description field can be used, if desired, and will display on the History Inquiry and Member Statements if used. The second Description field (if filled in) will only be printed on Thermal receipts, since there is not room on Dot Matrix or Laser receipts. ****Note:** The second Description field is not valid for general ledger debit and credit transactions (80/90).

Click on the “**Reversal**” box in the lower left corner of the window. (See arrow below.) Next, enter the applicable information for the transaction being reversed.

Figure 23

The box will be white, if the option is available for the Transaction Type, otherwise it will be gray.

Fee - Used for reversing Late Fees for loan suffixes.

Interest - Used for reversing an Interest amount for loan suffixes.

Draft - Used to enter the draft number, if an on-us draft is being reversed.

Date - Used to enter an effective date to be used for the transaction. Click on the calendar to the right of the Date field for a quick way to select an effective date.

Reversal - Used to process a reversal transaction. The system adds 1000 to the Transaction Code when this box is marked. (Example: 202 would be 1202)

A 1xxx transaction can be reversed through the Reversal Wizard. A screen cannot be reversed more than once, however, the original reversal screen can be reversed, if necessary.

Select OK.

Next, enter the transaction that will offset the transaction being reversed. This will put the Non-Cash debits and credits back in balance.

After all the transactions have been entered, the transactions can be posted. To “Post” the transactions, do one of the following:

- Click on the “Post” icon to the right of the Checks Issued boxes.
- Ctrl + S
- Select “Action” on the Menu Bar then Post Transactions.

The system displays a message that the “Transaction completed successfully”. Select OK to complete the transaction(s). The receipt(s) will be printed.

Manual Loan Payment Reversal (Single)

These instructions can be used as a guideline to reverse a loan payment from a prior day. In other words, to reverse a loan payment that was not made today.

If the loan payment being reversed is not the last transaction on the loan suffix, all transactions made after the loan payment being reversed, also need to be reversed. These transactions (payments and add-ons) need to be effective dated and reversed starting with the most recent transaction.

1. Make a screen print of the **loan suffix inquiry** and **history inquiry (Ctrl + I)** before beginning.
2. Using the Back Office Transactions window (Ctrl + E), reverse the payment amount using a **Pmt - Interoffice Transfer (Teller Figures Interest) (403)** transaction type. Enter the **principal amount** of the payment in the **Principal** field, the **interest amount** in the **Interest** field and the **late charge amount** in the **Fee** field (if applicable). The amounts **MUST BE THE SAME** as the original payment. Also, **effective date** the reversal using the same date as the original transaction, using the **Date** field.

****Note:** After a loan transaction type is entered in the "Transaction" field, tab to the next field and the "Amount" field will change to "Principal".

Add Transaction

Enter transaction information.

Transaction:

Account:

Amount:

Description:

Fee: Interest:

Draft: Date:

Reversal

****Note:** After a loan transaction type is entered in the "Transaction" field, tab to the next field and the "Fee" and "Interest" fields will be activated.

Figure 24

Next, click on the Reversal box. This adds 1000 to the Transaction type. When finished, select OK. Post the transaction.

3. Screen print (or display) the **loan suffix inquiry** again.
4. Check the **Date of Last Payment**. If not the same date as the last good loan payment, file maintain the Date of Last Payment field on the loan suffix inquiry. For example, if the history inquiry window lists a payment dated May 3, xxxx prior to the payment being reversed; the Date of Last Payment field should be May 3, xxxx.

5. Check the **Date of Last Activity**. If not the same date as the actual last good transaction or rate change before the reversed payment's original date, file maintain the Date of Last Activity field on the loan suffix inquiry to the date of the last valid transaction (Payment, Loan Issue, Insurance Add-on, or Rate Change, etc). ****Note:** The Date of Last Activity may or may not be the same as the Date of Last Payment, if the loan had a rate change, issue or insurance add-on, etc.
6. Check the **Interest Owing** field. If the "**Date of Last Activity and Date of Last Payment**" are the same then the Interest Owing field needs to be at 0.00. If there is an amount in the Interest Owing field, file maintain it to zero.

****If the **Date of Last Activity** and the **Date of Last Payment** are different, it will be necessary to manually calculate the **Interest Owing**. Interest Owing is the daily interest calculated on a balance or rate change in the past but since the last payment. So anytime a balance changes or the interest rate changes since the last good payment, the system keeps a running total of the daily interest on each balance times the number of days at that balance in the Interest Owing field. This amount is included in the Payoff Interest.

Example: Date of Last Payment is March 28th and the Date of Last Activity was April 10th (Insurance Premium). Balance on the Loan is 20,000.00 after the loan payment. The Insurance premium was for 25.00. New Balance 20,025.00. Calculate the daily interest from March 28th – April 09th on the \$20,000.00 balance (Balance x Rate \ 365 x number of days) and file maintain that amount in Interest Owing. The system will then calculate the daily interest on the \$20,025.00 for the remaining days from April 10th up until today and add the amount file maintained in Interest Owing and place that figure in the Payoff Interest.

***Check the "**Next Payment Due Date**". Depending on Paid Ahead Allowed or Not Allowed will determine if it will be necessary to file maintain the Paid to Date Amount and/or the First Payment Date.

If the loan payment is not being applied back to the same loan, enter the offsetting transaction(s) in the Back Office Transactions window. This could be a general ledger account or a member's account, etc.

Follow with steps 7 and 8, if the loan payment is being applied back to the loan suffix.

7. Reapply the loan payment and add-ons, if applicable, after any necessary file maintenance has been done. Use a **Pmt - Interoffice Transfer (303)** transaction type and use the **effective date of the transaction**. (The Pmt - Interoffice Transfer (303) transaction type will calculate the correct principal and interest, provided steps 2, 4, 5 and 6 have been done correctly.) See the History Inquiry for the transactions code used for a specific add-on, if applicable.
8. Screen print (or display) both the suffix and history inquiry windows to verify the principal, interest and late fees were correctly applied. Also, check the following fields for accuracy:
 - Principal Balance
 - Date of Last Activity (**interest accrues from this date forward**)
 - Date of Last Payment
 - Interest Owing **** (See next page for explanation)**
 - Payoff Interest
 - Paid to Date

Year to Date Interest
Delinquent or Paid Ahead amounts
Next Payment Due Date

Do additional file maintenance, if necessary.

The “Interest Owning**” field is a holding place used when the balance or interest rate changes on a loan between payments. The amount in this field represents the interest from the date of the last loan payment to the date of the add-on or rate change. It may also represent the interest from multiple balance or rate changes. The amount in this field is included in the Payoff Interest field. This field is zeroed out when the Payment Amount is satisfied and the loan is current.

Contact Datamatic Customer Support, if you need assistance with completing a reversal(s) transaction.

Manual Loan Payment Reversal (Multiple)

These instructions can be used as a guideline to reverse loan payments from a prior day. In other words, to reverse loan payments which were not made today.

If the loan payments being reversed are not the last transactions on the loan suffix, all transactions made after (or between) the loan payments being reversed, also need to be reversed. These transactions (payments and add-ons) need to be effective dated and reversed starting with the most recent transaction.

1. Make a screen print of the **loan suffix inquiry** and **history inquiry (Ctrl + I)** before beginning.
2. Using the Back Office Transactions window (Ctrl + E), reverse the payments using a **Pmt - Interoffice Transfer (Teller Figures Interest) (403)** transaction type in the reverse order that they were received (begin with most recent one). Enter the **principal amount** in the Principal field, the **interest amount** in the **Interest** field and the **late charge amount** in the **Fee** field, (if applicable). The amounts **MUST BE THE SAME** as original payment. Also, **effective date** the reversals using the same dates of the original transactions, using the **Date** field.

****Note:** After a loan transaction type is entered in the **"Transaction"** field, tab to the next field and the **"Amount"** field will change to **"Principal"**.

Add Transaction

Enter transaction information.

Transaction:

Account:

Amount:

Description:

Fee: Interest:

Draft: Date:

Reversal

****Note:** After a loan transaction type is entered in the **"Transaction"** field, tab to the next field and the **"Fee"** and **"Interest"** fields will be activated.

Figure 25

Next, click on the Reversal box. This adds 1000 to the Transaction type. When finished, select OK. Repeat for other payments being reversed. Post the transactions, when finished.

3. Screen print (or display) the **loan suffix inquiry** again.
4. Check the **Date of Last Payment**. If not the same date as the last good loan payment, file maintain the Date of Last Payment field on the loan suffix inquiry. For example, if the history inquiry screen lists a payment dated May 3, xxxx prior to the payment(s) being reversed; the Date of Last Payment field should be May 3, xxxx.

5. Check the **Date of Last Activity**. If not the same date as the actual last good transaction or rate change before the reversed payment's original date, file maintain the Date of Last Activity field on the loan suffix inquiry to the date of the last valid transaction (Payment, Loan Issue, Insurance Add-on, or Rate Change, etc). ****Note:** The Date of Last Activity may or may not be the same as the Date of Last Payment, if the loan had a rate change, issue or insurance add-on, etc.
6. Check the **Interest Owing** field. If the "**Date of Last Activity and Date of Last Payment**" are the same then the Interest Owing field needs to be at 0.00. If there is an amount in the Interest Owing field, file maintain it to zero.

****If the **Date of Last Activity** and the **Date of Last Payment** are different, it will be necessary to manually calculate the **Interest Owing**. Interest Owing is the daily interest calculated on a balance or rate change in the past but since the last payment. So anytime a balance changes or the interest rate changes since the last good payment, the system keeps a running total of the daily interest on each balance times the number of days at that balance in the Interest Owing field. This amount is included in the Payoff Interest.

Example: Date of Last Payment is March 28th and the Date of Last Activity was April 10th (Insurance Premium). Balance on the Loan is 20,000.00 after the loan payment. The Insurance premium was for 25.00. New Balance 20,025.00. Calculate the daily interest from March 28th – April 09th on the \$20,000.00 balance (Balance x Rate \ 365 x number of days) and file maintain that amount in Interest Owing. The system will then calculate the daily interest on the \$20,025.00 for the remaining days from April 10th up until today and add the amount file maintained in Interest Owing and place that figure in the Payoff Interest.

***Check the "**Next Payment Due Date**". Depending on Paid Ahead Allowed or Not Allowed will determine if it will be necessary to file maintain the Paid to Date Amount and/or the First Payment Date.

If the loan payments are not being applied back to the same loan, enter the offsetting transaction(s) in the Back Office Transactions window. This could be a general ledger account or a member's account, etc.

Follow with steps 7 and 8, if the loan payments are being applied back to the loan suffix.

7. Re-apply the loan payments and add-ons, if applicable, after any necessary file maintenance has been done. Use a **Pmt - Interoffice Transfer (303)** transaction type and use the **effective date of the transactions**. (The Pmt - Interoffice transfer (303) transaction type will calculate the correct principal and interest, provided steps 2, 4, 5 and 6 have been done correctly.) See the History Inquiry for the transactions code used for a specific add-on, if applicable.
8. Screen print (or display) both the suffix and history inquiry windows to verify the principal, interest and late fees were correctly applied. Check the following fields for accuracy:
 - Principal Balance
 - Date of Last Activity (**interest accrues from this date forward**)
 - Date of Last Payment
 - Interest Owing **** (See next page for explanation)**
 - Payoff Interest

Paid to Date
Year to Date Interest
Delinquent or Paid Ahead amounts
Next Payment Due Date

Do additional file maintenance, if necessary.

The “Interest Owning**” field is a holding place used when the balance or interest rate changes on a loan between payments. The amount in this field represents the interest from the date of the last loan payment to the date of the add-on or rate change. It may also represent the interest from multiple balance or rate changes. The amount in this field is included in the Payoff Interest field. This field is zeroed out when the Payment Amount is satisfied and the loan is current.

Contact Datamatic Customer Support, if you need assistance with completing a reversal(s) transaction.

All Methods

It is a good idea to check the “**Teller Totals**” display (Ctrl + R) after doing a reversal and re-running a payment or deposit, to make sure the Non-Cash debits and credits are in balance.

******Note:** With Prior Day Reversals, checks received do not get corrected out (reversed out) of the check General Ledger account, they are corrected out of cash General Ledger account.

If a payment is being reversed that was made in the previous year, an error message may appear that says “**Negative YTD Interest**” when a reversal is attempted. This is due to the YTD totals for the loan being reset to zero at year end. To process the transaction, file maintain the YTD interest amount to equal the amount of the interest being reversed before posting the reversal. The YTD total will be zero after the reversal is posted.

Back Office Transactions Reference

Back Office Transactions Setup – Refer to the System Administration Manual

System Administration - Teller Administration (under specific teller then General tab)

Maximum Withdrawal (Non-Cash)

Maximum Loan Issue

Maximum Check Issue