

## Reverse Transaction

Prior to using the Reversal Wizard for transactions involving loan suffixes, print the Loan Suffix Inquiry for the loans involved. These will be helpful as a starting point, if problems occur with the reversal transactions.

To reverse transactions processed on an earlier date, use the Back Office Transactions window. (See the Back Office Transactions chapter of this manual.)

A current day reversal will reverse both sides of the transaction(s) being reversed. The ending result will be like the transactions never took place.

**Example:** A check for \$100.00 deposited into a share draft account today.

If the screen number for this transaction is reversed using the Reversal Wizard, the funds will be withdrawn from the share draft account and the amount of "Checks Received" will also be reduced by the amount of the check.

Select Tools from the Menu Bar then select Reverse Transaction. The **Reversal Wizard** is displayed. The Reversal Wizard is used to reverse a transaction that was **processed today**. The system displays.

Screen	Account	Cash Received	Checks Received	Time
16	888444-7-00	\$0.00	\$442.42	04:59 PM
15	623-9-98	\$0.00	\$1,500.00	04:58 PM
14	587455-7-73	\$0.00	\$0.00	04:50 PM
13		\$0.00	\$50.00	04:47 PM
12	32786-6-00	\$352.00	\$0.00	04:32 PM
11	68599-0-00	\$300.00	\$242.89	03:48 PM
10	9854-1-61	\$0.00	\$1,781.47	03:47 PM
8	622-1-03	\$0.00	\$1,000.00	03:41 PM
7	4658-1-03	\$0.00	\$0.00	02:55 PM
6	619-7-45	\$0.00	\$0.00	02:36 PM
5	627-0-70	\$0.00	\$0.00	01:58 PM
4	627-0-70	\$0.00	\$0.00	01:56 PM
3	701-3-72	\$0.00	\$500.00	11:38 AM

Figure 1

Use the arrow keys or scroll bar to find the screen number that needs to be reversed. Highlight the transaction to be reversed then continue to the next window.

The system displays.

Date	Account	Transaction	Amount
05-02-2016	623-9-98	Deposit-Current Tax Year	\$1,500.00

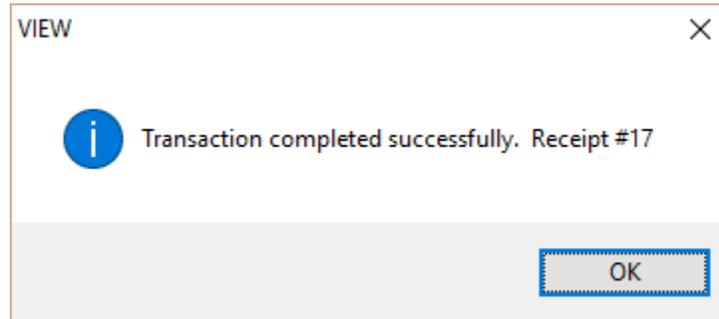
**Figure 2**

The information for the screen number selected is displayed. To proceed with reversing the transaction(s) listed under the screen number, select **Finish**.

If the teller reversing the transaction(s) does not have security for **“Transactions (Reversals)”** an Override Required window will be displayed with the message “Teller not authorized for reversals”. To complete the reversal transaction(s), it will be necessary for a staff person with Transaction Override security to override each reversal transaction. The reversal transaction(s) will show on the daily override report.

Select the arrow in the upper left corner to return to the previous window, if needed. **Example:** The incorrect screen number was selected.

The system displays.



Select OK. The transaction reversal is now completed.

**TIP:** Only one screen number may be selected at one time. Repeat the process, to reverse more than one screen number, if necessary.

It is very important not to escape out of a warning message, delinquent or overdrawn message, or supervisor override message, etc., when using the Reversal Wizard. Read each message (screen print or write down the message, if needed) and proceed through the wizard. An out of balance situation will occur, if the user escapes out and does not complete the wizard, as well as, not properly addressing any messages displayed. Depending on the type of and number of transactions involved in the transaction being reversed, the employee's cash, non-cash and/or checks received, etc. will not balance afterwards, if the escape key is used. Get a supervisor, if unsure as to what needs to be done, **before** using the escape key.

A transaction that has been reversed cannot be reversed again. If there is a need to reverse a reversal, the transaction must be redone to have the same effect as reversing a reversal.

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

**\*\*Note:** After a transaction has been reversed using the Reversal Wizard, both the original and reversal transaction will no longer be displayed in the Reversal Wizard. See example below.

Datamatic VIEW

Teller Transactions (Mary P. Teller - 003)

Teller:

Account	Time	Screen	Tran Code	Amount	Interest	Fee	Cash Received	Checks Received	Member Checks	Checks Issued
619-7-45	02:36 PM	6	202	\$500.00						\$500.00
622-1-03	03:41 PM	8	114	\$1,000.00				\$1,000.00		
623-9-98	04:58 PM	15	114	\$1,500.00				\$1,500.00		
623-9-98	05:00 PM	17	1114	\$1,500.00				-\$1,500.00		
627-0-70	01:56 PM	4	280	\$200.00					\$200.00	
627-0-70	01:58 PM	5	266	\$26.00						
701-3-72	11:38 AM	3	101	\$500.00				\$500.00		
4658-1-03	02:55 PM	7	267	\$100.00						\$900.00
4658-1-03	02:55 PM	7	291	\$900.00						
9854-1-00	03:47 PM	10	101	\$883.29						
9854-1-61	03:47 PM	10	301	\$668.46	\$229.72			\$1,781.47		
68599-0-00	03:48 PM	11	101	\$542.89			\$300.00	\$242.89		
587455-7-73	04:50 PM	14	280	\$145.63					\$145.63	
888444-7-00	04:59 PM	16	101	\$442.42				\$442.42		

Figure 3

See below that screens 15 and 17 are not in the Reversal Wizard, after the transaction was reversed.

Datamatic VIEW

Reversal

Screen	Account	Cash Received	Checks Received	Time
16	888444-7-00	\$0.00	\$442.42	04:59 PM
14	587455-7-73	\$0.00	\$0.00	04:50 PM
13		\$0.00	\$50.00	04:47 PM
12	32786-6-00	\$352.00	\$0.00	04:32 PM
11	68599-0-00	\$300.00	\$242.89	03:48 PM
10	9854-1-61	\$0.00	\$1,781.47	03:47 PM
8	622-1-03	\$0.00	\$1,000.00	03:41 PM
7	4658-1-03	\$0.00	\$0.00	02:55 PM
6	619-7-45	\$0.00	\$0.00	02:36 PM
5	627-0-70	\$0.00	\$0.00	01:58 PM
4	627-0-70	\$0.00	\$0.00	01:56 PM
3	701-3-72	\$0.00	\$500.00	11:38 AM

Figure 4

## Loan Payment Reversals - Additional Steps

Always print a **Loan Suffix Inquiry** and **History Inquiry (Ctrl + I)** before the reversal(s).

**File Maintenance after Loan Payment Reversals and before reapplying any payments.**

Always check and if needed, file maintain the **Date of Last Activity** to be the date of the last good transaction (or rate change) before the reversed payment's original date. This could be a prior payment, insurance add-on, issue or rate change. Whatever it is, file maintain the Date of Last Activity to be that date.

Always check and if needed, file maintain the **Date of Last Payment** to be the date of the last good payment before the reversed payment's original date. (See History Inquiry.)

If the above two dates 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 28<sup>th</sup> and the Date of Last Activity was April 10<sup>th</sup> (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 28<sup>th</sup> – April 09<sup>th</sup> 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 10<sup>th</sup> up until today and add the amount file maintained in Interest Owing and place that figure in the Payoff Interest.

Next, check the **Next Payment Due Date**. Depending on Pay Ahead Allowed or Not Allowed will determine if you need file maintenance done on the Paid to Date Amount or the First Payment Date.

Reapply the payment(s) to the appropriate loan(s).

If the loan payment is not being applied back to the same loan, enter the offsetting transaction(s) to the appropriate suffix(es).

Afterwards, 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

\*\*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.