

Voiding and Reissuing Posted Payments Documentation for LOAN SERVICING SOFT

This document will guide you through the process of voiding printed & posted payments which have been sent out of the servicing account and the options available for reissuing those payments.

For additional information or questions please feel free to contact our support group at support@loanservicingsoft.com or 1-800-993-1839 x2.

When Should You Void or Delete a Payment?

Deleting Payments

Deletion should be performed when a mistaken entry has been created. This may be a check assigned to the wrong payee or a payment that should not have been added. If the payment has been sent via ACH or mailed already, you may need to make some corrective entries elsewhere for accounting purposes.

Voiding Payments

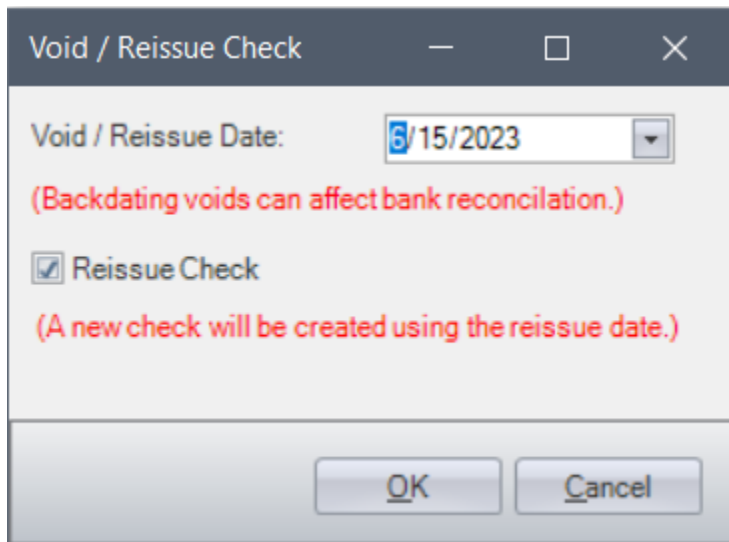
When a check is printed and mailed but never received by the payee or otherwise lost, it will need to be reissued. In this case, the payment should be voided then reissued through a new check.

Another common scenario is a payee returning a check to the servicer which may have been sent in error. Voiding this payment is enough to account for a check being sent then returned.

Voiding Payments

*The void option is only available on a check that has already been printed/posted. Entries that have been created but not yet printed/posted are unable to be voided.

To void a payment, open it from the Trust Account in the Control Panel or while editing the Transaction Splits of a Borrower Deposit. Clicking **Void** will prompt you for the date of the payment void and give you the option to immediately reissue the payment.



Void / Reissue Check

Void / Reissue Date: 6/15/2023

(Backdating voids can affect bank reconciliation.)

Reissue Check

(A new check will be created using the reissue date.)

OK Cancel

LSS will include the original payment in the trust account balance on accounting reports until the **Void Date**. On a Bank Reconciliation these voided payments are considered *In Transit* from their original payment date until the void date.

Reissuing Payments

While the prompt to void is open, you can check the option to immediately create a new payment. When doing so a new check will be created which includes all information from the prior voided item except the check number and check date. The check date of a reissue is filled using the void date from the void prompt. The check number will be filled once the new reissue payment is printed/posted.

The new payment will open immediately with the title **Reissue Check** giving you the chance to print it.

Trust Account: Serv Account 2 #12345678998

To be Printed

Check #

Payee:

Date:

Address:

Amount:

Status:

Type:

Category:

Memo:

Subsidiary Distribution

+ Add Record Edit Record X Delete Record X Delete All Open Account

Loan Number	Payment Number	Amount
L10000001	2.0	18,569.25
L10000001	3.0	20,626.95

Records Count: 2 Total Amount: 39,196.20

If you choose not to reissue the voided payment during the void, you can always create a new payment at a later time.

Payment Reversal Entries

In order to appropriately report the trust account balance in accounting reports, voiding a payment creates an entry called a **Reversal**.

	Date	Check #	Amount	Payee #	Payee	Status	Cleared
	6/15/2023	To Print	39196.20	L00000001	House Funding Account	Entered	<input type="checkbox"/>
	6/15/2023	7	-39196.20	L00000001	House Funding Account	Reversal	<input type="checkbox"/>
	6/13/2023	7	39196.20	L00000001	House Funding Account	Void	<input type="checkbox"/>

The reversal has all the information from the voided payment but has the amounts reversed.

Both voided payments and the reversal pair will show on the accounting reports, unless otherwise hidden by reporting design or reporting filters.

Date	Pmt Method	From/To Account	Ref #	Deposit Amt.	Check Amt.	Balance
06/12/2023		Beginning Balance				39,446.20
		Payment Method Sub-Total				
		Daily Sub-Total				
06/13/2023	Check	56988547 YOUR SERVICING COMPANY NAME	6	0.00	200.00	39,246.20
		L00000001 House Funding Account	7	0.00	39,196.20	50.00
		Payment Method Sub-Total		0.00	39,396.20	
		Daily Sub-Total		0.00	39,396.20	
06/15/2023	Check	L00000001 House Funding Account To Print		0.00	39,196.20	50.00
		Payment Method Sub-Total		0.00	39,196.20	
	Reversal	L00000001 House Funding Account 7		0.00	-39,196.20	39,246.20
		Payment Method Sub-Total		0.00	-39,196.20	
		Daily Sub-Total		0.00	0.00	
				0.00	39,396.20	50.00