

Transferring Worldpay Payments between Customers

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There are three possible ways to transfer a Worldpay payment from one customer to another:

1. Enter a negative payment on the customer account the payment was applied to (the wrong customer) using an Adjustment Pay Method. Post the payment to Unapplied Cash which will cause the customer to have a negative UAC balance, meaning they owe this amount. Take a positive Adjustment Pay Method on the correct customer and apply as needed. The two payments will offset each other. Note that any invoices or bookings paid by the original payment will not be re-opened.
2. Reverse the payment in Agvance prompting a reversal to be processed through Worldpay. Log into the Worldpay iQ portal and reverse the payment processed with the reverse payment in Agvance. Take a payment on the correct customer and use an Adjustment Pay Method posted to the same General Ledger account as the credit card payments post to.
3. Reverse the payment in Agvance prompting a reversal to be processed through Worldpay. Contact the customer for the card information and take a credit card payment on the correct customer account in Agvance.