USER GUIDE: HOW TO DO A PAYMENT REVERSAL FOR A COMMITMENT PROGRESS CLAIM

» Instructions for doing a payment reversal in Xero for a commitment progress claim

Document Control

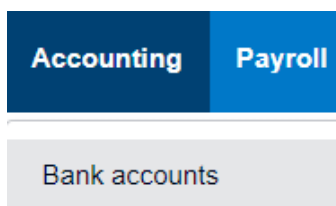|	
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When a commitment progress claim has been paid in Xero, if a mistake is made, it cannot be modified in Procore as it is synced, as indicated by the green sync banner:
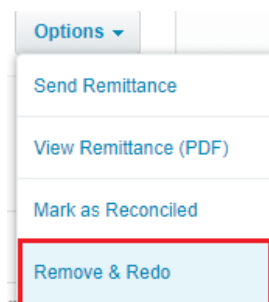

1. From Xero, go to **Accounting>Bank Accounts**.

2. Click the bank account the payment was made from.

3. Open the payment claim.

4. From **Options** select **Remove & Redo**.

5. A message will appear saying the account transaction has been removed with the option to redo the payment. The commitment claim payment will also disappear from Payments Issued in Procore.

The account transaction has been removed. You can now redo this transaction by going to **Reconcile** or by adding a payment.