# Resolving incorrectly receipted accounts
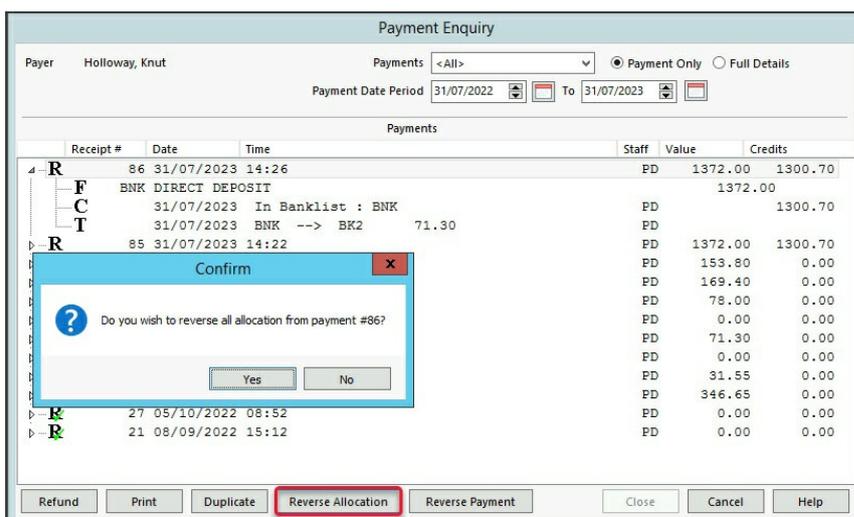
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If a payment is receipted to the wrong account, you need to reverse the payment then receipt that amount to the correct bank account.

In this example, you can see a payment was receipted to the practice account **BNK** and then to the doctor's account **BK2.** This will show as a Transfer In / Transfer Out in the Banking Report. In the following steps, we will reverse this payment and receipt the correct bank account.
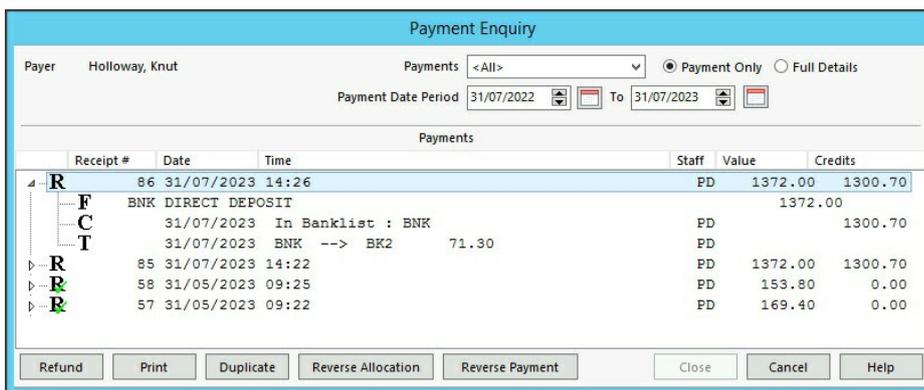
Step 1 - reverse the payment.

1. Open the Patient's record.
2. Select **Acc Enquiry.**
3. Select the **Payments** button**.** The **Payment Enquiry** screen will open.
4. Select the receipt.
5. Select **Reverse Allocation**, and confirm.

6. Select **Reverse Payment**.
7. Provide a reason in the dialog.
8. Select **OK**.

9. Select **Close**.

This will leave you with this amount showing as Outstanding in the patient's Account Enquiry screen

Step 2 - Receipt to the correct bank account

1. From **Acc Enquiry,** select **Receipt**. The **Receipt Payment** screen will open.
2. Select the correct bank account.
3. Enter the payment value.
4. Select the payment method.
5. In **Name**, note the payment information.
6. Select **Allocate**.

7. Select **Fully Receipt**.
8. Select **Close**.

The Banking Report will now show a Transfer Out for the reverse payment, and the payment to the correct bank account will appear under the payment method used.