Advanced Corrections & Transfers

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These workflows are for authorized managers, administrators, controllers, or accounting leads. Office users may see only **Charge Card**, **Recalculate Ledger**, and **Generate Statement** unless additional permissions are granted. Refunds, reversals, and ledger adjustments each need their own permission.

ADVANCED-WORKFLOW WARNING Confirm the transaction, amount, effective date, wallet, invoice, account, adjustment type, and reason before posting. Enter a meaningful memo whenever requested. Never use direct Ledger edit or delete as a routine correction.

Transfer Tools

TRANSFER TOOL	WHAT IT DOES
Deposit transfer	Move held money from deposit to cash or to selected invoices; or move cash into deposit when funds must be held.
Budget transfer	Move money between budget and cash when an authorized exception requires funds to cover a different type of invoice or to fund the budget.
Transfer in / Transfer out	Move a balance between the appropriate customer accounts, such as related accounts or multiple properties. Verify both accounts before posting.

After every transfer, review both the wallet totals and the transaction lines.

Budget Service Plan Coverage

When a budget-covered service plan is replaced, the coverage must move to the new plan or the customer is billed for work the budget should carry.

1. Open the budget's detail dialog, or choose **Service plan coverage** on the budget row in the customer's Subscriptions table.
2. Link, move, or unlink the plan coverage.
3. Review the preview of what the change does to the money.
4. Apply. The change and the Ledger recalculation happen together.

This requires the ledger-adjustments permission and is recorded in the audit history.

Reflow or Reallocate a Payment

Use reflow when a payment was applied to the wrong invoice or needs a different allocation.

1. Open the affected payment from the authorized correction workflow.
2. Confirm the original amount and payment source.
3. Select the correct invoice or invoices.
4. Choose automatic allocation or enter the manual allocation when available.
5. Choose the destination wallet for any unapplied remainder.
6. Review the full allocation.
7. Submit the reflow.
8. Verify every affected invoice and wallet in the Ledger.

Post Adjustments

Depending on permissions and configuration, Post Adjustments may include:

ADJUSTMENT	WHAT IT DOES
Apply credit	Post an adjustment, promotion, or authorized small-balance write-off and select the related invoice when appropriate.
Cancel invoice	Reverse a posted invoice when this is the supported method for its type, such as an automatically generated recurring invoice the customer declined.
Chargeback	Record a card or check payment returned by the bank.
Chargeback reversal	Reverse a chargeback that was posted in error.
Collection fee	Add an authorized one-time fee; do not use it as a substitute for configured recurring finance charges.

General adjustment	Post a mapped debit or credit adjustment using the correct adjustment type.

Always review the resulting balance after posting. If the adjustment type is tied to accounting software, select the configured mapped type rather than creating an improvised correction.

Write Off a Bad Debt or Small Balance

1. Open **Post Adjustments** on the customer's account.
2. Choose **Apply Credit** and select the related invoice.
3. Choose the write-off adjustment type configured by your company. If adjustment types are mapped to accounting software, use the mapped type.
4. Enter a memo explaining the write-off.
5. Post the adjustment and review the resulting balance.

Write-offs require the ledger-adjustments permission. When an invoice covered by a budget is written off, the budget no longer tries to collect it.

Refunds and Voids

- Refunds, voids, and reversals each require their own permission.
- An ACH payment can be voided only until its batch closes. After that, KozyOps sends a refund automatically when the void is refused, and the confirmation names the bank account.
- Refunding unspent wallet money returns it from the wallet that funded it. A cash refund does not draw down a budget wallet.
- Releasing a card preauthorization hold settles it. It is not treated as a refund.
- When an invoice is rolled back, payments already applied to it go back to the customer's wallet.
- A payment made after a refund can pay off the charge the refund reopened.

Recalculate the Ledger

Recalculate Ledger rebuilds the customer's Ledger calculations. It is not a routine payment or correction tool. Use it only when an authorized user has confirmed that the Ledger requires recalculation, then review the entire result. Recalculation does not replace the need to correct the underlying transaction.

Recalculation now repairs a receipt whose Ledger rows were deleted by re-posting its cash and applying it to open charges. Review the result before closing the issue.

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