There are certain scenarios in which you will need to manually record a payment. These situations include:
- If a manual check is written for a payment, this will need be recorded as a manual payment in ARC
- If a payment was mistakenly voided or stopped in ARC, you must manually record the payment and reconcile the transactions in ARC.

Please follow these steps to manually record and reconcile payments:

1. Identify the voucher associated with the hand-written check or incorrectly voided transaction. Access the Payment Inquiry Page with the following navigation

   **NavBar** > **Main Menu** > **Accounts Payable** > **Payments > Payment**

2. Search for the Payment reference for which you need to locate the associated voucher.

3. Click on the Payment Reference ID link to see the associate voucher.



4. See the associated voucher ID for which you need to manually record the payment.
   Note: An icon will appear next to the Supplier name if placed on a Payment Hold.

5. Once the voucher associated with the payment has been identified, you will locate the voucher in ARC by following this navigation:
   **NavBar** > **Main Menu** > **Vouchers > Add/Update** > **Regular Entry**

6. Search for the voucher using the Voucher ID

**Voucher**

Enter any information you have and click Search. Leave fields blank for a list of all values.

| Find an Existing Value | Add a New Value |
|---|---|

Limit the number of results to (up to 300): 300

| Field | Operator | Value |
|---|---|---|
| Business Unit: | = | COLUM |
| Voucher ID: | begins with | 00004270 |
| Invoice Number: | begins with | |
| Invoice Date: | = | |
| Short Vendor Name: | begins with | |
| Vendor ID: | begins with | |
| Name 1: | begins with | |
| Voucher Style: | = | |
| Related Voucher: | begins with | |
| Entry Status: | = | |
| Voucher Source: | = | |
| Origin: | begins with | |

☐ Case Sensitive

Search    Clear    Basic Search    💾 Save Search Criteria

7. Click on the Invoice Information Tab to gather information about the voucher.

| Summary | Related Documents | Invoice Information | Payments | Voucher Attributes | Error Summary |

| | | | |
|---|---|---|---|
| Business Unit: | COLUM | Invoice Date: | 05/16/2012 |
| Voucher ID: | 00004270 | Invoice No: | 112345 |
| Voucher Style: | Regular | Invoice Total: | 325.00    USD |
| Contract ID: | | | |
| Vendor Name: | UNITED PARCEL SERV | Pay Terms: | Due Now |
| | PO BOX 7247-0244 | Voucher Source: | Online |
| Entry Status: | Postable | Origin: | RAD |
| Match Status: | No Match | Created: | 05/16/2012 |
| Approval Status: | Approved    Approval History | Created By: | rk561 |
| Post Status: | Posted | Modified: | 05/16/2012 |
| | | Modified By: | np_st2692 |
| | | ERS Type: | Not Applicable |
| Budget Status: | Valid | Close Status: | Open |
| Budget Misc Status: | Valid | | |

*View Related    Payment Inquiry    Go

💾 Save    🔍 Return to Search    📋 Notify    🔄 Refresh          ➕ Add    📄 Update/Display

Summary | Related Documents | Invoice Information | Payments | Voucher Attributes | Error Summary

8. Notice the Invoice Number and Vendor Information for the Voucher because you will need to enter all of

this information on a new voucher.



9. Enter a new voucher with all the same information, but add an "M" at the end of the invoice number to indicate a manual payment voucher.



10. Click on the "Payments" tab.

11. Click the "Look Up" button (magnifying glass) next to the "Method" field.

12. Select Manual Check as the method.



13. Click the "Action" drop down menu and select "Record a Payment"



14. You will add a Payment Reference that references the same Payment as the original Voucher. This will be the Payment Reference you searched for at the beginning of this job aid.

15. Click Save.



16. You will now need to use Semi-Manual reconciliation to reconcile the payment you manually recorded. Use the following navigation to access the Semi-Manual Reconciliation page:

    **NavBar** > **Main Menu** > **Banking** > **Reconcile Statements** > **Semi-Manual Reconciliation**

17. Enter the Payment Reference ID you created for your manual payment.



18. Check the boxes associated with the Bank Transaction and the System Transaction that have the same Payment Reference and click "Reconcile".

19. Click "Ok" to accept the warning that the payment methods do not match (as one is a manual payment).

20. Click "Ok" to accept the message that the transactions have been reconciled.



21. See that no transactions currently appear in the transaction list, as you have reconciled transactions associated with that Payment Reference.



## Getting Help

Please contact the Finance Service Center
http://finance.columbia.edu/content/finance-service-center

You can log an incident or request a service via Service Now
https://columbia.service-now.com