

Handling overpayments

ANSWER ID:9100

When receiving payment for an invoice or paying a bill, sometimes an overpayment is made or the payment is recorded twice. If you've accidentally recorded the wrong payment amount, reverse or delete the incorrect payment (see the AccountRight help for details: [Australia](#) | [New Zealand](#)).

There are a number of ways you can easily handle the overpaid amount:

- apply it to another unpaid invoice or bill
- create a credit or debit and process a refund
- create a credit or debit and apply it to a future invoice or bill
- write it off (customer overpayments only).

Each of these options is detailed below, and it's a good idea to first check with your customer or supplier on their preferred option. But no matter what route you choose, you'll be back to doing business in no time.

For an overpaid paycheque, see our support note [Payroll overpayments - creating a negative paycheque \(Australia only\)](#).

Customer overpayments

Supplier overpayments

Related topics

[Finding and deleting or reversing a finance charge](#)

[Recording and settling supplier debits \(Australia\)](#)

[Recording and settling supplier debits \(New Zealand\)](#)

[Customer deposits](#)

[Payroll overpayments - creating a negative paycheque \(Australia only\)](#)