



## 'Zeroing' Out a Payment

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### 'Zeroing' Out a Payment

(Ticket ex: 35991)

To cancel/zero out a payment, open the docket and from the header press **Shift + F4** and run the **Payord** to the screen (Narrow output : 's'):



Press **F9** to run and you will see all fees & fines associated with the docket:



Find the payment that needs to be zeroed out and take screenshot or write down the Fine Id & Agree ID. Press **'q'** to exit the payord form and return to the docket.

**F1** out to the main menu then choose option **23.System Administration Reports -> 4.Direct Table Access.**

These are the tables you will be using for any fines/fees/payments you are working with:



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You need to work from the bottom table to the top.

Start at the **Credit Table**, then the **Payment Table**, **Debit Table**, etc. The **Agree Table** should be the last you search/work in. This is especially important as VTADS will not let you delete anything unless you work in this order.

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Open the Credit Table and search by either the fine id or the agree id:



No records were found so we will exit the Credit Table and search in the Payment Table. Do this until you find your fine/fee.

Take a screenshot of the entry you find once you have verified that it is the one you

are looking for. Then press **F7** to create a new entry:



Copy the information as it was in your screenshot, except for the "amt" field:



Type a '-' and then the exact dollar amount from the screenshot:



Then carry on filling out the rest of the information before verifying it and press **F9** to save it.

Go back to the docket and run the **Payord** form again:



Notice how it is now showing 0.00 as assessed, so the fine/fee is no longer an outstanding unpaid fee/fine. If you run into trouble while working with payments, Jim Baslock can help out.

Tags  
clear payment  
fee  
fine  
payment  
pdord  
VTADS