

# Manual Entries

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It may occur during the processing of incoming payments, which is usually fully automatic, that the payins cannot be assigned to a loan or that payment claims are returned (e.g. instalment payments).

The reasons for the non-assignment of payments may be incorrect or missing information in the incoming payment.

The reasons for returned payment claims may be, for example, incorrect account information, blocked accounts or insufficient funds in an account.

Manual intervention is required in these cases. Jabatix identifies such events and displays these to the user for further processing with all the information for the payment and the status or the reason for the return.

The user can then react flexibly during processing. The following options are available:

- Incorrect transactions can be processed and re-executed.
- Non-assigned payments can be assigned precisely to a deal.
- A payin that cannot be assigned manually can be returned.