

# Mortgage+Care

## Payment Not Calculating Correctly

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**I entered a regular payment. Mortgage+Care is not calculating the payment correctly and the information shown is incorrect before I post it.**

Before performing the following steps, was the payment you are processing a new loan? If so, check the **Borrower Loan Info** tab and make sure that the **Date Funded** matches the **Date In** for the Investors on the loan.

If the payment you were processing was NOT a new loan, then continue with the following steps:

1. In the **Borrower Loan Info** tab, cancel the payment (large black **X**).
2. Delete the payment.
3. Close the payment screen.
4. Ask your coworkers to exit Mortgage+Care.
5. Click **Utilities** from the main menu
6. Select **Index**.

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