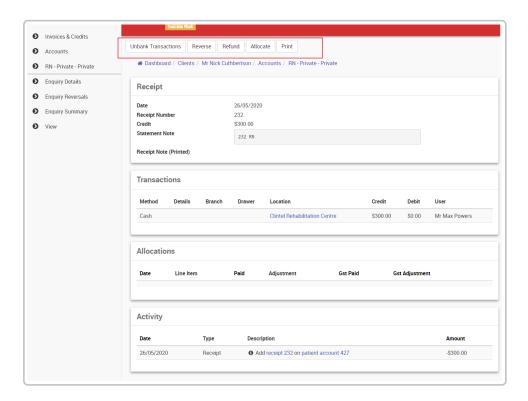
## Refunds

Last Modified on 01/05/2024 2:34 pm ACST

## Refunds

A Refund may be required when a receipt has been entered and banked but subsequently found to be an incorrect entry.

- 1. Search for a patient.
- 2. Click Show.
- 3. In the Main Menu, click Accounts.
- 4. Select the **Enquiries** button next to the relevant /required account.
- 5. Select the 'Summary' sub-menu.
- 6. Select the **Show** button alongside the required receipt (each receipt must be refunded individually, there is no bulk refund process).
- 7. Unbank the transaction if the amount is already banked via the Unbank Transaction button.
- 8. Reverse any allocations for the receipt by selecting the Reverse button and leaving the entire receipt unallocated.
- g. A green message will display advising that the Combined payment was successfully reversed.
- 10. Select the **Refund** button.
- 11. Enter details of the transaction(s) that will be used to pay back to the payee (transactions MUST total the amount of the original receipt).
- 12. Select the Add Transaction to Refund button.
- 13. Select the **Create Refund** button.
  - a. A green message will display advising that the Refund successfully created.



- Partial Refund
- ① Reversing Refund