

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.
9. 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.

Invoices & Credits

Accounts

RN - Private - Private

Enquiry Details

Enquiry Reversals

Enquiry Summary

View

Unbank TransactionsReverseRefundAllocatePrint

Dashboard / Clients / Mr Nick Cutthbertson / Accounts / RN - Private - Private

Receipt

Date26/05/2020

Receipt Number232

Credit\$300.00

Statement Note232 RN

Receipt Note (Printed)

Transactions

Method	Details	Branch	Drawer	Location	Credit	Debit	User
Cash				Clintel Rehabilitation Centre	\$300.00	\$0.00	Mr Max Powers

Allocations

Date	Line Item	Paid	Adjustment	Get Paid	Get Adjustment
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Activity

Date	Type	Description	Amount
26/05/2020	Receipt	➕ Add receipt 232 on patient account 427	-\$300.00

⊕ Partial Refund

⊕ Reversing Refund
