Refunds

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.

⊕ **Partial Refund**

⊕ **Reversing Refund**