# Refund a 3rd party

Last Modified on 09/05/2023 10:43 am AEST

Refund a 3rd party organisation or employer that paid a patient's bill. You may need to do this if the invoice was incorrect or billed incorrectly.

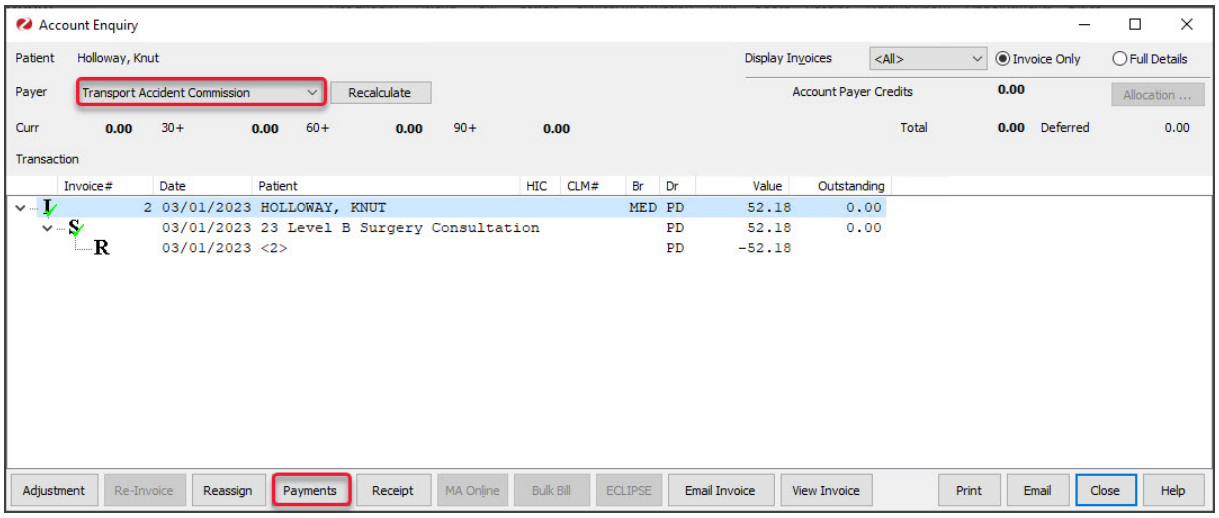
To refund a payment to a 3rd party:

1. Locate and open the patient's record.
2. From the top menu, select **Acc Enquiry**.

   The **Account Enquiry** screen will open.
3. In the **Display Invoices** field, select **All**.
4. In the **Payer** field, select the 3rd party payer.
5. Select the invoice you want to refund.

   Use the invoice number to confirm it's correct and that it has a green tick, indicating it was paid.

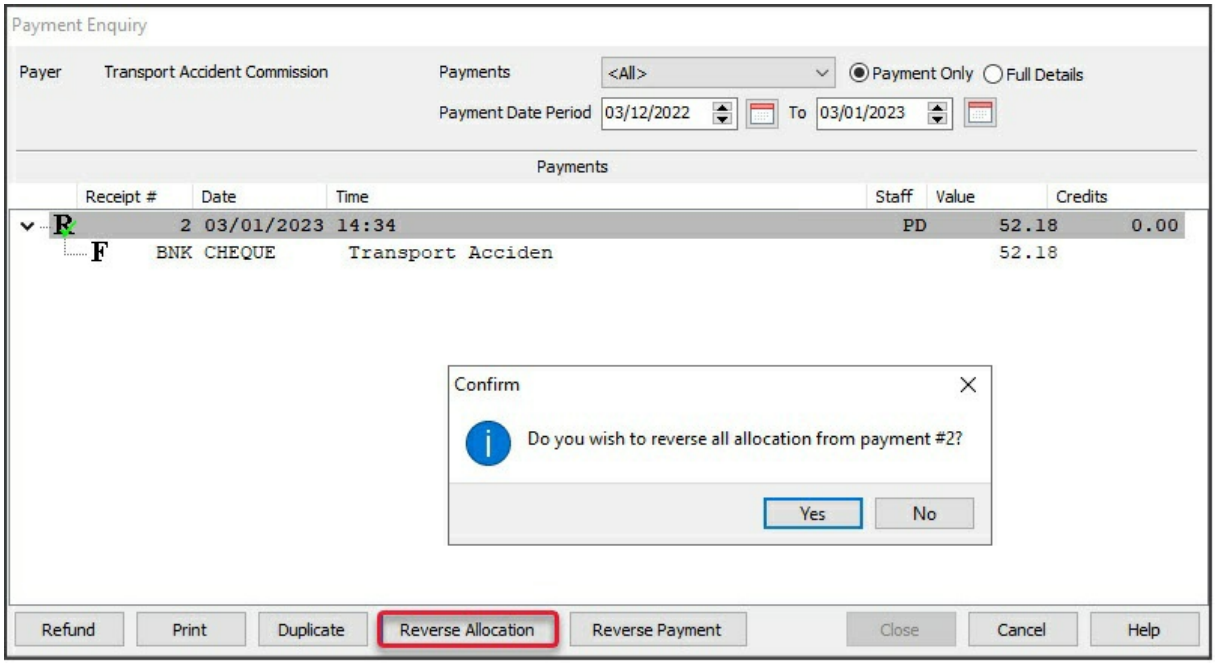
   > **Note**: Just processing a refund would leave the invoice unpaid and prevent you from voiding the invoice. For this reason, we will first reverse the amount paid and then process the refund.




6. Select **Payments**.

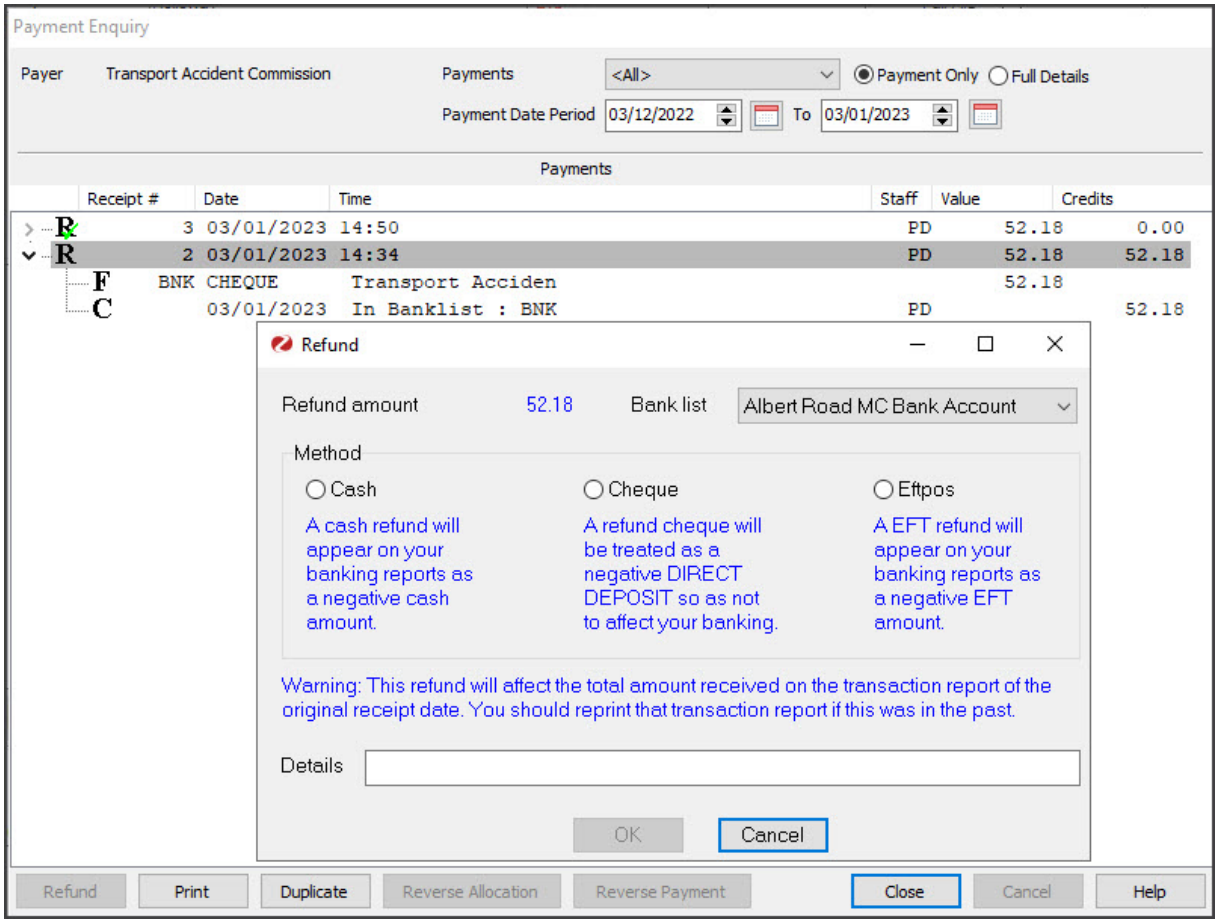
   The **Payments Enquiry** screen will open.

   This screen shows every payment taken from the patient. Every time a payment is made, a receipt is created.
7. Select the receipt, and use the receipt number to confirm it's the correct one.
8. Select **Reverse Allocation**.
9. Select **Yes** to make the reversal.




10. Select **Close** to save and return to the **Account Enquiry** screen.

    You can now process the refund.
11. Select **Payments**.
12. Select the receipt again.
13. Select **Refund** to open the **Refund** screen.
14. Select the refund method: **Cash**, **Cheque** or **Eftpos**.
15. In the **Details** field, enter a reason for the refund.
16. Select **OK** and the amount will disappear from the receipt and the refund will be recorded in Zedmed.
17. Select **Close** to save and exit.




You will return to the **Account Enquiry** screen and the unallocated credit will be gone.