

# Managing Transfers In & Out

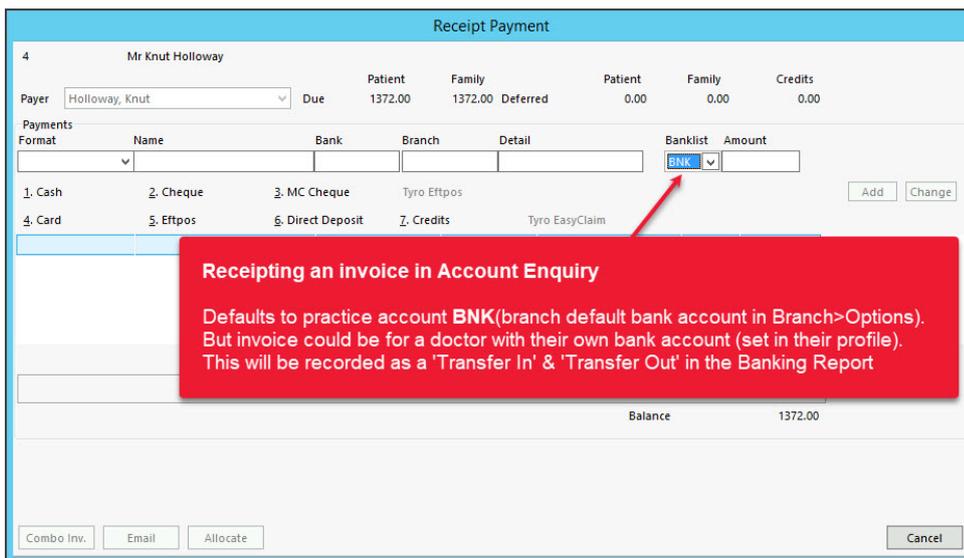
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Resolve a payment receipted to the incorrect bank account. This can occur when the practice bank account is the default, and the payment is receipted to that account, but the doctor has their own bank account. This will show on the Banking Report as a Transfer In / Transfer Out.

## How a Transfer In / Out occurs

At the end of the Banking Report, you may see entries under the **Transfers In** and **Transfers Out** headings. These relate to payments that have been allocated to doctors or branches that have different bank lists.

If you receipt a payment by selecting the **Receipt** menu in **Patient Details** or the **Receipt** button in **Account Enquiry**, the Bank List is a selectable item that can display the Branch bank account by default and not the doctor's bank account (see the Banklist field in the screenshot below). It is therefore important that the correct Bank List is selected when you are receipting this way.



**Receipt Payment**

4 Mr Knut Holloway

Payer	Due	Patient	Family	Deferred	Patient	Family	Credits
Holloway, Knut		1372.00	1372.00		0.00	0.00	0.00

Payments

Format	Name	Bank	Branch	Detail	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos		BNK	
4. Card	5. Eftpos	6. Direct Deposit	7. Credits	Tyro EasyClaim		

**Receipting an invoice in Account Enquiry**

Defaults to practice account BNK(branch default bank account in Branch>Options). But invoice could be for a doctor with their own bank account (set in their profile). This will be recorded as a 'Transfer In' & 'Transfer Out' in the Banking Report

Balance 1372.00

Buttons: Combo Inv., Email, Allocate, Cancel

If the practice default bank account is used and the treating doctor has their own bank account, the Banking Report's **Transfers Out** / **Transfers In** section will show a recorded a payment against a doctor that is going to a different Bank List. This indicates that something needs attention.

In the screenshot below, a Bank Report for Branch 1 tells you a Transfer Out needs to be performed to another Bank List called 'Branch 2'. This is because the Banking Report contains a payment for an invoice with a treating doctor who has their own Bank List - Branch 2. The report, therefore, adds the Transfer Out to advise that payment needs to be receipted to the doctor's Bank List - Branch 2.

Transfers Out					
2/08/2023	210	Work over	Automatic	To Banklist	Banch 2 BankAccount 181.17
<b>Report Totals</b>				<b>Overall Total</b>	<b>181.17</b>
Cash	0.00	Credit Card	0.00	Cheques	0.00
Direct Deposit	181.17	EFTPOS	0.00	Medicare Cheques	0.00

## How to avoid a Transfer In / Out

Always check the Bank List when billing, and use the drop-down to select the doctor's account if required.

Set the Branch to not have a default bank list.

To do this:

1. Go to **Practice Details > Branches**.
2. Select the **Options** button.
3. Select the **Default Bank Account**.
4. Select **Delete** on your keyboard.
5. Select **Close** to save.

This will stop the practice bank account from appearing as a default.

The screenshot shows the 'Practice Details' window with the 'Branches' tab selected. A 'Branch Options - Albany Road Clinic' dialog box is open. In the 'General' section, the 'Default Bank Account' dropdown menu is set to 'Albert Road MC Bank Account'. A red arrow points to this dropdown. At the bottom of the dialog box, the 'Options' button is highlighted with a red box. The background window shows the 'Albany Road Clinic' details and a list of buttons including 'Add New', 'Edit Name', 'Options', 'Delete', 'Payment Types', and 'Online Appointment Details'.

When you create an invoice, use Quick Pay as it will use the doctor's Bank Account.

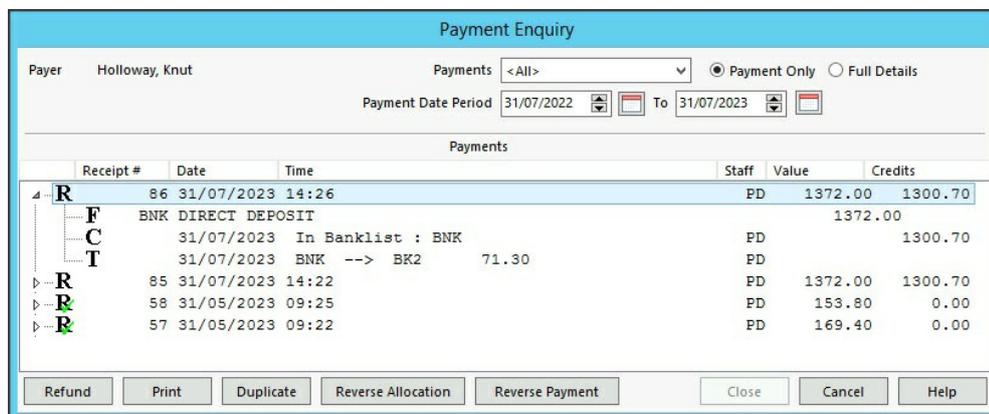
Note: When an invoice is created from the Appointment Screen, Waiting Room or Bill menu in Patient Details, it is associated with the treating doctor's Bank List.

## Resolving incorrectly received accounts

If a payment is received to the wrong account, you need to reverse the payment then receipt that amount to the

correct bank account.

In this example, you can see a payment was received to the practice account **BNK** and then to the doctor's account **BK2**. This will show as a Transfer In / Transfer Out in the Banking Report. In the following steps, we will reverse this payment and receipt the correct bank account.

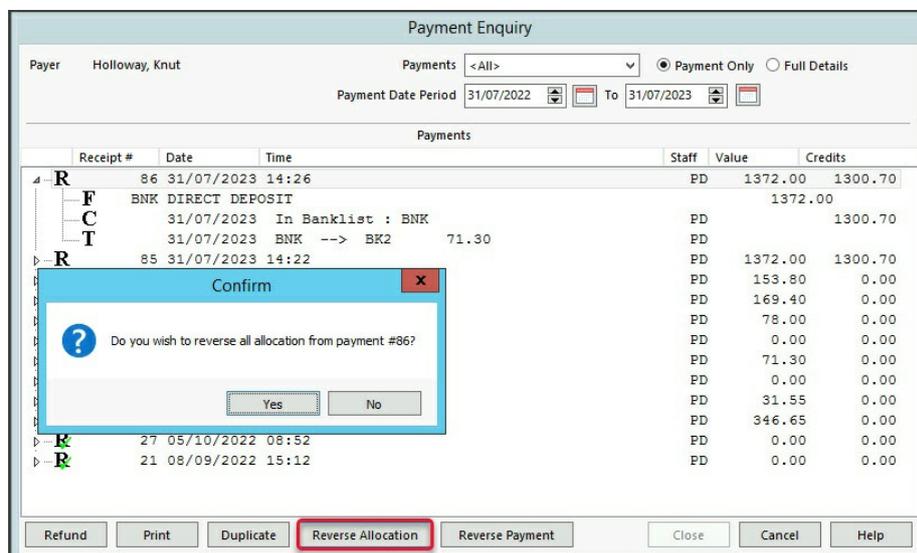


### Step 1 - reverse the payment.

1. Open the Patient's record.
2. Select **Acc Enquiry**.
3. Select the **Payments** button.

The **Payment Enquiry** screen will open.

4. Select the receipt.
5. Select **Reverse Allocation**, and confirm.



6. Select **Reverse Payment**.
7. Provide a reason in the dialog.
8. Select **OK**.

**Payment Enquiry**

Payer: Holloway, Knut  
 Payments: <All> (Payment Only selected)  
 Payment Date Period: 31/07/2022 To 31/07/2023

Receipt #	Date	Time	Staff	Value	Credits
86	31/07/2023	14:26	PD	1372.00	1372.00
BNK DIRECT DEPOSIT					
	31/07/2023	In Banklist : BNK	PD		1300.70
	31/07/2023	BNK --> BK2	PD	71.30	
85	31/07/2023	14:22	PD	1372.00	1300.70
			PD	153.80	0.00
			PD	169.40	0.00
			PD	78.00	0.00
			PD	0.00	0.00
			PD	71.30	0.00
			PD	0.00	0.00
			PD	31.55	0.00
			PD	346.65	0.00
			PD	0.00	0.00
			PD	0.00	0.00

**Reverse reason** dialog box:  
 Enter brief reason (30 chars): [incorrect Bank Account]

Buttons: Refund, Print, Duplicate, Reverse Allocation, **Reverse Payment**, Close, Cancel, Help

9. Select **Close**.

This will leave you with this amount showing as Outstanding in the patient's Account Enquiry screen

## Step 2 - Receipt to the correct bank account

1. From **Acc Enquiry**, select **Receipt**.

The **Receipt Payment** screen will open.

2. Select the correct bank account.

3. Enter the payment value.

4. Select the payment method.

5. In **Name**, note the payment information.

6. Select **Allocate**.

**Receipt Payment**

Mr Knut Holloway

Payer: Holloway, Knut  
 Patient: 1372.00  
 Family: 1372.00  
 Deferred: 0.00  
 Credits: 1300.70

Format	Name	Bank	Branch	Number	Banklist	Amount	Pay Date	Ref Num
Direct Deposit	Paymet Dr Phillips 29/7/23				BK2	1372.00		

Payment Method: **Direct Deposit**

Payment Total	0.00
Family Due	0.00
Patient Due	1372.00
Balance	1372.00

Buttons: Combo Inv., Email, **Allocate**, Cancel

7. Select **Fully Receipt**.

8. Select **Close**.

The Banking Report will now show a Transfer Out for the reverse payment, and the payment to the correct bank account will appear under the payment method used.

## Interpreting the banking reports

To manage payments receipted to the wrong Bank List, it is helpful to recognise the error and how it will look after the correction, in the banking reports for both the branch and the doctor.

In the examples used below, a third-party payer (Workcover) will be used because it will usually be receipted manually after suppressing the invoice. We will also run the Banking Report for a Batch, but the information shown would be the same for a Session.

### The cause of the Transfer Out Banking Report entry

A Workcover payment (Direct Deposit) for \$181.17 has been receipted to the default Bank List 'BNK', which is the practice bank account, but the treating doctor has their own bank account called 'Branch 2'.

The screenshot shows the 'Receipt Payment' interface for patient Mr. Oliver Crde. The payer is 'Workcover' and the amount due is \$181.17. The payment is recorded as a 'Direct Deposit' to the 'BNK' bank list. The interface includes a table for payments and a summary section at the bottom.

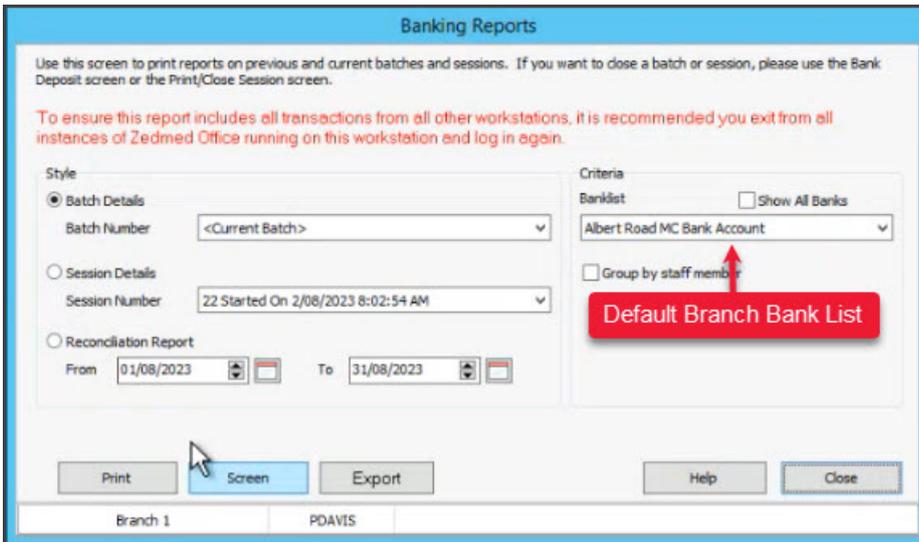
Format	Name	Bank	Branch	Number	Banklist	Amount	Pay Date	Ref Num
Direct Deposit					BNK	181.17	02/08/2023	

Payment Total		0.00	
<input type="radio"/> Family Due	<input checked="" type="radio"/> Patient Due	Amount Due	181.17
		Balance	181.17

### The effect on the practice Banking Report

This is when the Banking Report for the Bank List Albert Road MC Bank Account (the default) is run.



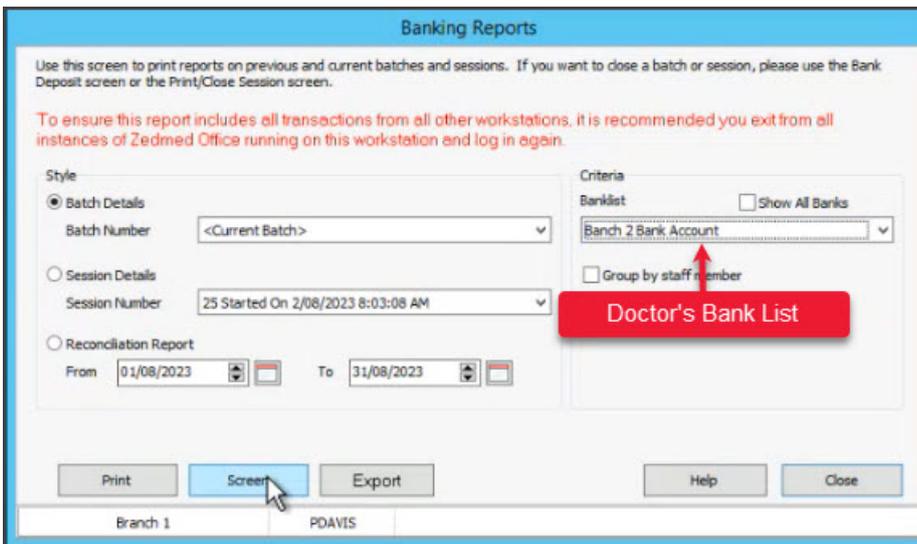
The Banking Report for Albert Road MC shows a Transfer Out is required to Branch 2 (the doctor's Bank List) i.e. that payment needs to be receipted to the doctor's Bank List - Branch 2.

Follow the receipt number: Under Direct Deposits, you can see receipt 210, and the instruction to Transfer Out the payment for receipt number 210. The receipt number helps interpret what is happening in bank reports with Transfers In / Out.

Banking Report - Batch Details								
Branch 1 Level 3, 60 Albert Road, SOUTH MELBOURNE 3205 Ph.03 9284 3300								
Criteria		Group By		Order By				
Banklist Report By	Albert Road MC Bank Account Batch	Payment Form	Receipt Number					
Date	Receipt #	Account	Drawer	Bank	Branch	Cheque/Card #	Staff	Amount
<b>Banking Session #1</b>								
<b>Banking Session #2</b>								
Payment Form: Direct Deposit								
2/08/2023	210	Workcover					FD	181.17
							<b>Total Direct Deposit (session #22)</b>	<b>181.17</b>
<b>Session Totals</b>				<b>Overall Total</b>				<b>181.17</b>
Cash	0.00		Credit Card	0.00		Cheques		0.00
Direct Deposit	181.17					HealthPoint		0.00
HealthPoint	0.00							0.00
<b>Transfers Out</b>								
2/08/2023	210	Workcover	Automatic	To Banklist: Branch 2 BankAccount				181.17
<b>Report Totals</b>				<b>Overall Total</b>				<b>181.17</b>
Cash	0.00		Credit Card	0.00		Cheques		0.00
Direct Deposit	181.17		EFTPOS	0.00		Medicare Cheques		0.00

### The effect on the doctor's Banking Report

This is when the Banking Report for the doctor's Bank List Branch 2 is run.



The Banking Report for the doctor's Bank List Branch 2 shows a Transfer In is required from Bank List Albert Road MC.

Note, that you do not see the payment from Workcover for receipt 210 (as you do in the Branch bank report above), but you will after the receipt has been reversed and applied to this Bank List.

Banking Report - Batch Details							
Branch 1 Level 3, 60 Albert Road, SOUTH MELBOURNE 3205 Ph:03 9284 3300							
Criteria		Group By		Order By			
Banklist Report By	Banch 2 Bank Account Batch	Payment Form		Receipt Number			
Date	Receipt # Account	Drawer	Bank	Branch	Cheque/Card #	Staff	Amount
<b>Banking Session #3</b>							
<b>Banking Session #4</b>							
<b>Banking Session #5</b>							
Payment Form: Medicare Cheque							
2/08/2023	209 Medicare	Medicare	Reserve	Mr Oliver Circle	FD		36.30
			Number of cheques:	Total Medicare Cheque (session #25)			36.30
<b>Session Totals</b>						<b>Overall Total</b>	
Cash	0.00						0.00
Direct Deposit	0.00						36.30
HealthPoint	0.00						
<b>Transfers In</b>							
2/08/2023	210 Workcover	Automatic		FromBanklist: Albert Road MC Bank A 181.17			
<b>Report Totals</b>				<b>Overall Total</b>			
Cash	0.00	Credit Card	0.00	Cheques			0.00
Direct Deposit	0.00	EFTPOS	0.00	Medicare Cheques			36.30

## Performing the Transfer Out

The section above, **Resolving incorrectly receipted accounts**, explains how to perform the Transfer Out by reversing the payment and then receipting it to the correct Bank List. The screenshot below shows the correct bank account being selected when receipting the reversed payment.

**Receipt Payment**

274      Mr Oliver Circle

Payer: Workcover      Due: 181.17      Deferred: 0.00      Credits: 1281.38

Payments

Format	Name	Bank	Branch	Detail
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos	
4. Card	5. Eftpos	6. Direct Deposit	7. Credits      Tyro EasyClaim	

Banklist	Amount
BNK	
BK2 Bank	Bank Account
BK3 Bank	Bank Account
BK4 Albert Road MC	Bank Account

Payment Total: 0.00  
Amount Due: 181.17  
Balance: 181.17

Buttons: Combo Inv.   Email   Allocate      Cancel

Receipting the payment to the doctor's Bank List will create a new receipt number. It's important to note this new receipt number so you can follow the changes in the rerun banking reports. Below, you can see receipt 210 has been replaced by receipt 211.

**Allocation**

Payer: Workcover      Account Payer Credits: 1281.38 On 5 Payments

Receipt #: 71    On 24/11/2022    Banked: 574.52    Unallocated Payment: 574.52    Invoice Only

**Transaction**

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
4-I	02/08/2023	CIRCLE, OLIVER			MED	PD	181.1	0.00
4-S	02/08/2023	104 Specialist, referred consultatio				PD	181.1	0.00
R	02/08/2023	<210>				PD	-181.17	
A	02/08/2023	Reversal Allocation <210>				PD	181.17	
R	02/08/2023	<211>				PD	-181.17	

Value: 181.17    Allocated: 181.17    Outstanding: 0.00

Buttons: Fully Receipt    Partly Receipt    Close    Cancel    Help

Branch 1: PDAVIS

### The practice Banking Report after the Transfer Out

When you rerun **Banking Reports** for the default bank account, **Albert Road MC**:

- The original invoice shows as reversed and the reason you entered is shown.
- A **Transfer In** appears below the original **Transfer Out** to indicate the transfer 'into' the doctor's account (Branch 2)
- Receipt 210 is referenced, as this original receipt has been updated in the report.

# Banking Report - Batch Details

Branch 1 Level 3, 60 Albert Road, SOUTH MELBOURNE 3205 Ph:03 9284 3300

Criteria		Group By	Order By
Banklist Report By	Albert Road MC Bank Account Batch	Payment Form	Receipt Number

Date	Receipt #	Account	Drawer	Bank	Branch	Cheque/Card #	Staff	Amount
<b>Banking Session #1</b>								
<b>Banking Session #2</b>								
Payment Form: Direct Deposit								
2/08/2023	210	Workcover		FD	wrong banklist		FD	181.17
		Reversed On: 02/Aug/2023 08:24						
<b>Total Direct Deposit (session #22)</b>								<b>0.00</b>
<b>Session Totals</b>						<b>Overall Total</b>		
Cash	0.00	Credit Card	0.00			Cheques	0.00	
Direct Deposit	0.00	EFTPOS	0.00			Medicare Cheques	0.00	
HealthPoint	0.00							
<b>Transfers Out</b>								
2/08/2023	210	Workcover	Automatic	To Banklist: Branch 2 Bank Account				181.17
<b>Transfers In</b>								
2/08/2023	210	Workcover	Automatic	From Banklist: Branch 2 Bank Account				181.17
<b>Report Totals</b>						<b>Overall Total</b>		
Cash	0.00	Credit Card	0.00			Cheques	0.00	
Direct Deposit	0.00	EFTPOS	0.00			Medicare Cheques	0.00	

## The Banking Report for the doctor's Bank List after the Transfer In.

When you rerun Banking Reports for the doctor's Bank List, Branch 2:

- The payment from Workcover has now been recorded with the new receipt number 211.
- A **Transfer Out** appears above the original **Transfer In** to indicate the transfer performed from **Albert Road MC**.

# Banking Report - Batch Details

Branch 1 Level 3, 60 Albert Road, SOUTH MELBOURNE 3205 Ph: 03 9284 3300

Criteria		Group By	Order By
Banklist Report By	Banch 2 Bank Account Batch	Payment Form	Receipt Number

Date	Receipt #	Account	Drawer	Bank	Branch	Cheque/Card #	Staff	Amount
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Banking Session #3

Banking Session #4

Banking Session #5

Payment Form: Direct Deposit

2/08/2023	211	Workcover					FD	181.17
<b>Total Direct Deposit (session #25)</b>								<b>181.17</b>

Payment Form: Medicare Cheque

2/08/2023	209	Medicare	Medicare	Reserve		Mr Oliver Circle	FD	36.30
				<b>Number of cheques:</b>	<b>Total Medicare Cheque (session #25)</b>			<b>36.30</b>

Session Totals				Overall Total	
Cash	0.00	Credit Card	0.00	Cheques	0.00
Direct Deposit	181.17	EFTPOS	0.00	Medicare Cheques	36.30
HealthPoint	0.00				

Transfers Out

2/08/2023	210	Workcover	Automatic	To Banklist: Albert Road MC Bank Account17
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Transfers In

2/08/2023	210	Workcover	Automatic	From Banklist: Albert Road MC Bank A/181.17
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Report Totals				Overall Total	
Cash	0.00	Credit Card	0.00	Cheques	0.00
Direct Deposit	181.17	EFTPOS	0.00	Medicare Cheques	36.30