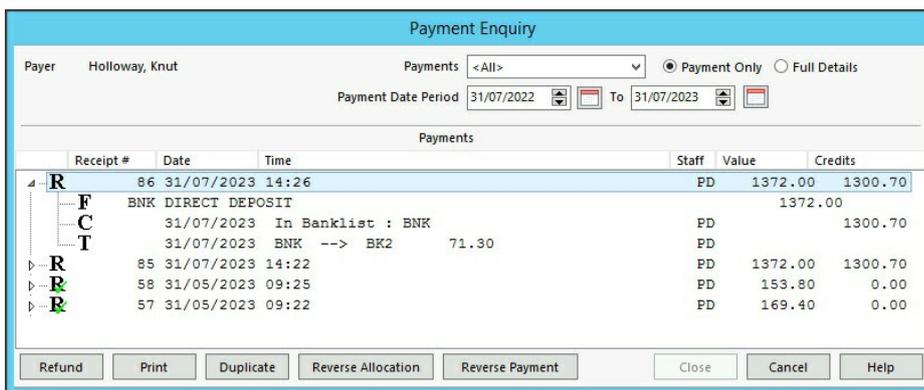


# Resolving incorrectly received accounts

Last Modified on 05/12/2024 8:05 am AEDT

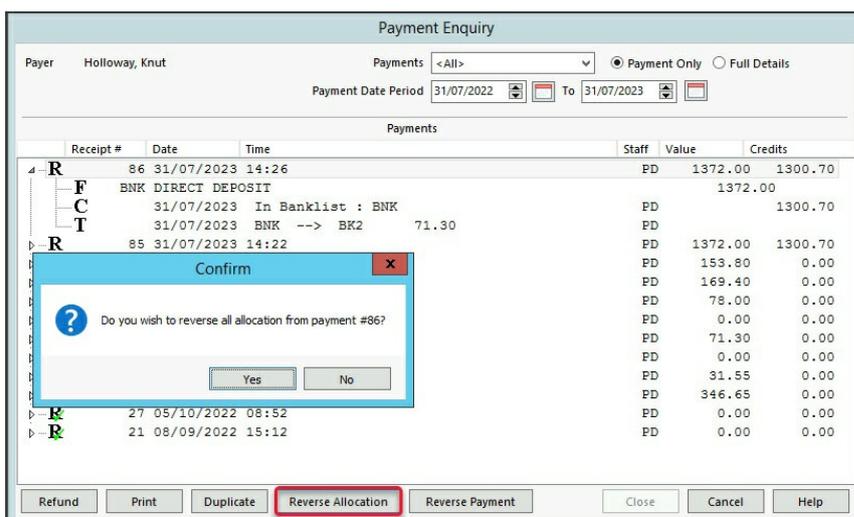
If a payment is received to the wrong account, you need to reverse the payment then receipt that amount to the correct bank account.

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 |  Full Details  
 Payment Date Period: 31/07/2022 To 31/07/2023

Receipt #	Date	Time	Staff	Value	Credits
R 86	31/07/2023	14:26	PD	1372.00	1372.00
BNK DIRECT DEPOSIT					
					1372.00
C 31/07/2023	In Banklist : BNK		PD		1300.70
T 31/07/2023	BNK --> BK2	71.30	PD		
R 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**

Enter brief reason (30 chars): [Incorrect Bank Account]

Buttons: OK, Cancel

Buttons at bottom: 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 | Due: 1372.00 | 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	Payment Dr Phillips 29/7/23				BK2	1372.00		

1. Cash | 2. Cheque | 3. MC Cheque | Tyro Eftpos | **4. Direct Deposit** | 7. Credits | Tyro EasyClaim

Payment Total: 0.00

Family Due |  Patient Due | Amount 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.