

Resolve incorrectly receipted accounts

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

In the following steps, we will reverse a 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**.
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**.
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.