

# Take a deposit (allocate later)

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Record a payment by a patient without creating an invoice. This can be done before a consultation or procedure and the payment can be allocated to a future invoice. If there is a claimable amount outstanding, a claim can be submitted to Medicare or a health fund.

## Prepayment workflow examples

### For an attendance:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Allocate the deposit to an invoice after the attendance. [Learn more](#)
3. Submit an applicable claim for the remaining balance. [Learn more](#) (from step 9)

### For a cancellation:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Refund the deposit. [Learn more](#).

### For non-attendance:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Charge a non-attendance fee. [Learn more](#).
3. Refund the remaining credit. [Learn more](#).

## Take a deposit (pre-payment)

This process adds a credit to the patient's account that can be applied to an invoice at a later date.

To record the deposit:

1. Open the patient's record.
2. Check the patient is **set up to be a payer**.
3. Select **Receipt** from the top menu.

The **Receipt Payment** screen will open.

4. Select the patient as the **Payer**.
5. Select the payment method.
6. Use the **Name** field to enter deposit details, for example, the date of surgery.
7. Select the appropriate bank account from **Banklist**.

This step is important if practitioners have their own bank account.

8. Enter the payment into the **Amount** field and press tab.
9. Select **Add**.
10. Select **Allocate**.

Holloway, Knut

Acc Enquiry Attend Bill Clinical Information Print Quote **Receipt** Waiting Room Appointments Extras

**Patient Details** Personal Family Name Holloway Given Name Knut Initial Practice File# 41 Pull File Clinical Warnings

Receipt Payment 41 Mr Knut Holloway

Payer	Due	Patient	Family	Deferred	Patient	Family	Credits
Holloway, Knut		1.00	1.00		0.00	0.00	0.00

Payments

Format	Name	Bank	Branch	Number	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos		DBK	
4. Card	5. Eftpos	6. Direct Deposit	Z. Credits	Tyro EasyClaim		

EFT Surgery despoit for 13 March DBK 250.00

Payment Total 250.00

Family Due Patient Due Amount Due 1.00

Balance -249.00

Cash Out Combo Inv. Email **Allocate** Cancel

The **Allocation** screen will open (see below) and display the pre-payment as an **Unallocated Payment**.

11. Select **Cancel**.
12. Select **No** on the **Confirm** dialog.

Holloway, Knut

Acc Enquiry Attend Bill Clinical Information Print Quote Receipt Waiting Room Appointments Extras

**Patient Details** Personal Family Name Holloway Given Name Knut Initial Practice File# 41 Pull File Clinical Warnings

Allocation

Payer Holloway, Knut Account Payer Credits 250.00 On 1 Payment

Receipt # 95 On 08/04/2024 Banked 250.00 Unallocated Payment 250.00 Invoice Only Full Details

Transaction									
Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding	
22	10/10/2019	HOLLOWAY, KNUT	S		MED	PD	1.00	1.00	

Confirm

Canceling will mean that the credit is left unallocated. Do you want to allocate the credits?

Yes No

Value 1.00 Allocated 0.00 Outstanding 1.00 Fully Receipt Partly Receipt

Close Cancel Help

Test Branch 1 PDAVIS

Delete Print Patient Verification Find Close Cancel

13. If the patient requires a receipt, select **Yes** on the print dialog.

The deposit has now been made.

To view the deposit, open **Acc Enquiry** and see the amount next to **Account Payer Credits**.

# Allocate a deposit (to an invoice)

At a later date, the deposit can be allocated to a new invoice using the payment type Credits.

To allocate the deposit:

1. **Create an invoice** as you normally would.
2. Check the patient is the payer.
3. Enter the item number/s and add information in **Referral** and **Properties** if required (e.g. Hospital).
4. Select **Quick Pay**.

**New Invoice**

Invoice  
Patient: Mr Knut Holloway, File 41, DOB 19/05/1952 (71)  
Payer: Holloway, Knut  
Doctor: Davis, Phillip  
Request/Referral Dr: Adelaide Path Partners, To: PD, Starts: 08/11/2023, Mths: 12

Payer Debts  
Due: Patient 1.00, Family 1.00, Credit 250.00  
Deferred: 0.00, 0.00

Fund Details  
Fund: #, Fund Fee Type  
Refund/Gap Calculation: Fund, Medicare (selected)  
Invoice Style: Print Gap, Corporate

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
08/04/2024	42702	Lens extraction and insertion of arti	IF6	FRE	1197.25	1	1197.25		710.90	486.35

Assist Fee Properties Add Change Delete  
Total: 0.00, Disc: 0.00, Gap: 0.00

Doctor Assigned Billing Codes: Add All  
Message: This is the invoice message

Billing Instructions

Defer Family ECLIPSE MA Online Bulk Bill Combo Inv. Print Email Suppress **Quick Pay** Cancel Help

The **Quick Pay** screen will open.

Quick Pay

41 Mr Knut Holloway

Payer Holloway, Knut Due Patient 1.00 Family 1.00 Deferred Patient 0.00 Family 0.00 Credits 0.00

Current Invoice(s)  
 Allocate  Value 1197.25  Discounted value 1197.25  Gap 486.35

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			
Credits					BNK	250.00	
						Payment Total	250.00
<input type="radio"/> Family Due & Invoice <input type="radio"/> Patient Due & Invoice <input checked="" type="radio"/> Invoice(s) Only						Amount Due	1197.25
						Balance	947.25

Cash Out Eclipse MA Online Suppress Combo Inv. Email Print Cancel

5. Select **Credits** for the Payments type.
6. Select **OK** to the **Warning** dialog.
7. Change the **Amount** field if required and enter any relevant notes in the **Detail** field.
8. Select **Add**.

The **Credits** value will become the **Payment Total** and be deduced from the **Amount Due**.

#### Submit a Claim for an outstanding balance

If there is still an amount owing, it may be the claimable part of the invoice, which is processed as follows:

9. Select the payment type.
- The **Balance** owing will be added to the **Amount**.
10. Select **Add**.
- The claim will be added below the Credits entry.
11. Check the amount is correct and the Balance is now 0.
12. Select **Eclipse** or **MA Online** and submit the claim.

Quick Pay

41 Mr Knut Holloway

Payer Holloway, Knut Due Patient 1.00 Family 1.00 Deferred 0.00 Family 0.00 Credits 0.00

Current Invoice(s)  
 Allocate  Value 1197.25  Discounted value 1197.25  Gap 486.35

Payments

Format	Name	Bank	Branch	Number	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos		BNK	
4. Card	5. Eftpos	6. Direct Deposit	Tyro EasyClaim			
Credits					BNK	250.00
EFT					BNK	947.25

Payment Total 1197.25

Family Due & Invoice  Patient Due & Invoice  Invoice(s) Only Amount Due 1197.25

Balance 0.00

Cash Out Eclipse MA Onjine Suppress Combo Inv. Email Print Cancel

## Refund a deposit (remaining credit)

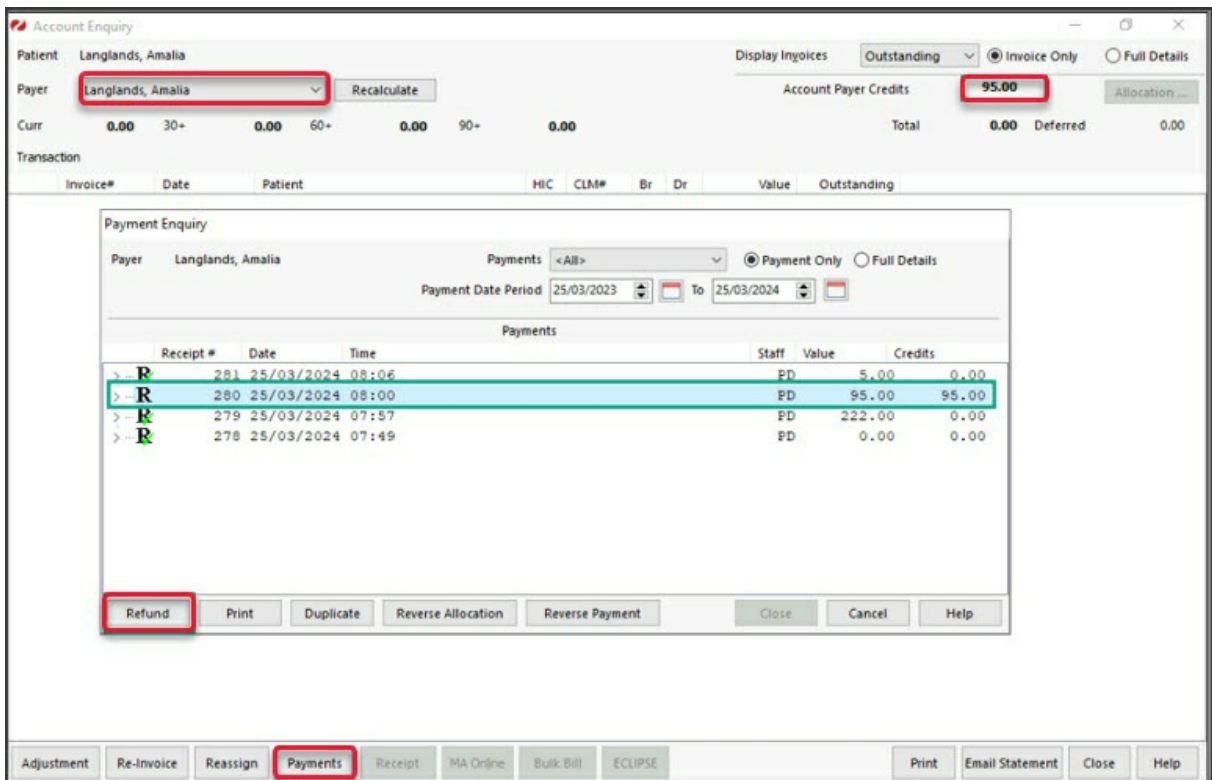
If the patient does not attend, the deposit is refunded.

If the practice has a non-attendance fee, see the [Charge a non-attendance fee guide](#).

To refund the deposit or remaining credit:

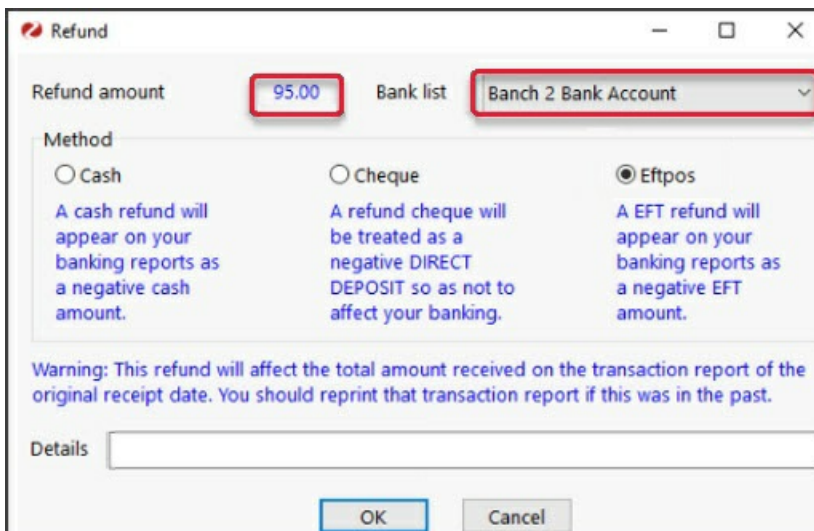
The rest of the deposit can then be refunded:

1. Open the patient's **Account Enquiry** screen.
2. Check that the patient is the **Payer**.
3. Select the **Payments** button.
4. Select the receipt with the credit outstanding amount.
5. Select **Refund**.



The Refund screen will open.

6. Select the **Bank Account** the refund is to be processed from.
7. Select the **Method**.
8. Enter any **Details**.
9. Select **OK**.



The credit will be refunded.

**Payment Enquiry**

Payer: Langlands, Amalia      Payments: <All>       Payment Only     Full Details

Payment Date Period: 25/03/2023 To 25/03/2024

Payments						
Receipt #	Date	Time	Staff	Value	Credits	
> --R 281	25/03/2024	08:06	PD	5.00	0.00	
> --R 280	25/03/2024	08:00	PD	0.00	0.00	
> --R 279	25/03/2024	07:57	PD	222.00	0.00	
> --R 278	25/03/2024	07:49	PD	0.00	0.00	

**Account Enquiry**

Patient: Langlands, Amalia      Display Invoices: Outstanding       Invoice Only     Full Details

Payer: Langlands, Amalia      Recalculate      Account Payer Credits: 0.00      Allocation...

Curr: 0.00    30+    0.00    60+    0.00    90+    0.00      Total: 0.00    Deferred: 0.00

Transaction	Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding