Take a deposit (allocate later)

Last Modified on 10/01/2025 10:10 am AEDT

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)

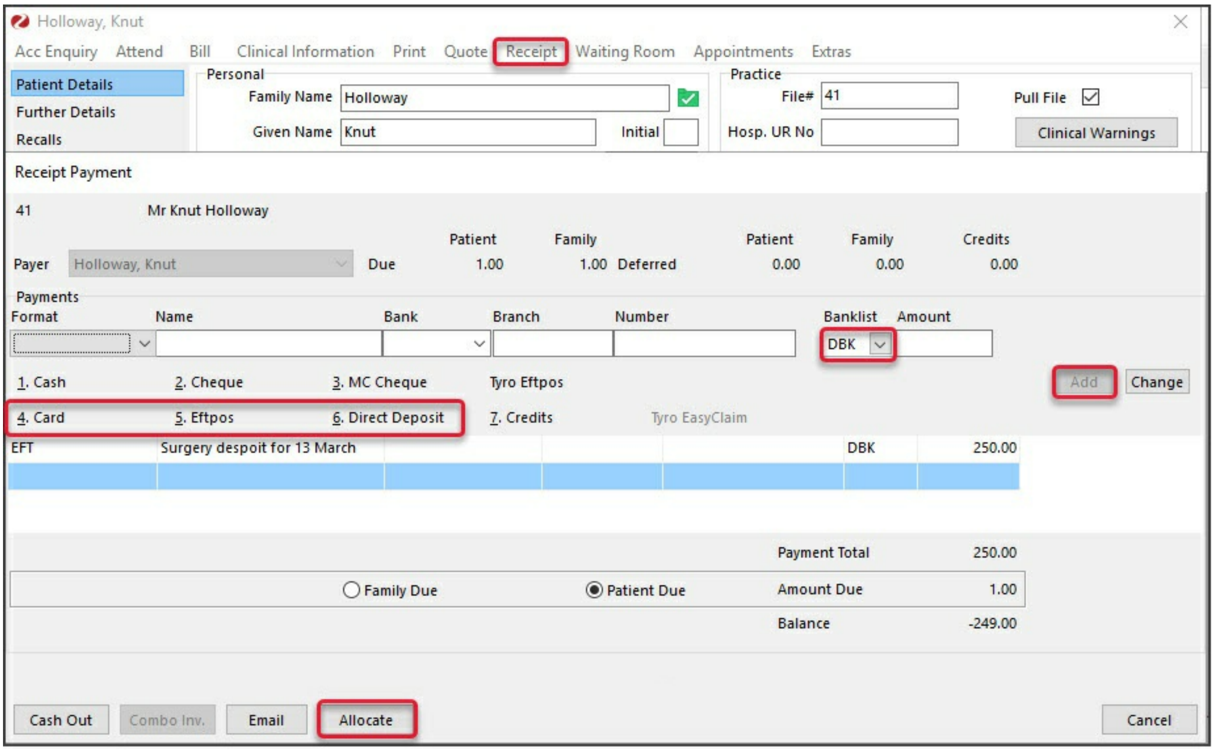
This process adds a credit to the patient's account that can be applied to an invoice at a later date.

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.

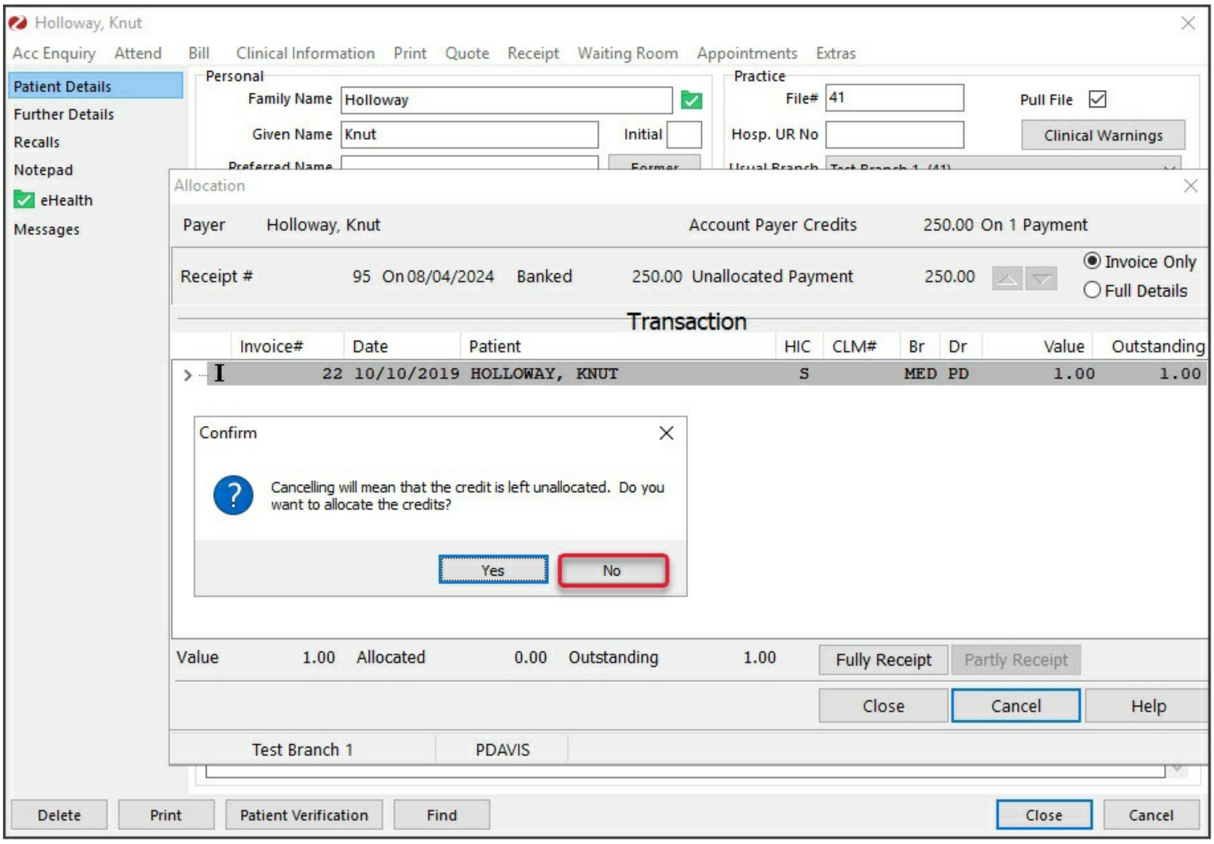
   The **Receipt Payment** screen will open.
4. Select the patient as the **Payer**.
5. Select the payment method.
6. Use the **Name** field to enter deposit details, for example, the date of surgery.
7. Select the appropriate bank account from **Banklist.**

   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**.



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.



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

    The deposit has now been made.

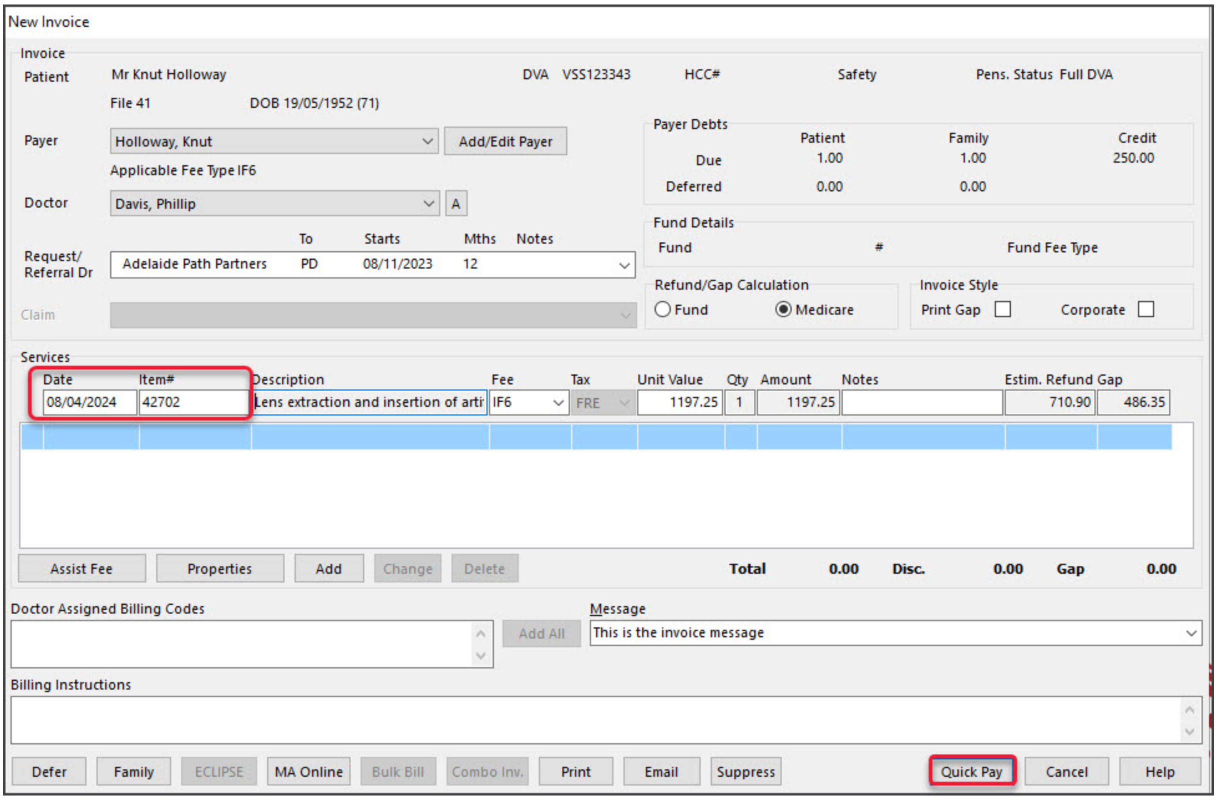
    To view the deposit, open **Acc Enquiry** and see the amount next to **Account Payer Credits**.

Allocate a deposit (to an invoice)

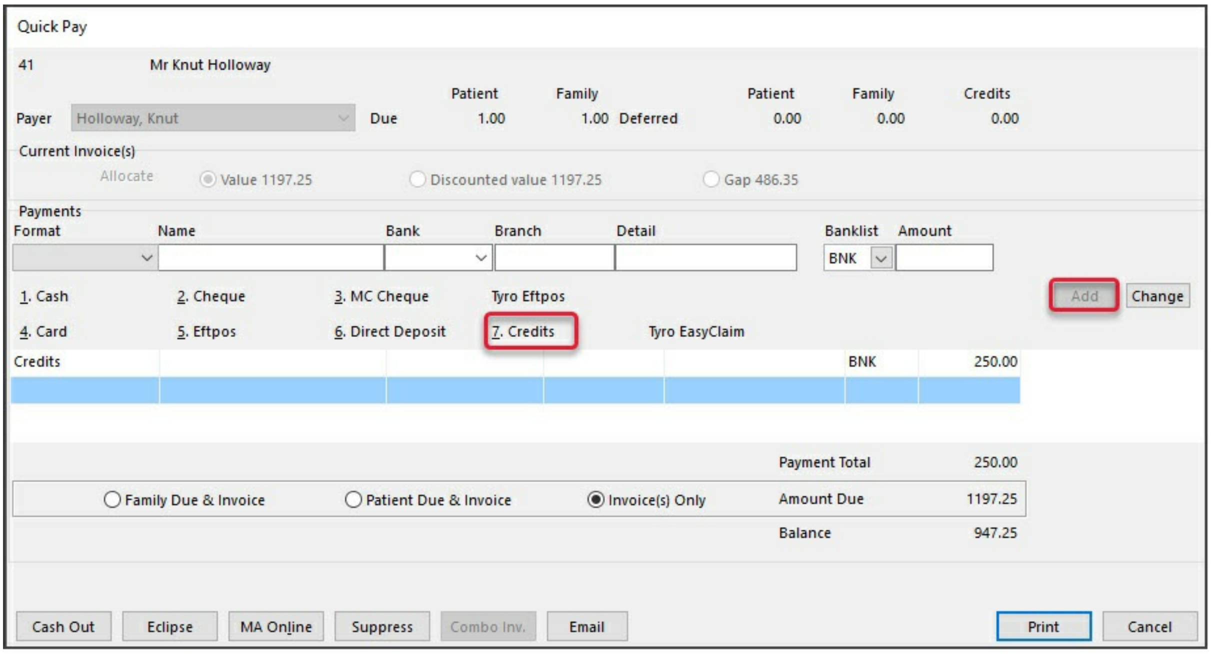
At a later date, the deposit can be allocated to a new invoice using the payment type Credits.

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.**



The **Quick Pay** screen will open.



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:

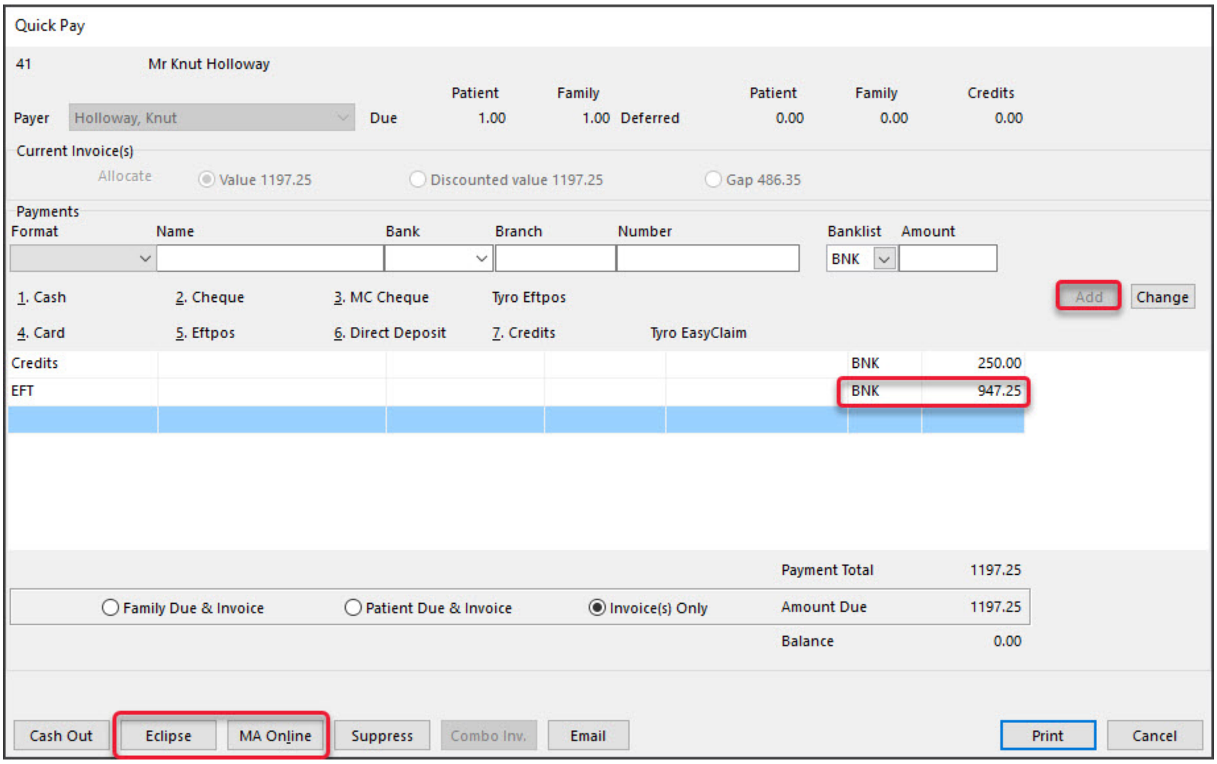
9. Select the payment type.

   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.



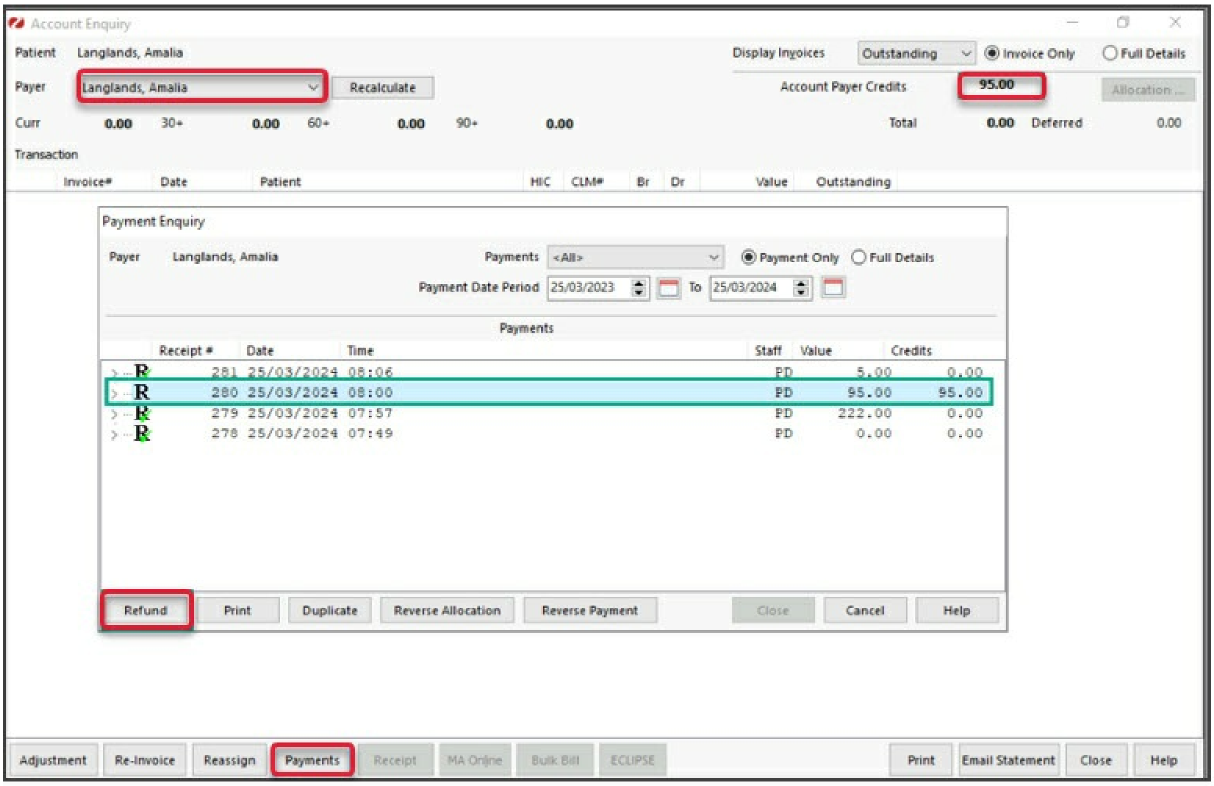
Refund a deposit (remaining credit)

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:

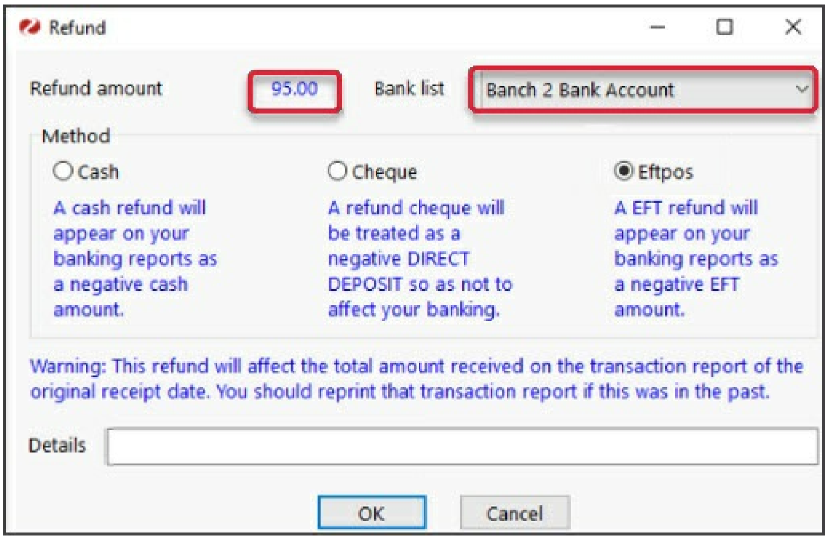
The rest of the deposit can then be refunded:

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.**

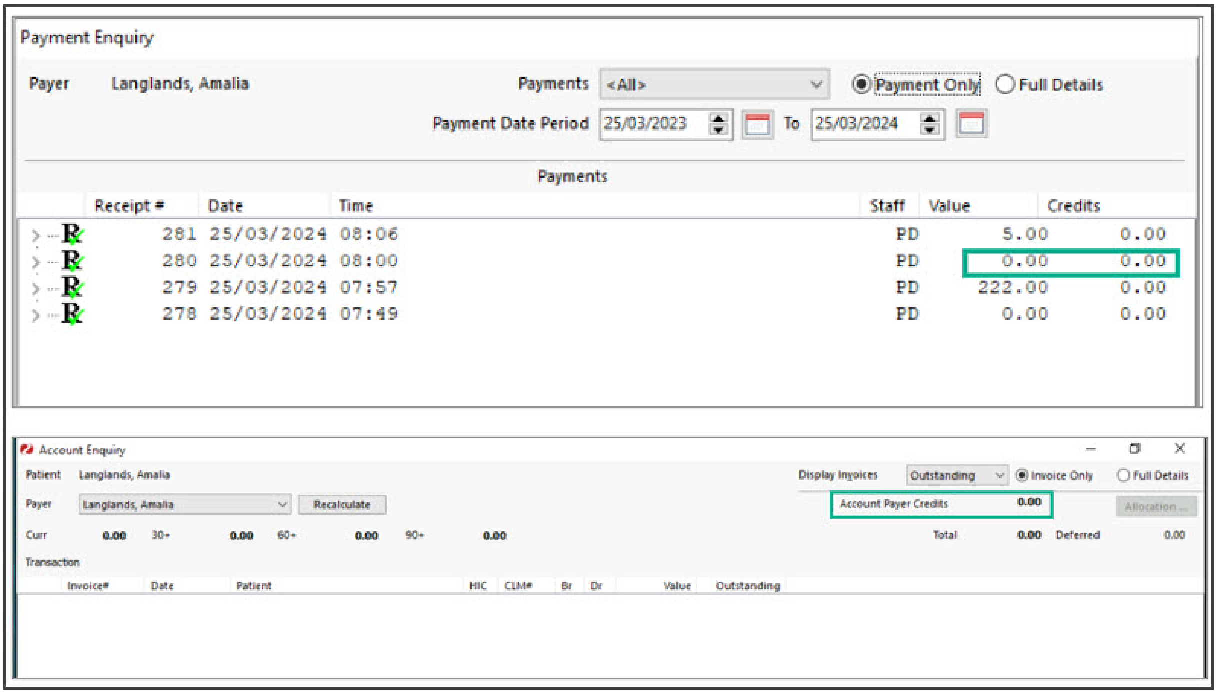


The **Refund** screen will open.

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
281 25/03/2024 08:06 PD 5.00 0.00
280 25/03/2024 08:00 PD 0.00 0.00
279 25/03/2024 07:57 PD 222.00 0.00
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