

3rd party unallocated credits

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For third-party payers like TAC and WorkCover, invoices are often posted and payments manually received (e.g. cheques). A receipt is then created for the payer, and the payment is allocated to the invoice in Zedmed. If payments are not allocated, they will appear as unallocated credits in the Debtors Report. These credits need to be manually assigned, as explained in this guide.

Because some of these steps occur outside Zedmed, it can be difficult to identify who the unallocated payment in the Debtors Report is for, and the practice may need to refer to emails, remittance advice or contact the third party.

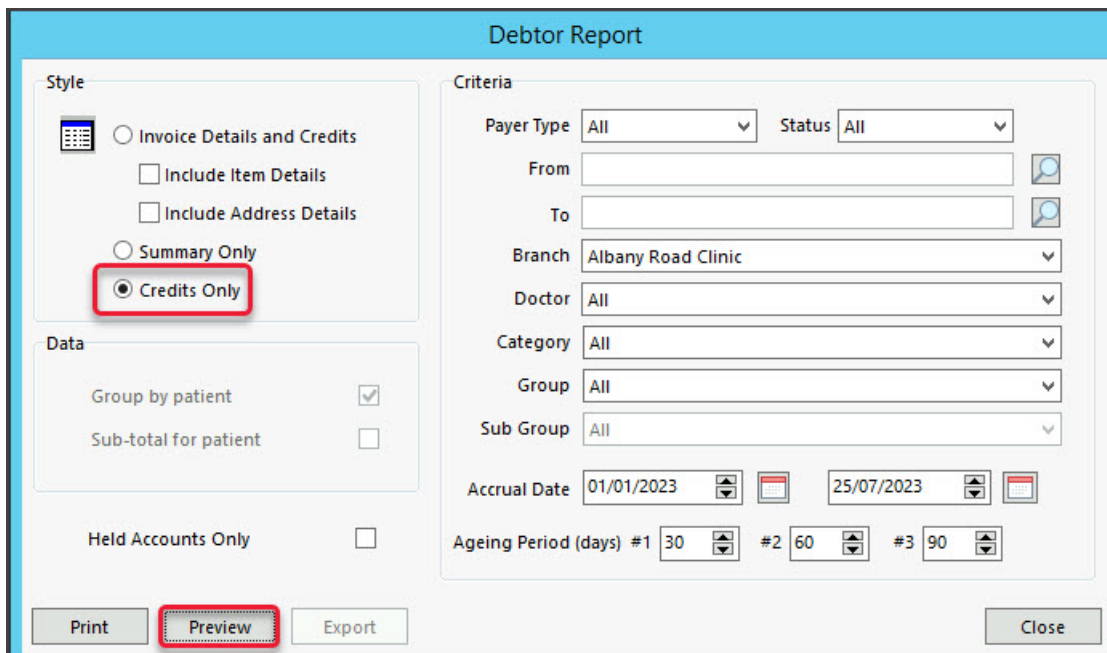
Step 1 - Get the receipt number

To get the receipt number for the unallocated credit:

1. Go to the **Management** tab.
2. Select **Debtors > Debtors Report**.

The **Debtor Report** will open.

3. Select **Credits Only**.
4. Select **Preview**.



5. Under **Third Party Account Payers**, locate the receipt number for the payment.

The practice will need to be able to identify the correct receipt number.

6. Note the receipt number.

Unallocated Credits

Third Party Account Payers	Value	Receipt	Date
TAC	\$200.00	107	23/06/2025
TAC	\$275.00	108	23/06/2025

Step 2 - allocate the credit

Allocate the unallocated credit to the invoice using the receipt number:

1. Go to the **Management** tab.
2. Select **Debtors > Account Payers**.
3. Locate the third party by entering the name into **Name (Brand)**, then selecting **Find** to **Select** the payer.

Account Payer Details

Account Payer

Name (Brand) Brand ID Current

Category Hold Account ☐ Deferred

Default Fee Type Available ☒ Suppress Sensitive Details in Account Reminder ☐

Postal Address

Suburb/Town

Tax code override ☒ Item setting ☐ Include GST ☐ Exclude GST

Bank Account

Bank

Branch

Contact Information

Name

Position

Contact Phone

Notes

Payment Allocation Label Find Close Cancel Help

4. Select **Payment Allocation**.

The **Third Party Account Enquiry/Allocation** screen will open.

Third Party Account Enquiry/Allocation

Display Invoices <All> ☒ Invoice Only ☐ Full Details

Payer **TAC** Recalculate

Account Payer Credits **475.00** **Allocation ...**

Curr **200.00** 30+ **0.00** 60+ **0.00** 90+ **0.00** Total **200.00** Deferred **0.00**

Outstanding Invoices From 25/03/2025 To 23/06/2025 **Go**

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
I 247	23/06/2025	JONES, HAPPY			MED	PD	200.00	200.00
S	23/06/2025	104 Specialist, referred consultatio			GST	PD	200.00	200.00

Adjustment Re-Invoice Payments Receipt Bulk Bill Send BB Consent View BB Consent View Invoice Email Invoice ail Statement Close Help

5. Change the **From** and **To** dates to reflect the date range for the receipt.
6. Select **Go**.

The **I** (Invoice) will display and can be expanded to show the **S** (Service).

7. Select **Allocation** (top right).

The **Allocation** screen will open.

Allocation X

Payer	TAC	Account Payer Credits	475.00 On 2 Payments
Receipt #	107	On 23/06/2025 Banked	200.00 Unallocated Payment 200.00
		<input checked="" type="radio"/> Invoice Only <input type="radio"/> Full Details	

Transaction									
	Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
▼	I 247	23/06/2025	JONES, HAPPY			MED	PD	200.00	200.00
	S	23/06/2025	104 Specialist, referred consultatio			GST	PD	200.00	200.00

Value	200.00	Allocated	0.00	Outstanding	200.00	Fully Receipt	Partly Receipt
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Close
Cancel
Help

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8. Check that the receipt number is correct.

Use the [blue arrow](#) to advance through the receipts.

9. Select the invoice to allocate the payment to.

10. Select **Fully Receipt**.

The Receipt will be added to the Invoice under the Service item.

11. Select **Close**.

Allocation X

Payer	TAC	Account Payer Credits	275.00 On 2 Payments
Receipt #	108	On 23/06/2025 Banked	275.00 Unallocated Payment 275.00
		<input checked="" type="radio"/> Invoice Only <input type="radio"/> Full Details	

Transaction									
	Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
▼	I 247	23/06/2025	JONES, HAPPY			MED	PD	200.0	0.00
▼	S	23/06/2025	104 Specialist, referred consultatio			GST	PD	200.0	0.00
	R	23/06/2025	<107>				PD	-200.00	

Value	200.00	Allocated	200.00	Outstanding	0.00	Fully Receipt	Partly Receipt
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Close
Cancel
Help

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