

# Receipt ECLIPSE payment for a voided invoice (Patient payer)

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For ECLIPSE billing, the Health fund or Patient can be the payer. The instructions below are relevant to scenarios where you need to **manually receipt** an ECLIPSE payment for a voided invoice - and the **Patient is the payer**.

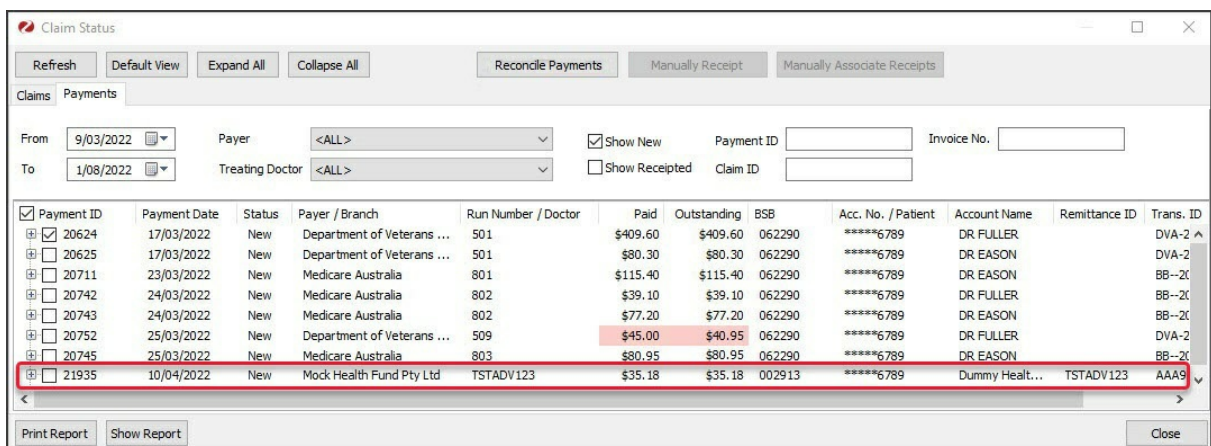
If the Health fund is the payer, [follow this guide](#).

When payments are received for ECLIPSE claims, a single Payment ID may cover invoices for multiple patients. If a payment has been received for a voided invoice and it is a valid payment, the Manually Receipt function in the Claims screen will **only** be used to **receipt the payment for that voided invoice**. The remaining invoices within the Payment ID must be receipted **individually** against each patient's Account Enquiry.

## Quickstart guide

### Create replacement invoice:

1. Go to Zedmed's **Management** tab.
2. Select **Claims**.
3. Select the **Payments** tab.



Payment ID	Payment Date	Status	Payer / Branch	Run Number / Doctor	Paid	Outstanding	BSB	Acc. No. / Patient	Account Name	Remittance ID	Trans. ID
20624	17/03/2022	New	Department of Veterans ...	501	\$409.60	\$409.60	062290	*****6789	DR FULLER		DVA-2
20625	17/03/2022	New	Department of Veterans ...	501	\$80.30	\$80.30	062290	*****6789	DR EASON		DVA-2
20711	23/03/2022	New	Medicare Australia	801	\$115.40	\$115.40	062290	*****6789	DR EASON		BB--2C
20742	24/03/2022	New	Medicare Australia	802	\$39.10	\$39.10	062290	*****6789	DR FULLER		BB--2C
20743	24/03/2022	New	Medicare Australia	802	\$77.20	\$77.20	062290	*****6789	DR EASON		BB--2C
20752	25/03/2022	New	Department of Veterans ...	509	\$45.00	\$40.95	062290	*****6789	DR FULLER		DVA-2
20745	25/03/2022	New	Medicare Australia	803	\$80.95	\$80.95	062290	*****6789	DR EASON		BB--2C
21935	10/04/2022	New	Mock Health Fund Pty Ltd	TSTADV123	\$35.18	\$35.18	002913	*****6789	Dummy Healt...	TSTADV123	AAA9

4. Expand the applicable **Payment ID** with the voided invoice and take a screenshot or use the Print Report button.
5. Right click on the patient who had the voided invoice and select Patient Details.
6. Using the **Bill** menu, create a replacement invoice using the details (service date, items) of the original invoice.
7. **Suppress** the invoice
8. In **Acc Enquiry**, note the invoice number you have just created

### Manually receipt the payment:

1. Return to the **Claims** screen.
2. Select the **Payments** tab.

- Expand the applicable **Payment ID** with the voided invoice
- Select **Manually Receipt**
- On the dialog box choose **Select Patient** as the payer
- Search the patient
- On the Manual Receipt screen, select **Direct Deposit**
- The **Amount** field will display the full amount of the Payment ID, **change this** to reflect just this patient's payment
- Select **Add**
- Select **Allocate**
- On the **Allocation** screen, find the **newly created invoice** and select **Fully Receipt**.
- If a dialog appears asking to allocate remaining credits, select **No**.

The screenshot shows the 'Claim Status' window with the 'Manual Receipt' dialog box open. The dialog box has a 'Payments' section with a table. The 'Amount' field in the table is highlighted with a red box, showing '181.25'. The 'Pay Date' field is also highlighted with a red box, showing '25/08/2022'. The 'Add' button is highlighted with a red box. The 'Allocate' button is highlighted with a red box. The 'Payment ID' list on the left shows '23184' selected with a red box.

The remaining payments in the Payment ID will need to be receipted against each individual patient. Using the printed report:

- Search the next patient and open their **Acc Enquiry**.
- Ensure the patient is the Payer top left of the screen.
- Select **Receipt**.
- On the Receipt Payment screen, select **Direct Deposit**.
- Change the amount** to reflect just this patient's payment.
- Select **Add**.
- Select **Allocate**.
- Locate the invoice and select **Fully Receipt**.

Use the steps above to manually receipt the remaining patient invoices in the Payment ID.