Quickstart: Manually receipt a ECLIPSE payment for a voided invoice

Version: 1.00 | Last Modified on 22/09/2025 2:05 pm AEST

This quickstart guide is for manually receipting a **valid ECLIPSE** payment where the **Patient is the payer** and the health fund is added to their details.

When payments are received for ECLIPSE claims, a single Payment ID may contain 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 will need to be receipted **individually** against each patient's Account Enquiry.

Create replacement invoice:

1. On the Management tab > Claims screen > Payment tab expand the Payment ID with the voided invoice and take a screen shot or use the Print Report button
2. Right click to open the patient who had the cancelled invoice
3. Using the Bill menu create a replacement invoice using the details (service date, items) of the original invoice
4. Suppress the invoice
5. In Acc Enquiry note the invoice number you have just created

Manually receipt the payment:

1. On the Management tab > Claims screen > Payment tab select the Payment ID with the voided invoice
2. Select **Manually Receipt**
3. On the dialog box choose **Select Patient** as the payer
4. Search the patient
5. On the Manual Receipt screen, select **Direct Deposit**
6. The **Amount** field will display the full amount of the Payment ID,**change this** to reflect just this patient's payment
7. Select **Add**
8. Select **Allocate**
9. On the **Allocation** screen find the newly created invoice and select **Fully Receipt**
10. If a dialog appears asking to allocate remaining credits, select **No**.

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

1. Search the next patient and open their **Acc Enquiry**
2. Ensure the patient is the Payer top left of screen
3. Select **Receipt**
4. On the Receipt Payment screen, select **Direct Deposit**
5. **Change the amount** to reflect just this patient's payment

6. Select **Add**
7. Select **Allocate**
8. Locate the Invoice and select **Fully Receipt**

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