

Charge a non-attendance fee

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If you take pre-payment (deposit) for an appointment, a non-attendance charge can be taken from the deposit and the remaining credit refunded. This guide explains how to process a non-attendance charge and refund the remaining credit.

To take the pre-payment, see the Take a deposit guide.

Charge non-attendance fee

Requirements

Create an item called Admin Fee.

The item creation process is documented in the Add an Item guide.

Process

The first step is to charge the non-attendance fee:

- 1. Open the Patient's record.
- 2. Select the **Bill** menu at the top of Patient Details.

The New Invoice screen will open.

3. Enter the **Item** number.

nvoice								
Patient	Amalia Langlands		DVA		HCC#	Safety	Pens. Sta	atus None
	File A37	DOB 2/08/2016 (7)						
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Doctor	Davis, Phillip	~	A					
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4. Select Quick Pay.

The Quick Pay screen will open.

- 5. Select Payments type Credits.
- 6. Select **OK** on the dialog window.
- 7. Select Add.
- 8. Select **Suppress** to save the invoice.

The credit balance will be adjusted accordingly.

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Refund the 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.

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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.

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The credit will be refunded.

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