

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](#).

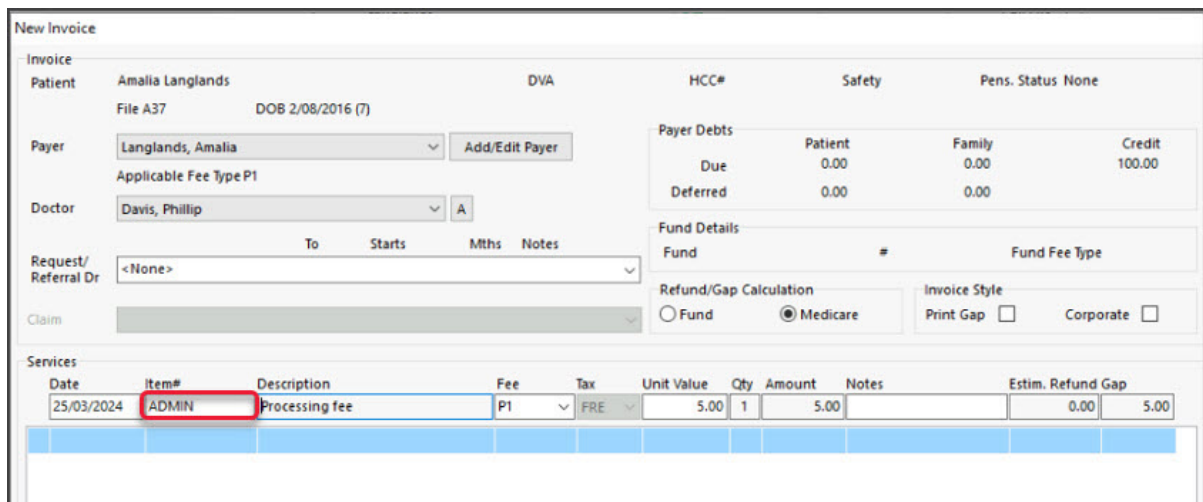
Process

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.



New Invoice

Invoice

Patient: Amalia Langlands, File A37, DOB 2/08/2016 (7), DVA, HCC#, Safety, Pens. Status None

Payer: Langlands, Amalia (Add/Edit Payer)

Doctor: Davis, Phillip (A)

Request/Referral Dr: <None>

Claim: [Dropdown]

Payer Debts

	Patient	Family	Credit
Due	0.00	0.00	100.00
Deferred	0.00	0.00	

Fund Details

Fund	#	Fund Fee Type

Refund/Gap Calculation

Fund Medicare

Invoice Style

Print Gap Corporate

Services

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund Gap
25/03/2024	ADMIN	Processing fee	P1	FRE	5.00	1	5.00		0.00 5.00

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.

Quick Pay

A37 Amalia Langlands

Payer Langlands, Amalia Due 0.00 Family 0.00 Deferred 0.00 Family 0.00 Credits 95.00

Current Invoice(s) Allocate Value 5.00 Discounted value 5.00 Gap 5.00

Payments

Format	Name	Bank	Branch	Detail	Banklist	Amount
2. Cheque	3. MC Cheque			Tyro Eftpos	BK2	
4. Card	5. Eftpos	6. Direct Deposit		7. Credits		5.00
				Tyro EasyClaim		

Payment Total 5.00

Amount Due 5.00

Balance 0.00

Buttons: Eclipse, MA Online, Suppress, Combo Inv., Send to Patient, Print, Cancel

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**.

Account Enquiry

Patient Langlands, Amalia

Payer Langlands, Amalia Recalculate

Display Invoices Outstanding Invoice Only Full Details

Account Payer Credits 95.00

Account Payer Credits: Total 0.00 Deferred 0.00

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
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			
> R 281	25/03/2024	08:06	PD	5.00	0.00			
> R 280	25/03/2024	08:00	PD	95.00	95.00			
> R 279	25/03/2024	07:57	PD	222.00	0.00			
> R 278	25/03/2024	07:49	PD	0.00	0.00			

Buttons: Refund, Print, Duplicate, Reverse Allocation, Reverse Payment, Close, Cancel, Help

Bottom Bar: Adjustment, Re-Invoice, Reassign, Payments, Receipt, MA Online, Bulk Bill, ECLIPSE, Print, Email Statement, Close, Help

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**.

Refund

Refund amount: Bank list:

Method

Cash
A cash refund will appear on your banking reports as a negative cash amount.

Cheque
A refund cheque will be treated as a negative DIRECT DEPOSIT so as not to affect your banking.

Eftpos
A EFT refund will appear on your banking reports as a negative EFT amount.

Warning: This refund will affect the total amount received on the transaction report of the original receipt date. You should reprint that transaction report if this was in the past.

Details:

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