

Cancel an invoice

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Cancel an invoice or a duplicate invoice

When a payment has been made and you wish to correct a mistake in Zedmed:

The screenshot below has been provided only to indicate what paid invoices look like.

- 1. Go to the patient's Acc Enquiry.
- 2. Under Display Invoices, select <All>.
- 3. Select the invoice to be cancelled and expand it.
- 4. Note the invoice (**R**)receipt number.
- 5. Click the **Payments** button at the bottom.
- 6. Select the receipt you want to reverse.
- 7. Select **Reverse Allocation** and then **Yes**. Tyro machine might wake up, select Cancel on the Tyro prompt and action the prompts that follow.
- 8. Select the Reverse Payment and then Yes.
- 9. Enter the reason in the field provided.
- 10. Select **Close** to save and exit.
- 11. Select Adjustment.
- 12. For each item, select the Service item and then select Void.
- 13. Select **Close** to save and exit.

💋 Acci	ount Enquiry														-	ō ×	
Patient	Holloway, Knu	ut											Display Ingoices	<all></all>	Invoice Only	O Full Details	6
Payer	<all></all>		~	Recalculate									Account Pa	yer Credits		Allocation	ī
Curr		30+	60+		90+									Total	Deferred		
Transaction																	
	Invoice#	Date	Patient			HIC	CLM#	Br	Dr	Value	Outstanding	Bulk Billing Conse					
> I	40294	19/10/2023	HOLLOWAY,	KNUT			63730	MED	IF	39.75	0.00	Medicare s	submitted and	paid invoice			
> - İ	40284	31/08/2023	HOLLOWAY,	KNUT				MED	IF	1912.95	0.00	Patient pai	d invoice				

When a payment has NOT been made:

The screenshot below indicates what unpaid invoices look like.

- 1. Go to the patient's Acc Enquiry.
- 2. Select the invoice to be cancelled.
- 3. Select Adjustment.
- 4. For select each item and then select **Void** and record a relevant reason.
- 5. Select Close to save and exit.

💋 Acco	unt Enquiry															-	٥	×
Patient	Holloway, Kn	ut											Display Ingoices	Outstanding	 ✓ ● Invoice 	Only	⊖ Full	I Details
Payer	r <all> ~ Recalculate</all>											Account Pa	eyer Credits			Alloc	ation	
Curr		30+	60+		90+									Total	De	ferred		
Transaction																		
	Invoice#	Date	Patient			HIC	CLM#	Br	Dr	Value	Outstanding	Bulk Billing Conse						
$\rightarrow - \mathbf{I}$	40623	09/01/2025	HOLLOWAY,	KNUT				MED	PD	39.75	39.75	Not submitte	ed to Medicar	e and not pai	id invoice			
> I	40357	26/03/2024	HOLLOWAY,	KNUT				MED	GJ	200.00	200.00	Patient not p	paid or duplica	ate invoice				
> I	40200	15/12/2022	HOLLOWAY,	KNUT			92440	MED	IF	91.95	91.95	Medicare si	ibmitted and not paid invoice					

*Note: a submitted Medicare invoice would appear unpaid if it hasn't yet been reconciled, it has been rejected or it is an invalid invoice.

For the most up-to-date documentation version, visit https://help.zedmed.com.au/help