

# Cancel an invoice

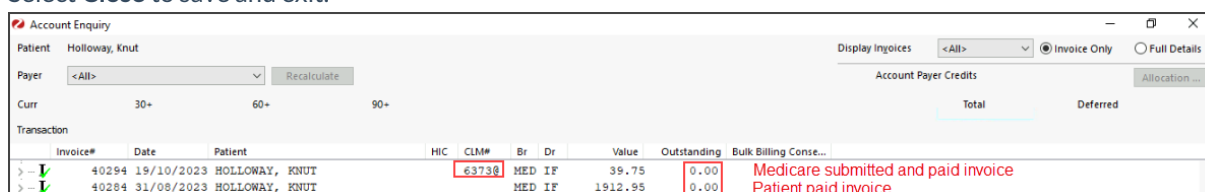
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## Cancel an invoice or a duplicate invoice

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.

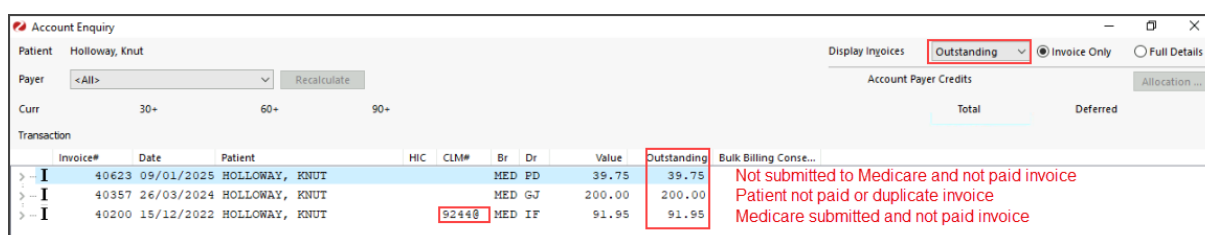


Transaction	Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding	Bulk Billing Conse...
> -	40294	19/10/2023	HOLLOWAY, KNUT		63738	MED	IF	39.75	0.00	Medicare submitted and paid invoice
> -	40284	31/08/2023	HOLLOWAY, KNUT			MED	IF	1912.95	0.00	Patient paid invoice

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.



Transaction	Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding	Bulk Billing Conse...
> -	40623	09/01/2025	HOLLOWAY, KNUT			MED	FD	39.75	39.75	Not submitted to Medicare and not paid invoice
> -	40357	26/03/2024	HOLLOWAY, KNUT			MED	GJ	200.00	200.00	Patient not paid or duplicate invoice
> -	40200	15/12/2022	HOLLOWAY, KNUT		92448	MED	IF	91.95	91.95	Medicare submitted 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.

