

Resolving incorrectly receipted accounts

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If a payment is receipted to the wrong account, you need to reverse the payment then receipt that amount to the correct bank account.

In this example, you can see a payment was receipted to the practice account **BNK** and then to the doctor's account **BK2**. This will show as a Transfer In / Transfer Out in the Banking Report. In the following steps, we will reverse this payment and receipt the correct bank account.

Payer Hollo	oway, Knut	Pay Payment Date	Payments < All> Payment Only Full Details Payment Date Period 31/07/2022 To 31/07/2023 To Full Details				
		F	Payments				
Receipt	# Date	Time		Staff	Value (redits	
⊿ R	86 31/07/20	23 14:26		PD	1372.00	1300.70	
-F	BNK DIRECT D	EPOSIT			1372	.00	
-C	31/07/20	23 In Banklist : BN	K	PD		1300.70	
T	31/07/20	23 BNK> BK2	71.30	PD			
⊳-R	85 31/07/20	23 14:22		PD	1372.00	1300.70	
Þ R	58 31/05/20	23 09:25		PD	153.80	0.00	
⊳-₽	57 31/05/20	23 09:22		PD	169.40	0.00	

Step 1 - reverse the payment.

- 1. Open the Patient's record.
- 2. Select Acc Enquiry.
- 3. Select the Payments button. The Payment Enquiry screen will open.
- 4. Select the receipt.
- 5. Select **Reverse Allocation**, and confirm.

Payments Receipt # Date Time Staff Value Cr a R 86 31/07/2023 14:26 PD 1372.00 F BNK DIRECT DEPOSIT 1372.1 1372.0 T 31/07/2023 In Banklist: BNK PD 1372.00 F BNK DIRECT DEPOSIT 1372.00 PD T 31/07/2023 BNK> BK2 71.30 PD -R 85 31/07/2023 14:22 PD 1372.00 Confirm X PD 153.80 PD 78.00 PD 78.00 Ob you wish to reverse all allocation from payment #86? PD 0.000	edits 1300.70 00 1300.70 1300.70
Receipt # Date Time Staff Value Cr I+R 86 31/07/2023 14:26 PD 1372.00 PD 1372.00 I+F BNK DIRECT DEPOSIT 1372.0 1372.0 1372.0 I+C 31/07/2023 In Banklist : BNK PD 1372.00 PD I+R 85 31/07/2023 14:22 PD 1372.00 PD I+R 85 31/07/2023 14:22 PD 153.80 PD I+R 0 you wish to reverse all allocation from payment #86? PD 0.000 0.000	redits 1300.70 00 1300.70 1300.70
R 86 31/07/2023 14:26 PD 1372.00 F BNK DIRECT DEPOSIT 1372.1 C 31/07/2023 IN Banklist : BNK PD T 31/07/2023 INK> BK2 71.30 PD -R 85 31/07/2023 14:22 PD 1372.00 Confirm X PD 169.40 PD 169.40 PD 78.00 PD 78.00 PD 78.00 PD 71.30 PD 0.000	1300.70 00 1300.70 1300.70
-F BNK DIRECT DEPOSIT 1372.0 -C 31/07/2023 In Banklist: BNK PD -T 31/07/2023 INK> BK2 71.30 -R 85 31/07/2023 14:22 PD 0 Confirm X PD 169.40 PD 78.00 PD 78.00 PD 78.00 PD 78.00 PD 71.30	00 1300.70 1300.70
C 31/07/2023 In Banklist: ENK PD T 31/07/2023 BNK> BK2 71.30 PD -R 85 31/07/2023 14:22 PD 1372.00 Confirm X PD 153.80 PD 169.40 PD 78.00 PD 78.00 PD 71.30 O you wish to reverse all allocation from payment #86? PD 0.00 9D 71.30	1300.70
T 31/07/2023 BNK > BK2 71.30 PD -R 85 31/07/2023 14:22 PD 1372.00 Confirm X PD 153.80 PD 169.40 PD 169.40 PD 78.00 PD 78.00 Do you wish to reverse all allocation from payment #86? PD 0.000 PD 71.30	1300.70
R 85 31/07/2023 14:22 PD 1372.00 Confirm X PD 153.80 PD 169.40 PD 78.00 PD Do you wish to reverse all allocation from payment #867 PD 71.30	1300.70
Confirm X PD 153.80 PD 169.40 PD 78.00 PD pp 90.00 90.00 PD pp 71.30 90.71.30	
PD 169.40 PD 78.00 PD 0.00 PD 71.30	0.00
PD 78.00 PD 0.00 Do you wish to reverse all allocation from payment #86? PD 0.00 PD 71.30 PD 71.30	0.00
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PD 71 30	0.00
15 /1.50	0.00
PD 0.00	0.00
Yes No PD 31.55	0.00
PD 346.65	0.00
- 👷 27 05/10/2022 08:52 PD 0.00	0.00
-R 21 08/09/2022 15:12 PD 0.00	0.00

- 6. Select Reverse Payment.
- 7. Provide a reason in the dialog.
- 8. Select OK.

Payer H	olloway, Knut	Payments Payment Date Period	<all> O Paymond S1/07/2022 To 31/07/2023</all>	O Payment Only O Full Details To 31/07/2023			
		Payment	ts				
Rec	eipt # Date	Time	Staff	Value C	redits		
⊿ R	86 31/07/20	23 14:26	PD	1372.00	1372.00		
F	BNK DIRECT D	EPOSIT		1372.00			
C	31/07/20	23 In Banklist : BNK	PD		1300.70		
T	31/07/20	23 BNK> BK2 71	.30 PD				
R	85 31/07/20	23 14:22	PD	1372.00	1300.70		
	Reve	se reason	x PD	153.80	0.00		
			PD	169.40	0.00		
Enter brief	reason (30 chars) Incorre	ect Bank Account	PD	78.00	0.00		
			PD	0.00	0.00		
		OK Cancel	PD	71.30	0.00		
		Current	PD	0.00	0.00		
	12 00/01/20	23 00.33	PD	31.55	0.00		
R	41 03/01/20	23 12:53	PD	346.65	0.00		
R	27 05/10/20	22 08:52	PD	0.00	0.00		
R	21 08/09/20	22 15:12	PD	0.00	0.00		
Refund	Print	Dirate Reverse Allocation	Pavarse Payment Close	Cancel	Helr		

9. Select Close.

This will leave you with this amount showing as Outstanding in the patient's Account Enquiry screen

Step 2 - Receipt to the correct bank account

- 1. From Acc Enquiry, select Receipt. The Receipt Payment screen will open.
- 2. Select the correct bank account.
- 3. Enter the payment value.
- 4. Select the payment method.
- 5. In Name, note the payment information.
- 6. Select Allocate.

				F	Receipt Payment				
4		Mr Knut Holloway							
Payer	Holloway	/, Knut	∨ Due	Patient 1372.00	Family 1372.00 Deferred	Patient 0.00	Family 0.00	Credits 1300.70	
Paymen Format	nts	Name	Bank	Branch	Number	Ban	dist Amo	untPay Dat	e Ref Num
Direct D	Deposit	 Paymnet Dr Phillips 29, 	/7/23			BK2	~	1372.00	
1. Cash	1	2. Cheque	3. MC Cheque	Tyro Ef	tpos	_			Add Change
4. Card	i	<u>5</u> . Eftpos	6. Direct Depo	sit <u>7</u> . Cred	its Tyro Eas	syClaim			
						Payment To	tai	0.00	
			O Family Du	e	Patient Due	Amount Du	e	1372.00	
						Balance		1372.00	
						Balance		1372.00	
						Balance		1372.00	
						Balance		1372.00	

- 7. Select Fully Receipt.
- 8. Select Close.

The Banking Report will now show a Transfer Out for the reverse payment, and the payment to the correct bank account will appear under the payment method used.