

# Appointment prepayment

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Record a payment by a patient without creating an invoice. This can be done before a consultation and the payment can be allocated to a future invoice. If there is a claimable amount outstanding, a claim can be submitted to Medicare or a health fund.

## Prepayment workflow examples

### For an attendance:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Allocate the deposit to an invoice after the attendance. [Learn more](#)
3. Submit an applicable claim for the remaining balance. [Learn more](#) (from step 9)

### For a cancellation:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Refund the deposit. [Learn more](#).

### For non-attendance:

1. Take a deposit (pre-payment) before the attendance. [Learn more](#)
2. Charge a non-attendance fee. [Learn more](#).
3. Refund the remaining credit. [Learn more](#).

## Take a deposit (pre-payment)

This process adds a credit to the patient's account that can be applied to an invoice at a later date.

To record the deposit:

1. Open the patient's record and check the relevant payer is **set up**.
2. Select **Receipt** from the top menu.

The **Receipt Payment** screen will open.

3. Select the correct **Payer**.
4. Select the correct payment method.
5. Use the **Name and Detail** field to enter deposit details, for example, the appt date.
6. Select the appropriate bank account from **Banklist**.
7. Enter the payment into the **Amount** field and press tab.
8. Select **Add**.
9. Select **Allocate**.

The screenshot shows the 'Receipt' screen for patient 'Holloway, Knut (He/Him)'. The 'Receipt Payment' section displays a prepayment of 450.00 from 'Holloway, Mary' to 'Mr Knut Holloway'. The 'Payments' table lists 'Prepayment M Holloway' for 450.00. The 'Payment Total' is 0.00. The 'Allocate' button is highlighted with a red box.

The **Allocation** screen will open and display the pre-payment as an **Unallocated Payment**.

10. Select **Cancel**.
11. Select **No** on the **Confirm** dialog.

The screenshot shows the 'Allocation' screen for patient 'Holloway, Knut (He/Him)'. It displays a prepayment of 450.00 from 'Holloway, Mary' to 'Mr Knut Holloway'. The 'Transaction' table lists 'Prepayment M Holloway' for 450.00. The 'Confirm' dialog is open, asking 'Cancelling will mean that the credit is left unallocated. Do you want to allocate the credits?'. The 'No' button is highlighted with a red box and a red circle with the number 2. The 'Cancel' button is highlighted with a red box and a red circle with the number 1.

12. If the patient requires a receipt, select **Yes** on the print dialog.

To view the deposit, open **Acc Enquiry** and see the amount next to **Account Payer Credits**.

## Allocate a deposit (to an invoice)

At a later date, the deposit can be allocated to a new invoice using the payment type **Credits**.

To allocate the deposit:

1. **Create an invoice** as you normally would.
2. Check the **payer** is correct.
3. Check the doctor, referral information and enter the item number/s.
4. Select **Quick Pay**.

The **Quick Pay** screen will open.

Quick Pay

4 Mr Knut Holloway

Payer	Due	Patient	Family	Deferred	Patient	Family	Credits
Holloway, Mary		0.00	111.00		0.00	0.00	450.00

Current Invoice(s)

Allocate ☒ Value 450.00 ☐ Discounted value 450.00 ☐ Gap 282.45

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

Payment Total 0.00

Amount Due 450.00

Balance 450.00

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

5. Select **Credits** for the Payments type.
6. Select **OK** to the **Warning** dialog.
7. Change the **Amount** field if required and enter any relevant notes in the **Detail** field.
8. Select **Add**.

The **Credits** value will become the **Payment Total** and be deducted from the **Amount Due**.

If there is still an amount owing, process as follows:

9. Select the payment type.

The **Balance** owing will be added to the **Amount**.

10. Select **Add**.
11. Check the amount is correct and the Balance is now 0.
12. Select **EasyClaim** or **MA Online** and submit the claim.

## Refund a deposit (remaining credit)

If the patient does not attend, the deposit is refunded.

If the practice has a non-attendance fee, see the [Charge a non-attendance fee guide](#).

To refund the deposit or 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** Allocation...

Curr: 0.00 30+ 0.00 60+ 0.00 90+ 0.00

Total: 0.00 Deferred: 0.00

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
Payment Enquiry								
Payer: Langlands, Amalia Payments: <All> <input checked="" type="radio"/> Payment Only <input type="radio"/> Full Details								
Payment Date Period: 25/03/2023 To 25/03/2024								
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			

**Refund** Print Duplicate Reverse Allocation Reverse Payment Close Cancel Help

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: **95.00** Bank list: **Banch 2 Bank Account**

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:

**OK** **Cancel**

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