



Cancel / Refund

for

Patient

If No Payment has been made yet

(Cancellation or Changing Order)

A credit needs to be made to negate the original charges. The credit should be a negative amount. If the patient is exchanging goods with a different price, a FULL credit must be made first to negate the FULL charges, before entering the new charges.

For example, if the original Bill is:

By	Qty	Item No	Health Fund Description	Tax %	Amount \$
PF	1	110	Spectacle Frame	10	220.00
PL	2	212	Single Vision Lenses		100.00

Then click onto the "Reverse This Bill" button, which will automatically create a new reversal Bill of today's date for the credits:

By	Qty	Item No	Health Fund Description	Tax %	Amount \$
PF	-1	110	Spectacle Frame	10	-220.00
PL	-2	212	Single Vision Lenses		-100.00

Note: If the patient is canceling a job, you also need to delete the Spectacle record, which will return the frame back into stock.



If Payment has already been made

(Refund)

Note:

- As one needs to specify what charges a payment is for, one also need to specify what credits a refund is for.
- Because Refund is a negative Payment and Payment is already negative, so Refund is a negative negative amount, thus a positive amount.

Take the same example as before, an original Bill of \$220 for Frame and \$100 for Lenses, i.e. a Total Patient Charges of \$320.00. If there was a deposit of \$160, leaving a balance of \$160.

Then click onto the “Reverse This Bill” button, which will automatically create a new Bill of today’s date with the FULL credit and FULL refund:

By	Qty	Item No	Health Fund Description	Tax %	Amount \$
PF	-1	110	Spectacle Frame	10	-220.00
PL	-2	212	Single Vision Lenses		-100.00
RF	1	Cash	Refund by Cash		160.00
Patient Closing Balance \$					0.00

This procedure applies regardless of whether it is a FULL or PARTIAL refund. If it is a Partial Refund, still do a Reversal of FULL credit and FULL refund first, and then create a new Bill and a new Payment for the new charges or the items that the patient is buying.

For example, if a patient ordered a pair of spectacle for \$320, paid \$160, then decide not to take the frame and have \$60 refunded.

1. As before, click onto the “Reverse This Bill” button, which will automatically create a new Bill of today’s date with the FULL credit and FULL refund
2. Then create a separate new Bill (of today’s date) to re-enter the items that the patient is buying or the new charges:

By	Qty	Item No	Health Fund Description	Tax %	Amount \$
Patient Opening Balance \$					0.00
PL	2	212	Single Vision Lenses		100.00

Note: The new charges must be in a different billing record to the Refund one.

3. Re-enter a new Payment record of \$100. A Refund of \$160 and a Payment of \$100 is equivalent to a net Refund of \$60. The patient’s balance is now back to zero.