

The Transaction Screen and Modifications



The screenshot shows the 'Transactions - Smith, Ian John' window. At the top, there are menu options like File, Edit, Patient, Medical, Setup, Reports, Window, Help, Test, Family, Favorites, and UDF Favorites. Below the menu is a toolbar with icons for various actions. The main area contains a table of transactions with columns for Date, Details, Charged, Subsidy, Batch, Debit, Owing, Credit, and Balance. A table of controls is visible below the table, including buttons for Filter, Reset, Print, Find, Next, Tag, Untag All, and checkboxes for Show Items, Show Tagged, Show Refunds As Owing, Show Journal Entries, Show Deleted, and Show Owing Only. A row of buttons at the bottom includes Modify, Delete, Reverse, Requote, Refund, Credit, Balances, Statement, Print Invoice [460], and Email Invoice. Callouts point to specific features: a red box highlights the Filter button; a blue box highlights the Show Items checkbox; a green box highlights a '(0.00 credit on hold available)' note; a purple box highlights the Provider, Revenue, and Reference fields; an orange box highlights the Created and Modified user and time fields; and a pink box highlights the Subsidiser Status and Payor fields.

The Transaction Screen

Use the **Filter** button to display the Transaction Filter and filter the screen by Dates, Provider, Revenue or Subsidy.

Reset – Resets any filter to the default view.

Print – Prints a transaction summary of tagged lines

Find – Find a transaction by text, INV or batch number or reference or payer added to the Payment Screen.

Next – Uses the Find criteria to highlight next matching line.

Tag – Tags an Invoice and all associated transactions with that invoice including modifications.

Untag All – Untag all tagged invoices.

Transaction Type – Payment, Consultation etc.

Provider – Invoice Provider.

Revenue – Invoice Provider revenue account.

Reference – A number reference is applied to invoice and payment lines unless recorded in the Payment screen.

Each line (including Journal Entry lines will record a **Created and Modified** user and time, enabling the audit of who has created and modified transactions.

Show Items – Displays Charge Item details.

Show Journal Entries – Displays all transaction lines after a modification (Adjustment of Items journal entry line equates to the quantity of items modified).

Show Tagged – Filters tagged invoices and associated transactions.

Show Deleted – Displays deleted transactions.

Show Refunds As Owing – Useful on the Redirectors Transaction screen to see owing amounts on any refunded payments (set by default).

Show Owing Only – filters to only invoices with owing amounts.

Credit on Hold Available – unapplied credit on an account.

Subsidiser – Subsidiser recorded in invoice.

Status – Subsidised invoice batch status.

Payor – Recorded Payer on Payment screen.

Comments – Comments can be recorded on each modification line to explain purpose of modification.



Modifying Invoices and Payments



1. **Click** Modify to modify an invoice.

- ❖ Every modification creates journal entries displayed in **orange** in the 'Transaction' screen.
- ❖ The journal entries show how the \$\$\$\$ is removed from the first INV and then reapplied with modifications to the INV-1.
- ❖ The Adjustment of Items line shows the reversal of the quantity of each item billed. The quantity will be reapplied to INV-1.

Redirected Invoices

When an invoice with a **redirection** is modified, both invoices will display a suffix with the number of modifications.

Modifications to an invoice with a redirection can only be carried out on the patient invoice. These modifications will automatically be applied to the redirectors invoice.

Redirected Invoices have the same INV number as the patient's invoice but will also display with an A or B indicating redirection to organisation or another patient.

Modifying an invoice with a payment will create a refund if the new balance is less than the original balance. See 'Requote'.

Batched Invoices

An invoice that has been **batched** can not be modified until it is declined and marked for resubmission.

Payments

A payment can not be modified if it has been banked.

See '**Refunds or Delete**' if the payment recorded needs to be adjusted.

The ideal time to use the Modify button:

Invoice: When changing the Service Date, Provider, Revenue, Subsidiser (as long as the INV has not been batched yet), Referral, Redirector (as long as no payment has been received from the redirector), Charge Codes (when payment has not been received) or Claim details.

Payment: Only the payment Type, Payor or Reference can be modified on a payment.

Use the Comments: section to record the reason for the modification.

If an INV or Payment has been added in error, you can delete either transaction. You will be required to enter a deletion code.

1. **Click** 'Show Deleted' to display deleted transactions in blue strike out.

+ 17 May 2020 EFTPOS Payment 584 (INV:467-1)

Use the Comments: section to record the reason for the deletion.

If an INV and Payment have been added in error, you can only Reverse the INV and payment together.

1. **Select** the INV line and **click** the Reverse button.

- A. INV without attached payments will display as a journal entry.
- B. INV with attached payments will display as a journal entry and in the transaction screen as a Payment and Refund.

If an INV or Payment has been added in error, a combination of both buttons can be useful:

1. Select the 'Payment' line and click **Delete**.
2. Select the 'INV' line and click **Reverse**.

The Financial Summary will not show the payment, but the Reversal will be displayed.

Modifying Invoices and Payments

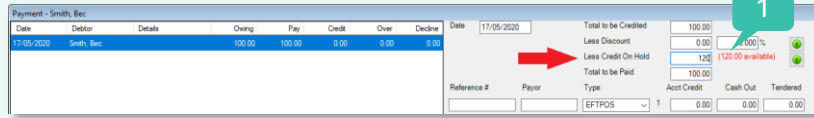


Requote and COH

When a refund is generated, a payment of the refund must be carried out at the same time. If a patient prefers the money to remain on their account, then Requoting can be used.

- ❖ COH – Credit on Hold is where an overpayment is made on an account. The credit goes into a holding account to use on the next invoice.
- ❖ If the patient has paid the entire invoice, then click the Requote button to turn the original invoice into a quote and the credit into COH.

1. **Click F5** to create a new invoice and click the Pay button.
2. **Tag** the invoice and type the credit on hold required sum.
3. **Click** the Tab key on the key board and click OK.



If the INV was also redirected, re quoting also turns any payment on the redirected portion into COH, where it can be applied through to the patient new invoice through COH on the Insurers Payment screen.

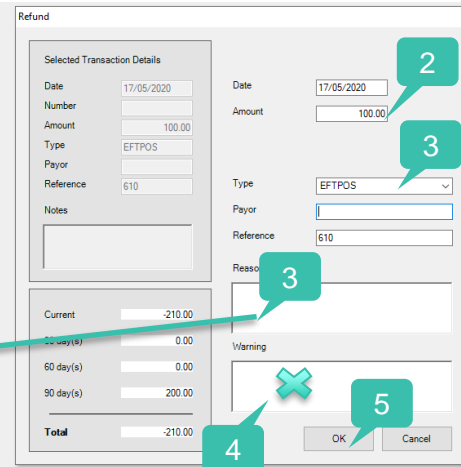
Refund

A refund can be performed on any Payment or Payment Transfer line (when an INV is paid and then modified, the payment is transferred to the modified INV).

1. **Select** the line and click the Refund button.
2. **The Amount** will default from the Payment line.
3. **Enter** the Type and enter a Reason.
4. **Do NOT** enter a Warning as this is the Warning displayed on the Patient Details (F3) screen.
5. **Click OK.**

+	17 May	2020	EFTPOS Payment 619 (INV:473)
+	17 May	2020	EFTPOS Refund - Patient billing and paid the wrong fee (INV:473)
+	17 May	2020	Adjustment of Refund (INV:473)
+	17 May	2020	(INV:473-1)

Refunded lines will show the balance with ** in front.



Credit

A credit can be given when there is an outstanding amount on and INV.

1. **Select** the INV line with the balance owing.
2. **Click** the Credit button.

The Credit screen looks the same as the refund but with no payment details as the account is being credited.

3. **Enter** the Amount and ensure Credit is selected.
4. **Repeat** steps 3 – 5 as above.

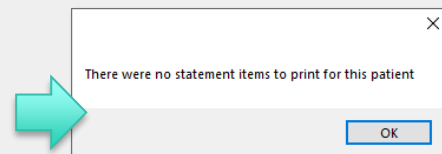
Balances

1. **Click Balances** to display the Aged Debtors screen for the patient.
2. **Write-off's** can be generated from this screen using the 'Write-Off' button at the bottom of the screen.

Statement

1. **Click 'Statement'**, to print a statement for the patient.

If the following warning displays, the patient hasn't not reached the criteria required in the Patient Statement screen.



Print Email

1. **Click 'Print Invoice'** to print a paper invoice for the Patient. The INV No. displays on the button to ensure you are printing the correct invoice.
2. **Click 'Email Invoice'** to generate an INV pdf to email to the patient. Their email address is populated automatically.

