



HOW TO REFUND A PAYMENT

The following steps allow you to refund a payment processed through ePAY.

If you know the transaction (or receipt) number, please enter it into the "Quick Find" box in the upper left corner, then skip to p. 7.

If you do not have the transaction (or receipt) number for the payment you wish to refund, one way to find that number is to access the patient's receipt. To do so, please click on "Quick POS."

Operator: MBENDER Department: FCOA Station: WEB Client: DEMODB2010

- Your last login was on Friday, November 09, 2012 at 6:03:43 AM.
- Your password expires in 90 days. Click [here](#) to change it.
- To change your secret question click [here](#).

Actual Date: Fri., Nov. 9, 2012
Business Date: Fri., Nov. 9, 2012

The payment you wish to refund might be the "Last Payment Received." Click on the amount highlighted in blue (\$324.55) to view the transaction.

Or, click on "View All Recent Payments" to locate the correct receipt within the list of recent transactions.

* Fields marked with an asterisk(*) are required.

Patient Information		Balance	
Patient ID	PAY	Current Bill Balance	\$0.00
Patient Name	CUSTOMER PAYMENT	Current Payment Plan Balance	\$0.00
		Net Balance	\$0.00

Recent Payments
The Last Payment Received was for **\$324.55** on 11/7/2012. [View All Recent Payments](#)

Enter the amount you wish to pay in the table below

Bill Reference	Description	Payment Amount
Other bills	Julie Salmon, Account 12345, DOB 06-04-1975 <small>(Enter information required for posting this payment)</small>	

HOW TO REFUND A PAYMENT (continued)

Thank you for your payment! Your transaction has been successfully processed. Please print this receipt for your records.

Demo Database

Receipt Number : **2065**

Customer : PAYMENT, CUSTOMER
Account Number : PAY
Web payment location
Operator : MBENDER
Current Date : 11/09/2012

Description	Amount
Medical Bill Payment	
Other bills Julie Salmon, Account 12345, DOB 06-04-1975 on 11/9/2012 6:46:22 AM	\$50.00
Total	\$50.00

Payments Received	Amount
CREDIT CARD	
MasterCard 5454	\$50.00
Authorization # 223745	

Method of Payment
Select a Method of Payment Pay by Credit Card

Please find the transaction (or receipt) number at the top of the receipt.

ePAY Healthcare

Home Help Sign Out

Active Patients ePLAN Point of Service Eligibility Reports

Home Page Demo Database

Quick Find
2065

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Actual Date:
Fri., Nov. 9, 2012

Business Date:
Fri., Nov. 9, 2012

Messages
DEMO DB

Enter the transaction (or receipt) number in the Quick Find box located on your ePAY homepage and hit ENTER.

HOW TO REFUND A PAYMENT (continued)



Current Client: DEMODB2010 [Change Client](#)

Home Help Sign Out

Click on the transaction number highlighted in blue.

Active Patients | ePLAN | Point of Service | Eligibility | Reports

Find Transa Demo Database

Quick Find

QUERY RESULTS [Change Search Criteria](#)

	Transaction	AccountNo	Date	Status	Item Code	Payment Code	Amount
Home	2065	PAY	11/09/2012	Closed	MEDICAL	SMARTPAY	50.00
Cashiering	(1 record(s)) Display by Page						
Quick POS	* indicates there are multiple Customers, Item Codes, or Payment Codes in the Transaction.						
Departmental Deposits	SEARCH CRITERIA						
Find Transactions							
Batch Maintenance							

Click on the Refund button.

Cashier Dept. Deposit No Sale Void Refund Batch Options Checkout Reprint

Trans. No: 3484 Operator: ARA Date: 10/30/2013 Business: 10/30/2013 Status: Closed

Batch No: 692 Station: 000 Time: 3:09 PM Effective: 10/30/2013 Module: Web

Account Number: PAY - CUSTOMER PAYMENT

Item Code	Description	Balance Due	Min. Due	Amount
MEDICAL	<div style="display: flex; justify-content: space-between;"> DELETE EDIT </div> Medical Bill Payment			598.28
	<div style="display: flex; justify-content: space-between;"> ENDORSE </div> Description: 12/13/1953 Ellen prepayment on 10/30/2013 3:09:52 PM Discount: 0.00 *G/L Code:			
G/L is a required field				
TOTAL				598.28

PAYMENTS TENDERED

Pay Code	Description	Amount
SMARTPAY	<div style="display: flex; justify-content: space-between;"> DELETE EDIT ENDORSE </div> SMARTPAY CC <div style="display: flex; justify-content: space-between;"> REPRINT SLIP </div> Account No: XXXXXXXXXXXX2467 Show Details Auth Code: 08702S Reference: 3778	598.28
TOTAL		598.28

HOW TO REFUND A PAYMENT (continued)

For a full refund of the payment, click on REFUND ALL and the full payment amount will populate in the box. Then, click on "Process."

Refund of Transaction 3484

Refund All

Items Paid	Original Charge	Previously Refunded	Available	Refund Now
MEDICAL-Medical Bill Payment	598.28	0.00	598.28	598.28
Totals	598.28	0.00	598.28	598.28

A new transaction number will be given to the reversal (#3596) and the system will display the original transaction number as well (#3484).

Cashier
Dept. Deposit
No Sale
Void
Refund
Batch Options
Checkout
Reprint

Trans. No: 3596 Operator: IDCREMA Date: 11/12/2013 Business: 11/12/2013 Status: Closed
 Batch No: 703 Station: 000 Time: 3:50 PM Effective: 11/12/2013 Module: Refund

This transaction is a reversal of transaction 3484.

Account Number: PAY - CUSTOMER PAYMENT

Item Code	Description	Balance Due	Min. Due	Amount
MEDICAL	DELETE Medical Bill Payment EDIT			-598.28
	ENDORSE Dishonored Reason: Description: 12/13/1953 Ellen prepayment on 10/30/2013 3:09:52 PM Discount: 0.00 *G/L Code:			
TOTAL				-598.28

G/L is a required field

HOW TO REFUND A PAYMENT (continued)

For a partial refund of the payment, enter the amount you wish to refund in the "Refund Now" box and click "Process."

Refund of Transaction 2767

Items Paid	Original Charge	Previously Refunded	Available	Refund Now
MEDICAL-Medical Bill Payment	1,170.00	0.00	1,170.00	291.00
Totals	1,170.00	0.00	1,170.00	291.00

The transaction has now been reversed.

Trans. No: 2793
Operator: IDCREMA
Date: 11/12/2013
Business: 11/12/2013
Status: Closed

Batch No: 612
Station: 090
Time: 4:52 PM
Effective: 11/12/2013
Module: Refund

This transaction is a reversal of transaction 2767.

Account Number: 0024811 -

Item Code	Description	Balance Due	Min. Due	Amount
MEDICAL	<input type="button" value="DELETE"/> Medical Bill Payment <input type="button" value="EDIT"/>			-291.00
	<input type="button" value="ENDORSE"/> Dishonored Reason:			
	Description:			cosmetic payment for dos on 11/7/2013 9:55:34 AM
	Discount:	0.00		
	*G/L Code:			
G/L is a required field				
TOTAL				-291.00

REPORTING FOR REFUNDS

Your refunded payments will appear on the Daily Dishonored Paid Items Report, which is one of the reports included in your daily email.

Jun. 17, 2014 12:57:37 pm	Paid Items Report - Daily Dishonored Paid Items Report Demo Facility MD - CCCDEMO_MD Business Date 4/16/2014 to 4/16/2014	Page 1 Printed By: MARK DAVIES			
Tx. No.	Account No	Cust. Name	Bill Number	Bill Desc.	Amount
Business Date: 04/16/2014					
3217	PAY	PAYMENT, CUSTOMER		Other bills 789 on 8/20/2013 12:58:16 PM	-2.00
	Refund				
3218	WEBCASHREG ISTER1	CASHREGISTER1, WEB		Dave Gerard, 2428409	-15.00
	Refund				
3219	33339999	JACKSON, TIMMY		Enrollment Fee	-5.00
	Refund				
SUB-TOTAL for Business Date: 04/16/2014				(Count: 3)	-22.00
GRAND TOTAL				(Count: 3)	-22.00

Refund totals will also appear on your Settlement Ledger Report:

17-Jun-2014 11:13:38 am	Settlement Ledger Report	Printed By: Mimi Bender		
Tx.No	Type	Service Fee	Amount	Net Amount
Transaction Details			Amount	
Gross Amount Collected			2,823.25	
Less: Returns and Refunds			325.00	
Net Amount Collected			2,498.25	
Less: Service Fees			141.15	
Net Settlement Amount			2,357.10	