



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. 3.

Click the "Quick POS" button if you want to collect a payment from a patient who is not found through the "Search for a Patient" option below

Search for a Patient

| Last Name | First Name | Date Of Birth (MMDDYYYY) | Account No | Email |
|-----------|------------|--------------------------|------------|-------|
| salmon | | | | |

Advanced Search

Search Results

| Last Name | First Name | Date Of Birth (MMDDYYYY) | Account No | Email | Balance |
|-----------|------------|--------------------------|------------|-------------------------|---------|
| SALMON | JULIE | 04251985 | 22338 | noemail@yahoo.com | 1206.00 |
| SALMON | JULIE | 04251985 | EPAY_10019 | mimi@epayhealthcare.com | 0 |

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 account by using the search boxes.

Point of Service - Make Payment

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

Patient Information

Patient ID: 22338
Patient Name: SALMON, JULIE

Balance

Current Bill Balance: \$ 1206.00
Current Payment Plan Balance: \$ 1206.00
Net Balance: \$ 0.00

Recent Payments

The Last Payment Received was for \$1,206.00 on 10/16/2012. [View All Recent Payments](#)

Pay the full balance of \$1,206.00
 Enter the amount you wish to pay in the table below
 Save card on file (Make no payments now, save this payment method for future usage)

Medical Bills

| Bill Number | Bill Description | Balance Due | Payment Amount |
|----------------|------------------|-------------|----------------|
| 22356-0001-007 | 06/17/2011 | \$278.00 | 0.00 |
| 22338-0002-001 | 07/13/2011 | \$678.00 | 0.00 |
| 22356-0001-009 | 08/07/2011 | \$75.00 | 0.00 |
| 22338-0002-008 | 08/25/2011 | \$175.00 | 0.00 |

The payment you wish to refund will most likely be the "Last Payment Received." Click on the amount highlighted in blue (\$1,206.00) to view the transaction.

Or, click on "View All Recent Payments" for a list of recent transactions for this patient.

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

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

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)

ePAV

Current Client: DEMODB2010 [Change Client](#)

Home
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Head

Active Patients
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Find Transa

Demo Database

Quick Find

Home

Cashiering

Quick POS

Departmental Deposits

Find Transactions

Batch Maintenance

QUERY RESULTS

[Change Search Criteria](#)

| Transaction | AccountNo | Date | Status | Item Code | Payment Code | Amount |
|-------------|-----------|------------|--------|-----------|--------------|--------|
| 2065 | PAY | 11/09/2012 | Closed | MEDICAL | SMARTPAY | 50.00 |

(1 record(s)) [Display by Page](#)

* indicates there are multiple Customers, Item Codes, or Payment Codes in the Transaction.

SEARCH CRITERIA

Click on the transaction number highlighted in blue.

Click on the Refund button.

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

<< < > >>

Trans. No: 3484
Batch No: 692

Operator: ARA
Station: 000

Date: 10/30/2013
Time: 3:09 PM

Business: 10/30/2013
Effective: 10/30/2013

Status: Closed
Module: Web

Account Number: PAY - CUSTOMER PAYMENT

| Item Code | Description | Balance Due | Min. Due | Amount |
|-----------|---|-------------|----------|--------|
| MEDICAL | <div style="display: flex; justify-content: space-between; align-items: center;"> DELETE Medical Bill Payment EDIT </div> <div style="margin-top: 5px;"> ENDORSE Description: 12/13/1953 Ellen prepayment on 10/30/2013 3:09:52 PM Discount: 0.00 *G/L Code: </div> | | | 598.28 |
| TOTAL | | | | 598.28 |

G/L is a required field

PAYMENTS TENDERED

| Pay Code | Description | Amount |
|----------|--|--------|
| SMARTPAY | <div style="display: flex; justify-content: space-between; align-items: center;"> DELETE EDIT ENDORSE </div> <div style="margin-top: 5px;"> REPRINT SLIP Account No: XXXXXXXXXXXX2467 Show Details Auth Code: 08702S Reference: 3778 </div> | 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 |
| | 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 | |