



## 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

**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.**

**Search for a Patient**

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

**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

**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.**

**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

## 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
<b>Total</b>	<b>\$50.00</b>

  

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
Help
Sign Out

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))						
Quick POS	<a href="#">Display by Page</a>						
Departmental Deposits	* indicates there are multiple Customers, Item Codes, or Payment Codes in the Transaction.						
Find Transactions	SEARCH CRITERIA						
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	<span style="border: 1px solid #ADD8E6; padding: 1px;">DELETE</span> <span style="border: 1px solid #ADD8E6; padding: 1px;">Medical Bill Payment</span> <span style="border: 1px solid #ADD8E6; padding: 1px;">EDIT</span>			598.28
	<span style="border: 1px solid #ADD8E6; padding: 1px;">ENDORSE</span> 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	<span style="border: 1px solid #ADD8E6; padding: 1px;">SMARTPAY CC</span> <span style="border: 1px solid #ADD8E6; padding: 1px;">DELETE</span> <span style="border: 1px solid #ADD8E6; padding: 1px;">EDIT</span> <span style="border: 1px solid #ADD8E6; padding: 1px;">ENDORSE</span>	598.28
	<span style="border: 1px solid #ADD8E6; padding: 1px;">REPRINT SLIP</span> Account No: XXXXXXXXXXXXX2467 <a href="#">Show Details</a> Auth Code: 08702S      Reference: 3778	
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
<b>Totals</b>	<b>598.28</b>	<b>0.00</b>	<b>598.28</b>	<b>598.28</b>

PROCESS
CANCEL

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	<span style="border: 1px solid blue; padding: 1px;">DELETE</span> <span style="margin-left: 10px;">Medical Bill Payment</span> <span style="float: right; border: 1px solid blue; padding: 1px;">EDIT</span>			-598.28
	<span style="border: 1px solid blue; padding: 1px;">ENDORSE</span> Dishonored Reason: Description: 12/13/1953 Ellen   prepayment on 10/30/2013 3:09:52 PM Discount: 0.00 *G/L Code:			
<b>TOTAL</b>				<b>-598.28</b>

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
<b>Totals</b>	<b>1,170.00</b>	<b>0.00</b>	<b>1,170.00</b>	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"/> <span style="margin-left: 10px;">Medical Bill Payment</span> <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				
<b>TOTAL</b>				<b>-291.00</b>

## 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	<b>Settlement Ledger Report</b>	Printed By: Mimi Bender		
Tx.No	Type	Service Fee	Amount	Net Amount
<b>Transaction Details</b>			<b>Amount</b>	
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	