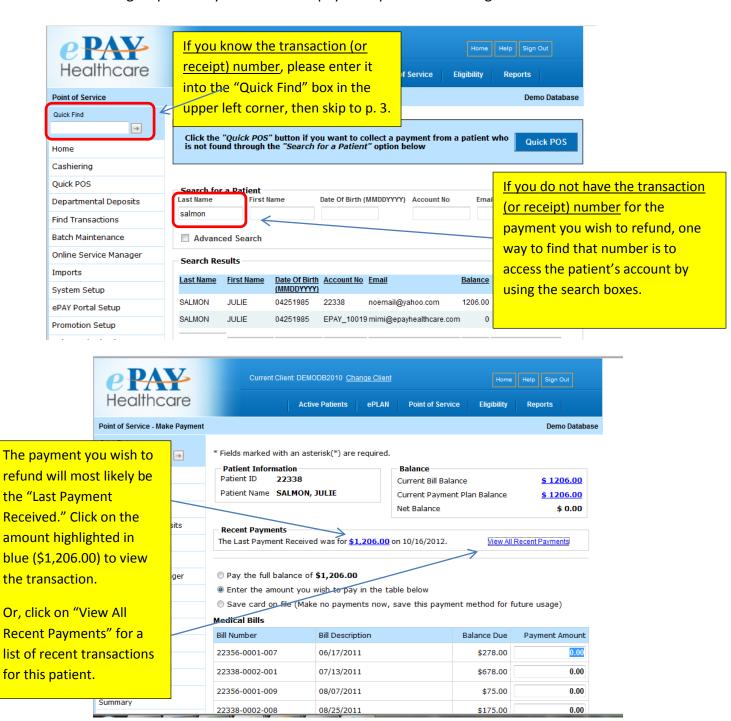
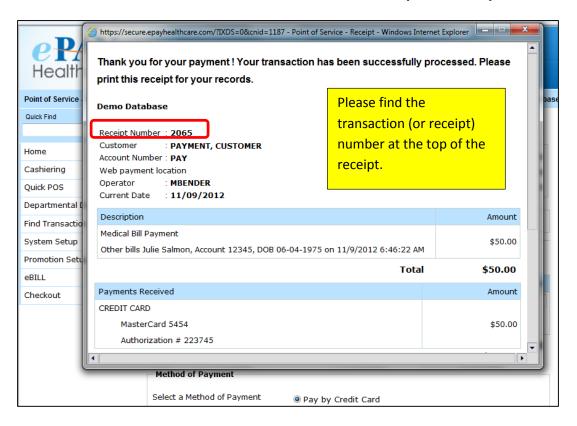
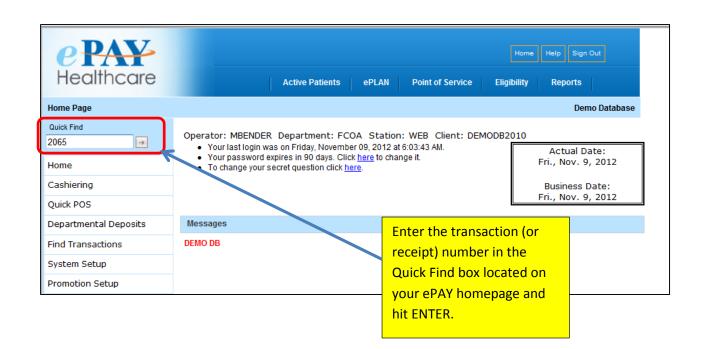


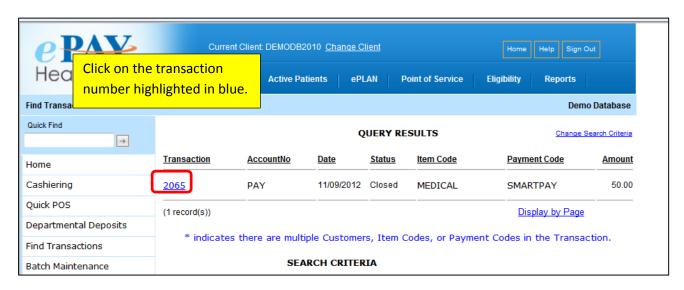
HOW TO REFUND A PAYMENT

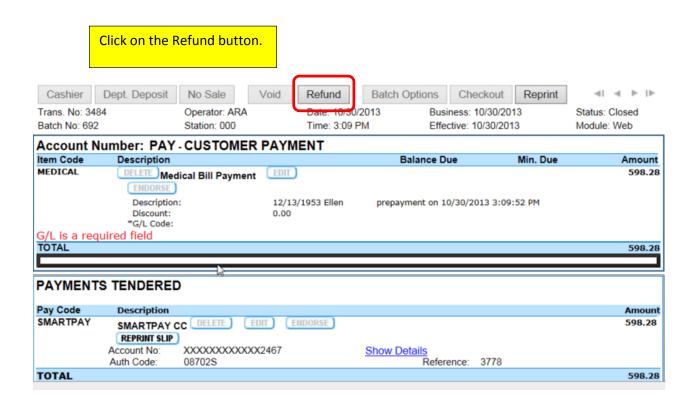
The following steps allow you to refund a payment processed through ePAY.



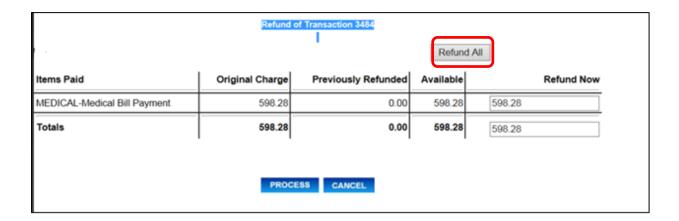




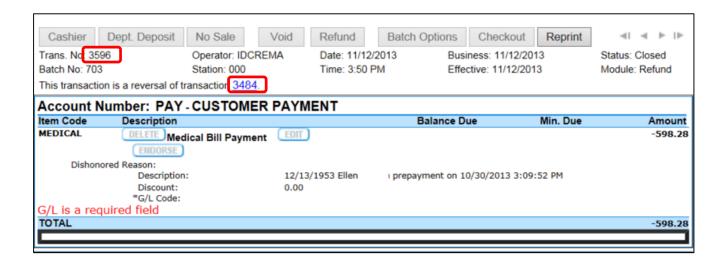




For a full refund of the payment, click on REFUND ALL and the full payment amount will populate in the box. Then, click on "Process."



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



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

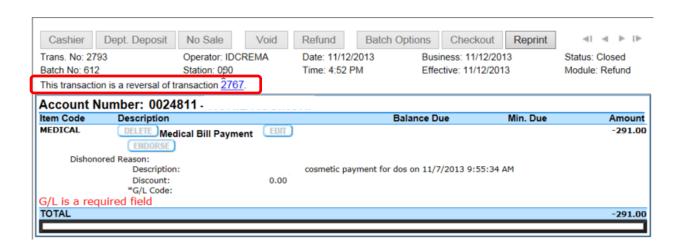
Refund All

Refund of Transaction 2767

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

PROCESS CANCEL

The transaction has now been reversed.



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.

ın. 17, 2014		Paid Items Report - Daily Dishono	red Paid Items Report		Page
2:57:37 pm		Demo Facility MD - CCCDEMO_MD			Printed By: MARK DAVIE
		Business Date 4/16/2014	to 4/16/2014		
Tx. No.	Account No	Cust. Name	Bill Number	Bill Desc.	Amount
usiness Date:	04/16/2014				
	3217 PAY	PAYMENT, CUSTOMER		Other bills 789 on 8/20/2013 12:58:16 PM	-2.00
	3218 WEBCASHREG ISTER1 Refund	CASHREGISTER1, WEB		Dave Gerard, 2428409	-15.00
	3219 33339999 Refund	JACKSON, TIMMY		Enrollment Fee	-5.00
UB-TOTAL for Bu	siness Date:	04/16/2014		(Count: 3)	-22.00
RAND 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 Bend			
Tx.No	Туре	Service Fee	Amount	Net Amoun	
Transaction	n Details		Amount		
Gross Amou	nt Collected		2,823.25		
Less: Return	ns and Refunds		325.00		
Net Amount	Collected		2,498.25		
Less: Servic	e Fees		141.15		
Net Settlem	ent Amount		2,357.10		