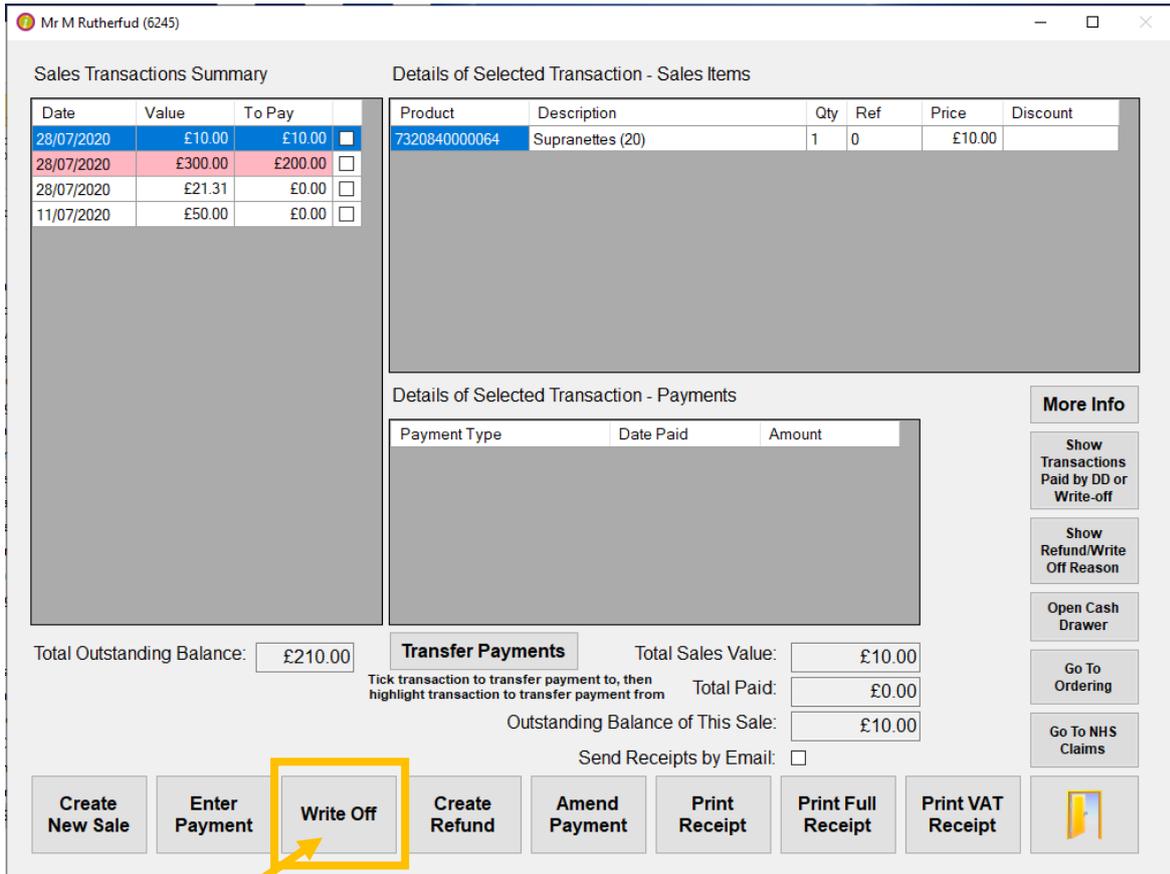


Error on the patient account or walk in sale can be corrected using one or more of the following features.

Write Off



Mr M Rutherford (6245)

Sales Transactions Summary

Date	Value	To Pay	
28/07/2020	£10.00	£10.00	<input type="checkbox"/>
28/07/2020	£300.00	£200.00	<input type="checkbox"/>
28/07/2020	£21.31	£0.00	<input type="checkbox"/>
11/07/2020	£50.00	£0.00	<input type="checkbox"/>

Details of Selected Transaction - Sales Items

Product	Description	Qty	Ref	Price	Discount
7320840000064	Supranettes (20)	1	0	£10.00	

Details of Selected Transaction - Payments

Payment Type	Date Paid	Amount
--------------	-----------	--------

Total Outstanding Balance: £210.00

Transfer Payments

Total Sales Value: £10.00

Total Paid: £0.00

Outstanding Balance of This Sale: £10.00

Send Receipts by Email:

Buttons: Create New Sale, Enter Payment, **Write Off**, Create Refund, Amend Payment, Print Receipt, Print Full Receipt, Print VAT Receipt

More Info: Show Transactions Paid by DD or Write-off, Show Refund/Write Off Reason, Open Cash Drawer, Go To Ordering, Go To NHS Claims

Write Off.

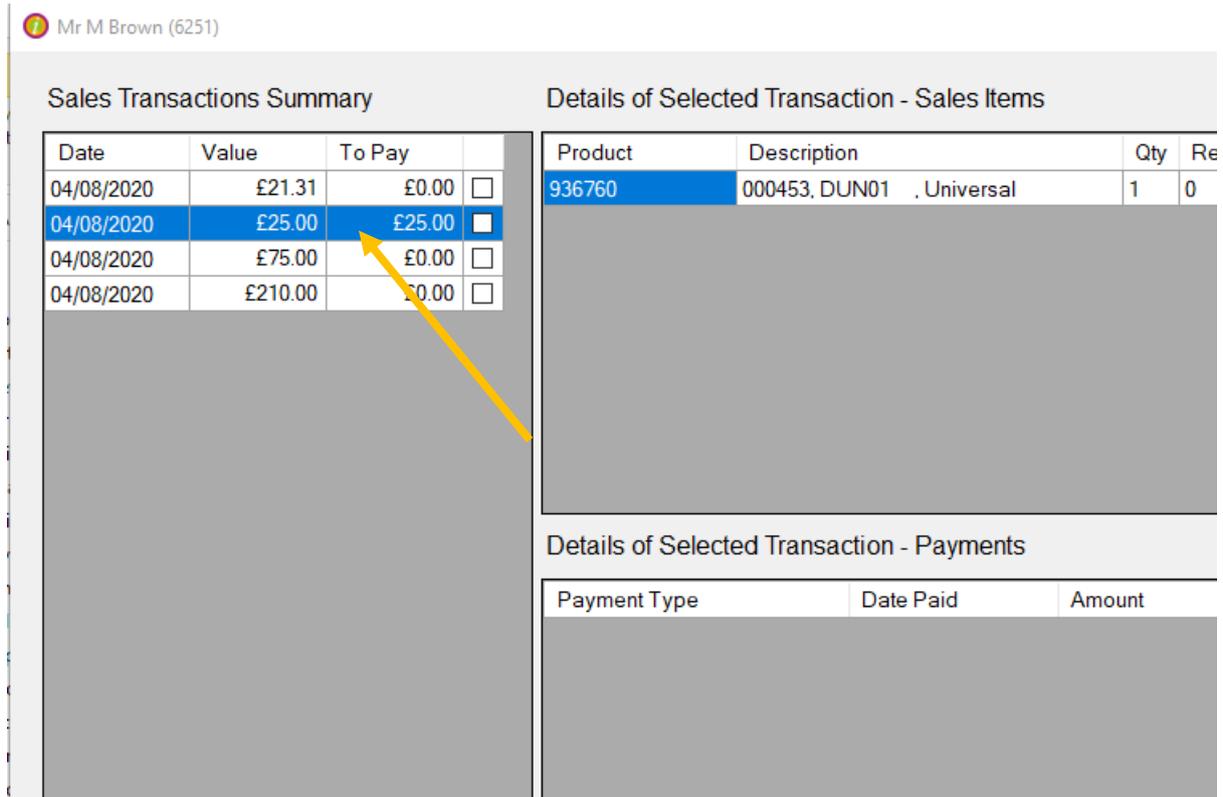
The write off button allows you to remove either all the outstanding balance against an individual sale or part of the outstanding balance.

Select the sale with the outstanding balance you would like to remove.

Mr M Brown (6251)

Sales Transactions Summary				Details of Selected Transaction - Sales Items			
Date	Value	To Pay		Product	Description	Qty	Re
04/08/2020	£21.31	£0.00	<input type="checkbox"/>	936760	000453, DUN01 , Universal	1	0
04/08/2020	£25.00	£25.00	<input type="checkbox"/>				
04/08/2020	£75.00	£0.00	<input type="checkbox"/>				
04/08/2020	£210.00	£0.00	<input type="checkbox"/>				

Details of Selected Transaction - Payments		
Payment Type	Date Paid	Amount



Click the 'Write Off' button.



Confirm Writeoff

Amount: Restore to Stock

Reason:

Type in the amount you would like to reduce the outstanding balance by and type a reason for the write off. Then click ok.

Amend Payments

The screenshot shows a software window titled 'Mr M Rutherford (6245)'. It is divided into several sections:

- Sales Transactions Summary:** A table with columns: Date, Value, To Pay, and a checkbox. The first row (28/07/2020) is highlighted in blue, and the second row (28/07/2020) is highlighted in red.
- Details of Selected Transaction - Sales Items:** A table with columns: Product, Description, Qty, Ref, Price, and Discount. It shows one item: '7320840000064 Supranettes (20)' with Qty 1, Ref 0, and Price £10.00.
- Details of Selected Transaction - Payments:** A table with columns: Payment Type, Date Paid, and Amount. It is currently empty.
- Summary and Controls:** Includes 'Total Outstanding Balance: £210.00', 'Total Sales Value: £10.00', 'Total Paid: £0.00', and 'Outstanding Balance of This Sale: £10.00'. There are buttons for 'Create New Sale', 'Enter Payment', 'Write Off', 'Create Refund', 'Amend Payment' (highlighted), 'Print Receipt', 'Print Full Receipt', 'Print VAT Receipt', and a 'More Info' section with buttons like 'Show Transactions Paid by DD or Write-off', 'Show Refund/Write Off Reason', 'Open Cash Drawer', 'Go To Ordering', and 'Go To NHS Claims'.

Amend Payment.

Amend payment allows you to amend the payments against a sale. This is used to correct errors e.g. the patient said they would pay by card but then the payment failed.

Click to highlight the transaction that requires the payment amending.

Mr M Brown (6251)

Sales Transactions Summary

Date	Value	To Pay	
04/08/2020	£21.31	£0.00	<input type="checkbox"/>
04/08/2020	£75.00	£0.00	<input type="checkbox"/>
04/08/2020	£210.00	£0.00	<input checked="" type="checkbox"/>

Details of Selected Transaction - Sales Items

Product	Description	Qty	Ref	Pr
522-216/4	Orma 1.5 Sph Cz Easy UV Rx 65/70	1	7667	
522-216/4	Orma 1.5 Sph Cz Easy UV Rx 65/70	1	7667	
935962	M2072	1	7667	
Glazing	Misc Glazing Charge	1	7667	

Details of Selected Transaction - Payments

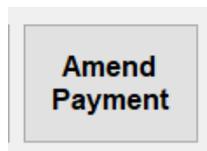
Payment Type	Date Paid	Amount
Visa M'card Delta	04/08/2020	£210.00

Total Outstanding Balance: **Transfer Payments** Total Sales Value:

Tick transaction to transfer payment to, then highlight transaction to transfer payment from Total Paid:

Outstanding Balance of This Sale:

Click the 'Amend Payment' Button



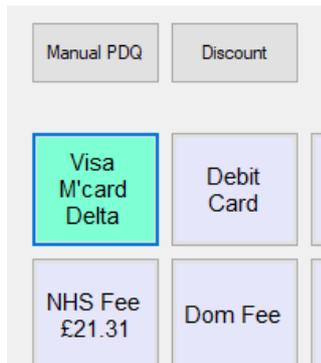
This will open the 'Enter Payments' Screen

Enter Payments

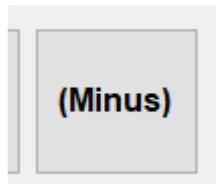
Manual PDG Discount Amount to Pay:

Visa M'card Delta	Debit Card	Cheque	Cash	Amex	1	2	3	(Minus)				
NHS Fee £21.31	Dom Fee	NHS Repair	Hospital	Corporate	4	5	6	.				
Voucher A £39.10	Voucher B £59.30	Voucher E £67.50	Voucher F £85.60	Voucher	7	8	9	0				
Gift Voucher	Sols Voucher	Super Saver	Other Card		£0.00							
DD/SO-PS	Interest Free	Returned Cheque	Online Payment	BACS	Confirm Amount							
					Clear Amount							
					<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Payment Type</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> </tr> </tbody> </table>				Payment Type	Amount		
Payment Type	Amount											
					Total entered: <input type="text" value="£0.00"/>							
Add to Family Payments					<input type="button" value="Confirm Total"/> <input type="button" value="Cancel"/>							

To reverse a payment that was paid against a sale, select the payment type that matches the original payment type.



Then click the minus button to enter a reverse payment.



Then use the number button to enter the value of the payment that is being reverse. If reversing the whole payment, it should match the value of the original payment but can be less if the situation dictates.



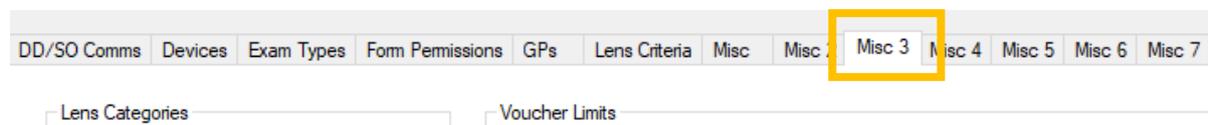
The payment amount shown should begin with a minus.

Click confirm amount and then confirm total

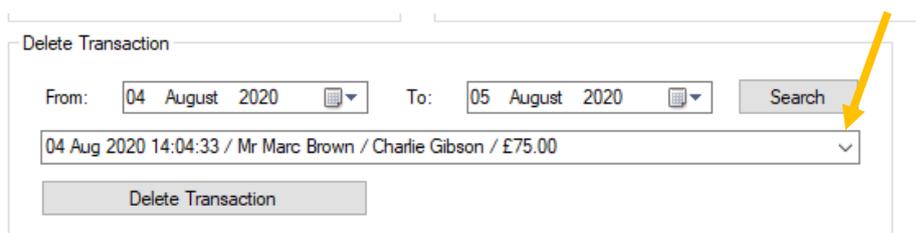
Deleting a Transaction

A transaction can be deleted in full on the same day that it was entered, this can be done from the maintenance module.

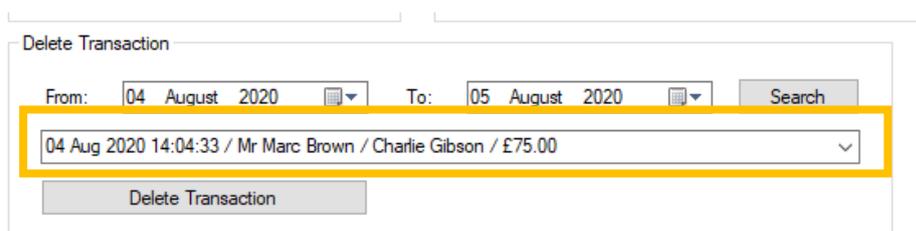
Open the maintenance module and navigate to the Misc 3 tab.



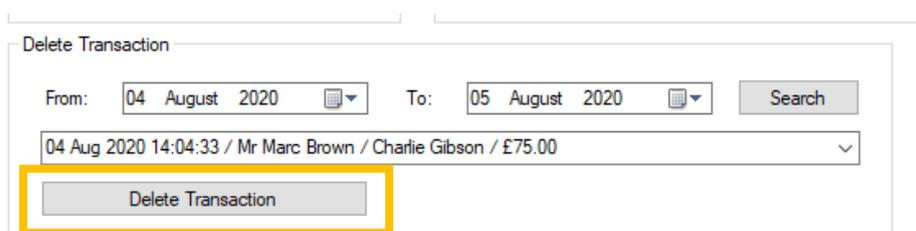
Click on the drop down arrow to display the list of transactions that have been processed today.



Click on the transaction you would like to delete so it is displayed in the box.



Click the Delete Transaction button



Examples

It is important that all stages of these corrections are completed at the same time, e.g. new sales are created at the same time as the old ones are written off. This is so the payment amounts (Visa, cash etc) cancel each other out and have no effect on cashing up.

1. Sale entered against wrong patient (paid off in full, no outstanding balance)

- 1) Access the patient account for the patient against whom the sale has been incorrectly recorded.
- 2) Select the incorrect transaction.
- 3) Click the Amend Payment button.
- 4) Select the payment type that was originally used.
- 5) Enter a MINUS amount to the value of the sale by clicking on the (Minus) button before entering the amount
- 6) Confirm the payment amendment, and enter the reason
- 7) Ensure that the transaction is still selected but is now showing that the full amount is still to pay.
- 8) Write off the full amount, and enter the reason.
- 9) Exit that patient's PoS record, and cancel the related spectacle order (if any).
- 10) Access the correct patient's record.
- 11) Enter the sale in the normal way, against the correct patient, either via PoS, dispensing or contact lens supply
- 12) Enter the payment for the value of the sale, using the same payment type as you used in Step 4.

2. Sale entered against wrong patient (with an outstanding balance)

- 1) Access the PoS form for the patient against whom the sale has been incorrectly recorded;
- 2) Select the incorrect transaction;
- 3) Note the amount that was originally paid;
- 4) Click the Amend Payment button;
- 5) Select the payment type that was originally used
- 6) Enter a MINUS amount to the value paid by clicking on the (Minus) button before entering the amount
- 7) Confirm the payment amendment, and enter the reason
- 8) Ensure that the transaction is still selected but is now showing that the full amount is still to pay.
- 9) Write off the full amount, and enter the reason.
- 10) Exit that patient's PoS record, and cancel any related records, e.g. spectacle orders.
- 11) Access the correct patient's record.
- 12) Enter the sale in the normal way, against the correct patient, either via PoS, dispensing or contact lens supply
- 13) Enter the amount paid that you noted in Step 3.

3. Sale entered against wrong patient (including an NHS payment)

- 1) Access the Deferred Payments form
- 2) Select 'Voucher' from 'List Payments Of This Type:'
- 3) Click 'Retrieve Records'
- 4) Select the voucher that has been applied to the wrong patient by, and right click it. Select 'Delete'.
- 5) Exit the Deferred Payments form
- 6) Access the patient's PoS form
- 7) Select the incorrect transaction
- 8) Note any additional payments that may have been taken in addition to the voucher; if there were none proceed to step 16)
- 9) Note how much was paid, and how
- 10) Click the Amend Payment button;
- 11) Select the payment type that was originally used
- 12) Enter a MINUS amount to the value paid by clicking on the (Minus) button before entering the amount
- 13) Confirm the payment amendment, and enter the reason
- 14) Ensure that the transaction is still selected but is now showing that the full amount is still to pay.
- 15) Write off the full amount, and enter the reason.
- 16) Exit that patient's PoS record, and cancel any related records, e.g. spectacle orders.
- 17) Access the correct patient's record.
- 18) Enter the sale in the normal way, against the correct patient, either via PoS, dispensing or contact lens supply
- 19) Enter the amount paid that you noted in Step 9.
- 20) Enter the voucher value that you are claiming.

4. Patient fails to collect specs leaving an outstanding balance

- 1) Access the patient's PoS form
- 2) Select the correct spectacle transaction
- 3) Click the Write Off button, and write off the outstanding balance of the sale.
- 4) Access the spectacle Order form, and mark the job as collected (otherwise the job will continue to show as outstanding on the Outstanding Orders report
- 5) (Advisable) Make a note on the Patient Activity form and/or the Spectacle Order form/Progress and Collection notes recording what has been done. This is particularly important if there is a voucher assigned to the job which you are going to collect.

5. Patient had a private Eye Exam, should have been NHS

- 1) Access the patient's PoS form
- 2) Select the correct sight test transaction
- 3) If the exam hasn't been paid for, then go to step 9) below
- 4) If the exam has been paid for, click the Amend Payment button
- 5) Select the payment method you are using to reimburse the patient
- 6) Enter the amount you are reimbursing the patient as a minus amount
- 7) Confirm the Amended payment
- 8) Ensure that correct eye exam transaction is still selected
- 9) Click on Write Off
- 10) Enter reason for Write off
- 11) Click on Create Sale
- 12) Create the sale for NHS exam

Note 1: If your system is set up correctly then an NHS Sight Test should automatically be paid off with payment type 'NHS Fee'.

Note 2: If you do not make this correction on the day the eye exam took place make sure that you record the reason in Patient Activity, in case of an NHS inspection.

6. Patient had an NHS Exam, should have been private

- 1) Access the Deferred Payments form
- 2) Select the NHS fee payment for the patient by right clicking it and selecting 'Delete'.
- 3) Access the patient's PoS form
- 4) Select the correct sight test transaction
- 5) Click Write Off
- 6) Enter reason for Write off
- 7) Click on Create Sale
- 8) Create the sale for private exam

7. NHS refuse to pay for a sight test (E.g. invalid early test code)

- 1) Access the Deferred Payments form
- 2) Click 'Not Yet Paid, submitted between ...'
- 3) Click Retrieve records
- 4) Right click the payment that has been refused and select 'Un-Submit'
- 5) Click 'Not Yet Submitted' and click the 'Retrieve Records' button
- 6) Right click the payment that has been refused and select 'Delete'
- 7) Access the patient's PoS form
- 8) Select the correct sight test transaction
- 9) Click Write Off
- 10) Enter reason for Write off

Note: It will now be down to your practice's policy and/or particular circumstances whether you create a sale for a private sight test instead.

8. NHS refuse to pay a voucher

- 1) Access the Deferred Payments form
- 2) Select 'List Payments of Type' and choose 'Voucher'
- 3) Click 'Not Yet Paid, submitted between ...'
- 4) Right click on the voucher that has been refused and select 'Un-Submit'.
- 5) Click 'Not Yet Submitted' and click the 'Retrieve Records' button
- 6) Right click on the voucher that has been refused and select 'Delete'.
- 7) If you are going to ask the patient for the outstanding balance then that is all you need to do, as the amount will now be outstanding on the patient's record, however if you are unlikely to collect it:
- 8) Access the patient's PoS form
- 9) Select the correct spectacle transaction
- 10) Click Write Off
- 11) Enter reason for Write off

9. Voucher has been added to the wrong transaction

- 1) Access the Deferred Payments form
- 2) Select 'Voucher' from 'List Payments Of This Type:'
- 3) Right click the voucher and select 'Delete'
- 4) Exit the Deferred Payments form
- 5) Select the correct patient
- 6) Access the patient's PoS form
- 7) Select the correct spectacle transaction
- 8) Click 'Enter Payment'
- 9) Select Payment Method 'Voucher' and enter the correct value