

### Patients Direct Debit or Standing order has not been collected

If you receive notification that a patient's direct debit has not been collected or you see that a patient's standing order has not been paid you should record this on the patient's contact lens management form.

With the patient record active, open the CL Mgt form.



Double click on the Direct Debit/Standing Order payment that was not taken.

SO/DD Payments Received

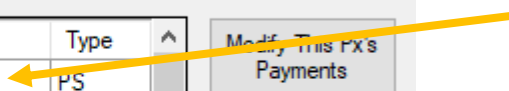
Date Collected	Amount	Type
17/Aug/2020	£20.00	PS
17/Aug/2020	£200.00	SA
17/Jul/2020	£20.00	PS
17/Jul/2020	£200.00	SA

Total for Next Payment:

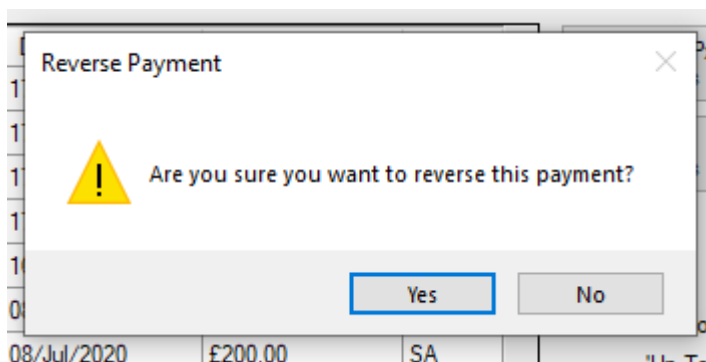
Modify This Px's Payments

Add Bulk Payments

Double click here



i-Clarity will ask you if you want to reverse this payment.



Click Yes

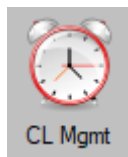
A minus entry for the same date as the intended collection will be entered to show this payment was not collected

SO/DD Payments Received		
Date Collected	Amount	Type
17/Aug/2020	£20.00	PS
17/Aug/2020	£-20.00	PS

The patients balance will be adjusted accordingly.

### Patient pays a missed DD/SO collection by another method e.g. cash/card/cheque or bacs

Open the CL Mgt form for the patient paying a missed payment.



Click on the button 'Modify this patient's payments'

SO/DD Payments Received			Total for Next Payment:
Date Collected	Amount	Type	
17/Aug/2020	£20.00	PS	<div>Modify This Px's Payments</div> <div>Add Bulk Payments</div>
17/Aug/2020	£200.00	SA	
17/Jul/2020	£20.00	PS	
17/Jul/2020	£200.00	SA	

The 'payments received maintenance' form will open

Payments Received Maintenance

Date Collected	Amount	Payment Item	Statement Date	Pay. Type / Coll. Method	Notes
17 Aug 2020	£20.00	PS / 11 Mar 2019 / £20.00		Sauflon DD	
17 Aug 2020	£-20.00	PS / 11 Mar 2019 / £20.00		Sauflon DD	
17 Aug 2020	£200.00	SA / 09 Jul 2020 / £200.00		Sauflon DD	
17 Jul 2020	£200.00	SA / 09 Jul 2020 / £200.00		Sauflon DD	
17 Jul 2020	£20.00	PS / 11 Mar 2019 / £20.00		Sauflon DD	
16 Jul 2020	£-100.00	PS / 11 Mar 2019 / £20.00		Direct Debit	
08 Jul 2020	£50.00	PS / 11 Mar 2019 / £20.00		Direct Debit	
08 Jul 2020	£200.00	SA / 09 Jul 2020 / £200.00		Direct Debit	

Date Collected: 31 August 2020

Payment Amount:

Payment Item: PS / 11 Mar 2019 / £20.00

Collection Method: [NONE] Use this if modifying payments made by DD/SO.

Or Payment Type: [NONE] Use this if refunding a px or collecting additional cash/Visa payments from a px.

Notes:

If you add or refund a cash, cheque or credit card payment to this patient's account, then an entry will automatically be added to today's bankings to ensure that your cashing up will still balance.

Enter the amount the patient is paying in the 'Payment Amount' field.

Date Collected: 31 August 2020

Payment Amount:

Payment Item: PS / 11 Mar 2019 / £20.00

Collection Method: [NONE] Use this if modifying payments made by DD/SO.

Or Payment Type: [NONE] Use this if refunding a px or collecting additional cash/Visa payments from a px.

Notes:

Select the payment type the patient is using to pay

Date Collected: 31 August 2020

Payment Amount: 20.00

Payment Item: PS / 11 Mar 2019 / £20.00

Collection Method: [NONE] Use this if modifying payments made by DD/SO.

Or Payment Type: Visa M'card Delta Use this if refunding a px or collecting additional cash/Visa payments from a px.

Notes:

Click the 'Add' button

Date Collected: 31 August 2020 Add Close  
 Payment Amount: 20.00  
 Payment Item: PS / 11 Mar 2019 / £20.00  
 Collection Method: [NONE] Use this if modifying payments made by DD/SO.  
 Or Payment Type: Visa M'card Delta Use this if refunding a px or collecting additional cash/Visa payments from a px.  
 Notes:

This will add the payment to the grid

Payments Received Maintenance

	Date Collected	Amount	Payment Item	Statement Date	Pay Type / Coll. Method
▶	31 Aug 2020	£20.00	PS / 11 Mar 2019 / £20.00		Visa M'card Delta
	17 Aug 2020	£20.00	PS / 11 Mar 2019 / £20.00		Sauflon DD
	17 Aug 2020	£-20.00	PS / 11 Mar 2019 / £20.00		Sauflon DD
	17 Aug 2020	£200.00	SA / 09 Jul 2020 / £200.00		Sauflon DD
	17 Jul 2020	£200.00	SA / 09 Jul 2020 / £200.00		Sauflon DD
	17 Jul 2020	£20.00	PS / 11 Mar 2019 / £20.00		Sauflon DD
	16 Jul 2020	£-100.00	PS / 11 Mar 2019 / £20.00		Direct Debit
	08 Jul 2020	£50.00	PS / 11 Mar 2019 / £20.00		Direct Debit

Date Collected: 31 August 2020 Add Close  
 Payment Amount:   
 Payment Item: PS / 11 Mar 2019 / £20.00  
 Collection Method: [NONE] Use this if modifying payments made by DD/SO.  
 Or Payment Type: Visa M'card Delta Use this if refunding a px or collecting additional cash/Visa payments from a px.  
 Notes:

Click close.

SO/DD Payments Received

Date Collected	Amount	Type
31/Aug/2020	£20.00	PS
17/Aug/2020	£20.00	PS
17/Aug/2020	£-20.00	PS
17/Aug/2020	£200.00	SA

The payment will be added to the SO/DD Payments Received column and the patients balance will be amended.

## Amending an incorrect balance

We recommend you regularly use the 'Direct Debit' reports in i-Clarity to check the patient contact lens management balances to ensure you do not end up with any large patient balances owing to you or owing to the patient.

Below are some scenarios that may cause the patient balance to be incorrect, and a description of the correction method.

### Patient balance shows they are owed money, but this is incorrect as the patient has collected lenses, but they have not been marked as collected

The error has occurred on the patient balance because contact lens collection entries have not been made and therefore not recorded in the 'goods/services paid for by DD/SO column'.

The screenshot shows the i-Clarity patient account interface. The 'Goods/Services paid for by DD/SO' column is highlighted with a yellow border. The 'SO/DD Payments Received' column shows a table with three entries: 01/Aug/2020, 01/Jul/2020, and 01/Jun/2020, all for £30.00 and Type PS. The 'Total for Next Payment' is £30.00. The 'Date of Opening Bal' is 30/08/2019 and the 'Up To' Date is 30/08/2020. The 'Product Supply Balance' is £90.00, 'Saver Balance' is £0.00, 'Credit Balance' is £0.00, and 'Other Balance' is £0.00. The 'This patient is owed (in goods and services)' is £90.00. The 'From' date is 01 January 2000. The 'Create Contact Lens Orders' button is visible at the bottom.

Payment Date	Amount
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Date Collected	Amount	Type
01/Aug/2020	£30.00	PS
01/Jul/2020	£30.00	PS
01/Jun/2020	£30.00	PS

Total for Next Payment: £30.00

Date of Opening Bal: 30/08/2019  
'Up To' Date: 30/08/2020

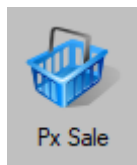
Product Supply Balance: £90.00  
Saver Balance: £0.00  
Credit Balance: £0.00  
Other Balance: £0.00  
This patient is owed (in goods and services): £90.00

From: 01 January 2000

Create Contact Lens Orders

Because the error is in this column then the correction needs to be made in this column.

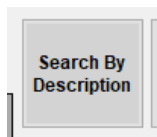
Open the patient account.



Create a New Sale.



On the create new sale form, click 'search by description'



Search for the patient's lenses that have not been marked as collected

Search By Description

Search for description:  Go

Description	SCU Code	Price
AIR OPTIX NIGHT&DAY AQUA (3 lenses)	AIR O02-3	£42.00
AIR OPTIX NIGHT&DAY AQUA (3 lenses)-LP	AIR O02-3-LP	£30.00
AIR OPTIX NIGHT&DAY AQUA (Trials)	AIR O02-T	£0.00
AIR OPTIX for ASTIGMATISM (3 lenses)	AIR O05-3	£30.00
AIR OPTIX for ASTIGMATISM (3 lenses)-LP	AIR O05-3-LP	£18.90
AIR OPTIX for ASTIGMATISM (Trials)	AIR O05-T	£0.00
AIR OPTIX AQUA MULTIFOCAL H (3 lenses)	AIR O06-3	£36.00
AIR OPTIX AQUA MULTIFOCAL H (3 lenses)-LP	AIR O06-3-LP	£24.30
AIR OPTIX AQUA MULTIFOCAL H (Trials)	AIR O06-T	£0.00
AIR OPTIX AQUA MULTIFOCAL M (3 lenses)	AIR O07-3	£36.00
AIR OPTIX AQUA MULTIFOCAL M (3 lenses)-LP	AIR O07-3-LP	£24.30
AIR OPTIX AQUA MULTIFOCAL M (Trials)	AIR O07-T	£0.00
AIR OPTIX AQUA MULTIFOCAL L (3 lenses)	AIR O08-3	£36.00
AIR OPTIX AQUA MULTIFOCAL L (3 lenses)-LP	AIR O08-3-LP	£24.30

SCU Code:  OK Cancel

Amend the product description to say the lenses were not marked as collected at the correct time. And with amend the quantity or the price if more than one collection has been missed

Staff Member:

Enter Barcode 1 2 3 Enter

Get Frame or Sunspec 4 5 6 .

Search By Description 7 8 9 0

Description:

Quantity:  Amend Qty

List Price:  Total:

Adjustment Reason: ☐

Line Total:

Staff Member:

Enter Barcode 1 2 3 Enter

Get Frame or Sunspec 4 5 6 .

Search By Description 7 8 9 0

Description:

Quantity:  Amend Qty

List Price:  Total:

Adjustment Reason: ☐

Line Total:

Click Add to Sale and Confirm Sale.

On the enter payment screen that opens select the DD/SO payment type.

Correcting and Amending a CL Mgt Balance v3 3 2 001 Last edited: 30 08 2020

Voucher	Vouch
DD/SO - PS	Intere Free

Click Confirm Amount

Click Confirm Total

An entry will be made on the patient till that is hidden, unless you click the button 'show transactions Paid by DD or Write-off'

**Show Transactions Paid by DD or Write-off**

Sales Transactions Summary				Details of Selected Transaction - Sales Items					
Date	Value	To Pay		Product	Description	Qty	Ref	Price	Discount
30/08/2020	£90.00	£0.00	<input checked="" type="checkbox"/>	AIR 005-3-LP	AIR OPTIX for ASTIGMATISM (3 lens...	1	0	£90.00	
29/08/2020	£-35.00	£0.00	<input type="checkbox"/>						
29/08/2020	£0.00	£0.00	<input type="checkbox"/>						
29/08/2020	£20.00	£0.00	<input type="checkbox"/>						
12/09/2019	£15.00	£0.00	<input type="checkbox"/>						
12/09/2019	£35.00	£0.00	<input type="checkbox"/>						
05/08/2019	£687.10	£0.00	<input type="checkbox"/>						
05/08/2019	£21.31	£0.00	<input type="checkbox"/>						
13/03/2019	£21.31	£0.00	<input type="checkbox"/>						
26/02/2019	£35.00	£0.00	<input type="checkbox"/>						
24/01/2019	£35.00	£0.00	<input type="checkbox"/>						
03/07/2015	£21.10	£0.00	<input type="checkbox"/>						
11/02/2014	£52.50	£0.00	<input type="checkbox"/>						
11/02/2014	£20.90	£0.00	<input type="checkbox"/>						
24/07/2013	£20.90	£0.00	<input type="checkbox"/>						
11/01/2013	£20.70	£0.00	<input type="checkbox"/>						

Details of Selected Transaction - Payments			
Payment Type	Date Paid	Amount	
DD/SO - PS	31/08/2020	£90.00	

**More Info**

**Show Transactions Paid by DD or Write-off**

An entry will have been made on the 'Goods/Service paid for by DD/SO column'

Goods/Services paid for by DD/SO		SO/DD Payments Received			Total for Next Payment: <b>£30.00</b>	
Payment Date	Amount	Date Collected	Amount	Type		
31/Aug/2020	£90.00	01/Aug/2020	£30.00	PS		
		01/Jul/2020	£30.00	PS		
		01/Jun/2020	£30.00	PS		

Double click on a transaction to see further details

Double click on a payment if it has been rejected

From: 01 January 2000

Create Contact Lens Orders

Modify This Px's Payments

Add Bulk Payments

Date of Opening Bal: 30/08/2019

'Up To' Date: 30/08/2020

Product Supply Balance: £0.00

Saver Balance: £0.00

Credit Balance: £0.00

Other Balance: £0.00

This patient is owed (in goods and services): £0.00

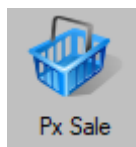
Patient cancelled their DD/SO. The mandate was cancelled but the recurring product supply was not cancelled so products have been marked as supplied to the patient incorrectly.

The patient balance shows that they owe money, but this is incorrect because the patient cancelled their plan with you but only the mandate was cancelled rather than the mandate and supply.

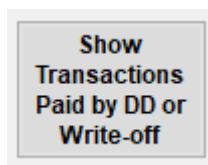
Supply entries have been made in the 'goods/services paid for by DD/SO' column incorrectly, therefore the correction to the patient balance should also happen in this column.

Goods/Services paid for by DD/SO			SO/DD Payments Received		
Payment Date	Amount		Date Collected	Amount	Type
10/Aug/2020	£37.60				
08/Jul/2020	£37.60				

Open the patient account



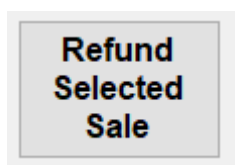
Click the button 'show transactions Paid by DD or Write-off'



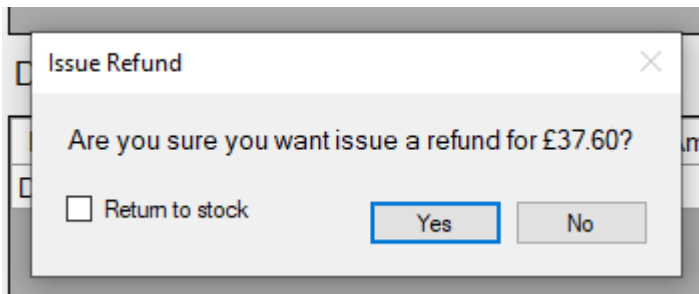
Tick the supply/sale that was incorrectly supplied to the patient

10/08/2020	£37.60	£0.00	<input checked="" type="checkbox"/>
08/07/2020	£37.60	£0.00	<input type="checkbox"/>

Click the button 'Refund selected sale'



i-Clarity will ask you if you want to refund the sale



Click Yes.

The enter payment screen will open.

Enter Payments

Manual PDQ

Discount

**Amount to Pay:** -£37.60

Visa M'card Delta

Debit Card

Cheque

Cash

Amex

Super Saver

Other Card

HO Refund

DD/SO - PS

Interest Free

Returned Cheque

Online Payment

BACS

1

2

3

(Minus)

4

5

6

.

7

8

9

0

-£37.60

Confirm Amount

Clear Amount

Payment Type	Amount
DD/SO - PS	-£37.60

Select the payment type DD/SO, then confirm amount and confirm total.

A refund will be entered onto the patient account, that is usually hidden as it is paid off by DD/SO.

This refund will show on the patient CL Mgt in the column 'Good/Services paid for by DD/SO'

Goods/Services paid for by DD/SO	
Payment Date	Amount
31/Aug/2020	£-37.60

You can repeat this process if there is more than one incorrect sale that needs refunding.

Patient cancelled Direct Debit or Standing Order but the mandate on i-Clarity was not cancelled.

The mandate was not cancelled when it should have been so there are payments listed incorrectly in the column SO/DD Payments received.

SO/DD Payments Received		
Date Collected	Amount	Type
28/Mar/2019	£10.00	PS
14/Mar/2019	£10.00	PS
14/Mar/2019	£10.00	PS
14/Mar/2019	£10.00	PS
14/Mar/2019	£10.00	PS

*If the payments that need to be corrected are under 3 months then you can reverse the payments with the method described above.*

If the payment is over 3 months old, then click 'modify this patient's payments'

SO/DD Payments Received			Total for Next Payment
Date Collected	Amount	Type	
28/Mar/2019	£10.00	PS	
14/Mar/2019	£10.00	PS	
14/Mar/2019	£10.00	PS	
14/Mar/2019	£10.00	PS	
14/Mar/2019	£10.00	PS	

Modify This Px's Payments

Add Bulk Payments

In the payment amount field enter the figure required to correct the incorrect collections (this would usually be a minus figure) e.g. the balance says the patient is owed £100 enter -£100

Payments Received Maintenance

Date Collected	Amount	Payment Item	Statement Date	Pay. Type / Coll. Method	Notes
28 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	
14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	
14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	
14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	
14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	
14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	
14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	
14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00		Eyeplan	

Date Collected

31 August 2020

Add

Close

Manual PDQ

Payment Amount

Payment Item

PS / 27 Jul 2020 / £20.00

Collection Method

[NONE]

Use this if modifying payments made by DD/SO.

Or Payment Type

[NONE]

Use this if refunding a px or collecting additional cash/Visa payments from a px.

Notes

**If you add or refund a cash, cheque or credit card payment to this patient's account, then an entry will automatically be added to today's bankings to ensure that your cashing up will still balance.**

Select the collection method that was record as the original collection method.

## Payments Received Maintenance

	Date Collected	Amount	Payment Item	Statement Date	Pay. Type / Coll. Method	Note
	28 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	
	14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	
	14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	
	14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	
	14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	
	14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	
	14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	
	14 Mar 2019	£10.00	PS / 28 Feb 2017 / £10.00	▼	Eyeplan	

Date Collected: 31 August 2020    
 Payment Amount: -100.00  
 Payment Item: PS / 27 Jul 2020 / £20.00  
 Collection Method: Eyeplan ▼ Use this if modifying payments made by DD/SO.  
 Or Payment Type: [NONE] ▼ Use this if refunding a px or collecting additional cash/Visa payments from a px.  
 Notes: Correction of incorrect direct debit collections

**If you add or refund a cash, cheque or credit card payment to this patient's account, then an entry will automatically be added to today's bankings to ensure that your cashing up will still balance.**

You could also add a note about the correction for future reference

Click Close.

A correction will be entered into SO/DD payments received column.

## Correcting a balance from data transfer or a historical issue.

If you have a incorrect balance on a patient Contact Lens Mgt that is historical or from a data transfer and you would like to correct it without effecting any of your accounting reports you can use the following method.

Click the button 'Modify this px's payments'

Modify This Px's Payments

Payments Received Maintenance

	Date Collected	Amount	Payment Item	Statement Date	Pay. Type / Coll. Method
▶	06 Aug 2020	£10.00	PS / 18 Nov 2017 / £10.00		Direct Debit
	06 Aug 2020	£20.00	PS / 29 Jun 2020 / £20.00		Direct Debit
	03 Aug 2020	£20.00	PS / 18 Nov 2017 / £10.00		BACS
	06 Jul 2020	£10.00	PS / 18 Nov 2017 / £10.00		Direct Debit
	06 Jul 2020	£20.00	PS / 29 Jun 2020 / £20.00		Direct Debit
	18 Jun 2020	£50.00	PS / 18 Nov 2017 / £10.00		BACS
	06 Jun 2020	£-10.00	PS / 18 Nov 2017 / £10.00		Direct Debit
	06 Jun 2020	£-10.00	PS / 18 Nov 2017 / £10.00		Direct Debit

Date Collected

02 September 2020

Add

Close

Payment Amount

Payment Item

PS / 18 Nov 2017 / £10.00

Collection Method

[NONE]

Use this if modifying payments made by DD/SO.

Or Payment Type

[NONE]

Use this if refunding a px or collecting additional cash/Visa payments from a px.

Notes

In the payment amount field enter the amount needed to correct the patient balance

Payment Amount

76.78

Select 'Balance Correction' from the collection method drop down.

Collection Method

Balance Correction

Make a note about the correction in the 'Notes' box

Click 'Add'

*When running the DD/SO collected report (under the direct debit report button) exclude any balance corrections by selecting your live collection method from the list e.g. Direct Debit*

Contact Lens Reports

Please select a report below:

DD/SOs Collected/Rejected

Run Report

Collection Method

Direct Debit

Date From

01 August 2020

Date To

30 September 2020

