Refunds

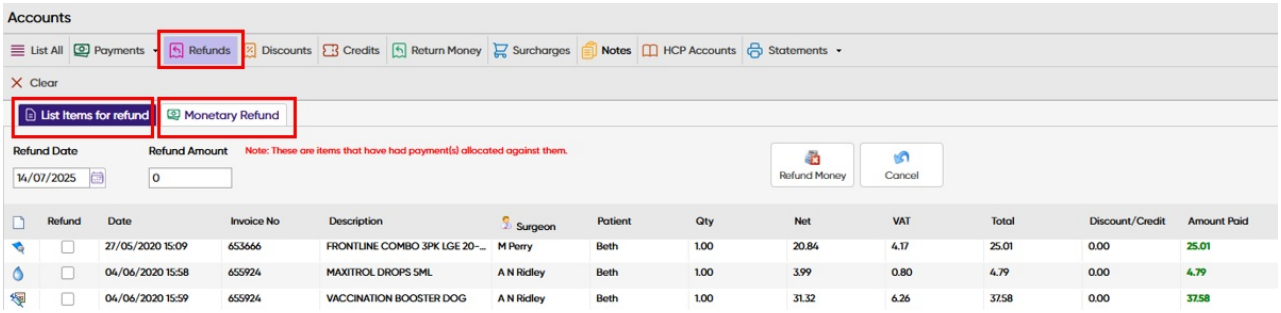
10/08/2026 8:27 am BST

The Refunds screen allows you to refund transactions on a client's account.

Details

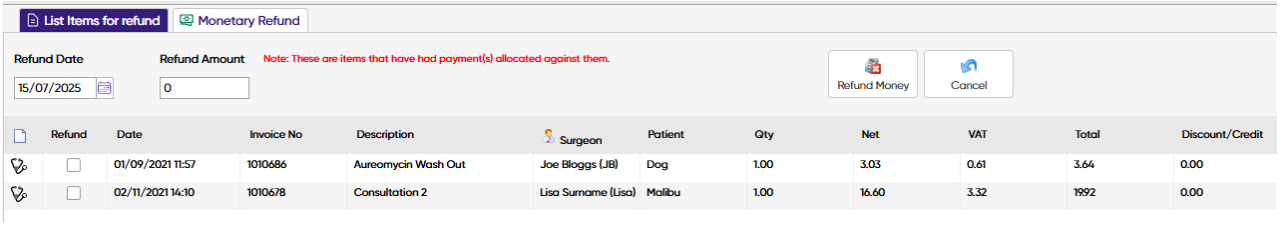
To perform a refund, enter the Accounts Screen and select the 'Refunds' button.

The Refunds screen consists of two tabs: 'List Items for Refund' and 'Monetary Refund'.



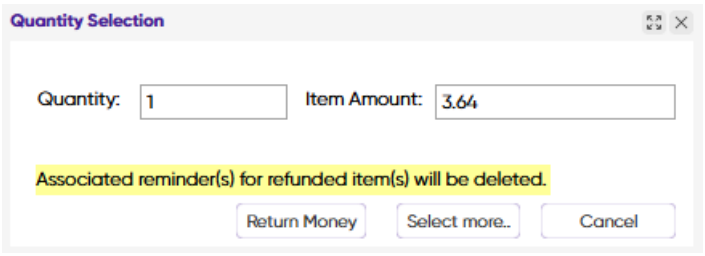
List Items tab

This screen is used to refund specific items.

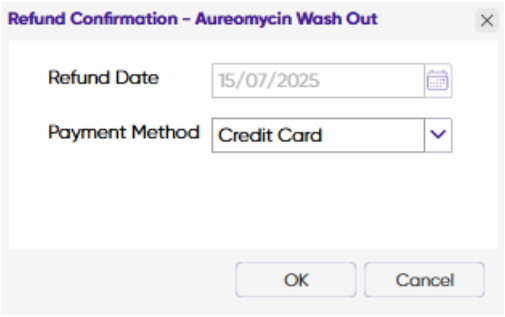


Refund an item

1. Tick the box in the 'Refund' column of the item you wish to refund and you will receive a quantity selection pop up



2. To proceed with the refund select 'Return Money'.
3. Select the payment method used to refund the Client.



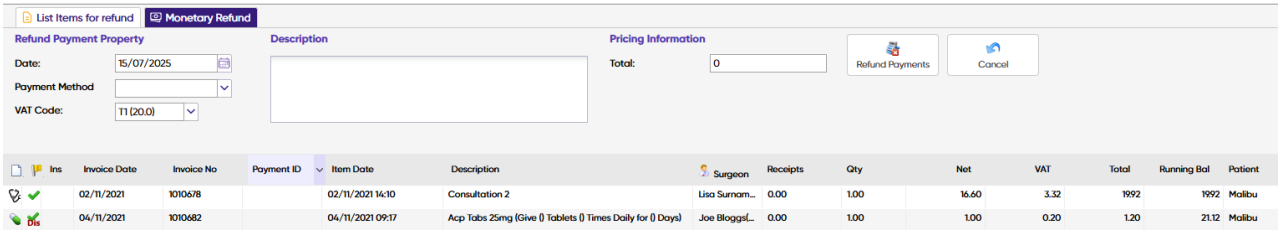
4. If the item is a stock item, you will be prompted to return the item to stock or not. If selecting 'Yes', select which Stock Centre you are returning stock to (if you only have one stock centre, this option will not display).
5. The refund transactions will display in the Accounts Screen. The first transaction shows the account being credited, the second transaction shows the credit being refunded to the account.



15/07/2025	1010854		15/07/2025 10:04	Credit Refund (Aureomycin Wash Out) (jupiter)	Joe Bloggs (...	0.00	1.00	-3.03	-0.61	-3.64
15/07/2025	0	182156	15/07/2025 10:04	Credit Card return for (jupiter)		-3.64	0.00	0.00	0.00	0.00

Monetary Refund tab

Monetary Refunds are used to refund a User-defined amount.



Ins	Invoice Date	Invoice No	Payment ID	Item Date	Description	Surgeon	Receipts	Qty	Net	VAT	Total	Running Bal	Patient
	02/11/2021	1010678		02/11/2021 14:10	Consultation 2	Lisa Surnam...	0.00	1.00	16.60	3.32	1992	1992	Malibu
Dis	04/11/2021	1010682		04/11/2021 09:17	Acp Tabs 25mg (Give () Tablets () Times Daily for () Days)	Joe Bloggs(...	0.00	1.00	1.00	0.20	1.20	21.12	Malibu

Refund a monetary amount

1. Select the date and payment method you wish to use for the refund.
2. Then enter a description and enter a total of the refund.
3. Select 'Refund Payments'.
4. The refund transaction will appear on the Client's account (unallocated).



15/07/2025	0	182157	15/07/2025 10:10	Credit Card return for User Return Payment (Goodwill) ...		-19.92	0.00	0.00	0.00	0.00	141.12
15/07/2025	182158	182158	15/07/2025 10:10	Credit (jupiter)		0.00	0.00	-16.60	-3.32	-19.92	121.20