

Return Money

10/08/2026 8:29 am BST

The 'Return Money' screen allows you to return money for payments on a client's account, increasing the balance owed.

Details

To return money to a Client, enter the Accounts Screen and select the 'Return Money' button.

The Return Money Screen consists of three tabs: 'Payments for Returning', 'Return Money for Negative Balances' and 'Return Money for Positive Balances'.

Accounts

List All

Payments

Refunds

Discounts

Credits

Return Money

Surcharges

Notes

HCP Accounts

Statements

Clear

Payments for Returning

Return Money for Negative Balances

Return Money for Positive Balances

Payments for Returning tab

To access this tab, enter the Client's Accounts Screen and select the tab labelled 'Return Money'.

All payments made by the selected Client will be displayed.

Payments for Returning

Return Money for Negative Balances

Return Money for Positive Balances

Return Date

Return Amount

15/07/2025

0

Return Payments

Cancel

	Refund	Item Date	Description	Receipts	Site	Type
	☐	04/12/2009 09:50	Cash (AES)	742	Ether	Payment
	☐	02/12/2009 10:29	CreditCard (M4)	30.90	Ether	Payment
	☐	26/10/2009 15:31	CreditCard (B3)	38.94	Ether	Payment
	☐	17/10/2009 08:59	CreditCard (SM VN)	25.44	Ether	Payment
	☐	23/07/2009 15:26	Credit Card (B3)	38.85	Ether	Payment
	☐	13/06/2009 12:26	Credit Card (SM VN)	44.06	Ether	Payment
	☐	08/06/2009 15:41	Credit Card (AES)	293.89	Ether	Payment

Returning a Payment

Reverse a payment, increasing the amount owed on the client's balance

To return a payment follow the steps below:

Payments for Returning

Return Money for Negative Balances

Return Money for Positive Balances

Return Date

Return Amount

15/07/2025

0

Return Payments

Cancel

Refund	Item Date	Description	Receipts	Site	Type
☐	26/05/2010 12:27	CreditCard (SarahH)	15.45	Ether	Payment
☐	04/06/2010 12:15	CreditCard - Im (LME)	400.00	Ether	Payment

1. Select the tick box in the column called 'Refund' for the payment/s you wish to return.
2. The total amount being returned is shown in the 'Return Amount' field.
3. Select the Return date (this will default to today's date).
4. To return the payments select the 'Return Payments' button
5. The payments will be returned and a transaction line will be added to the Clients Account.

Return Money for Negative Balances tab

To access this tab, enter the Client's Accounts Screen and select the tab labelled 'Return Money for Negative Balances'.

This tab is used for returning money to a Client who has a negative balance (in Credit) without allocating the return to a particular payment, increasing the amount owed on the client's balance.

For example:

Client is owed £20.

Practice use Return money for negative balance for £20

Client's account is now back to £0

The screenshot shows a software interface with three tabs: 'Payments for Returning', 'Return Money for Negative Balances' (selected), and 'Return Money for Positive Balances'. The 'Return Money for Negative Balances' tab is active, displaying a form with the following fields: 'Refund Payment Property' (Date: 15/07/2025, Payment Method: Credit Card, VAT Code: T1 (20.0)), 'Description' (Return owed monies), and 'Pricing Information' (Total: 10.00). There are two buttons on the right: 'Return Payments' and 'Cancel'.

Returning Money to a Client with a Credit Balance

1. Specify the Date, Payment Method, VAT Code and Total amount.
2. Enter a description for the payment being returned. The Credit Balance total is pre-populated, this is the amount being returned to the client.

The screenshot shows the same software interface as before, but with the 'Description' field updated to 'Refunding credit balance' and the 'Total' field updated to 13.49. The 'Return Payments' and 'Cancel' buttons are still present.

3. Select the Return Payments button
4. The payments will be returned and a transaction line will be added to the clients account.

Return Money for Positive Balances tab

To access this screen, select the 'Return Money' button and select the 'Return Money for Positive Balances' tab.

This tab is used for returning money to Clients with a positive balance without allocating to a particular payment. This is for when a client owes you money, has paid some or all the balance but needs some or all back, increasing the amount owed on the client's balance.

For Example:

Client owes £20

Client pays £10

Return money for positive balance for amount of £10

They still owe £20.

Clear

ts for Returning

Return Money for Negative Balances

Return Money for Positive Balances

Refund Payment Property

Date:15/07/2025

Payment MethodCredit Card

VAT Code:T1 (20.0)

Description

Returning £10 client requires back

Pricing Information

Total:10.00

Return Payments

Cancel

Returning Money to a Client with an Outstanding Balance

1. Specify the Date, Payment Method, VAT Code and Total amount for the payment being returned to the client.
2. Enter the Description for the return.
3. Select the Return Payments button.
4. The payments will be returned and a transaction line will be added to the Clients Account.