Return Money

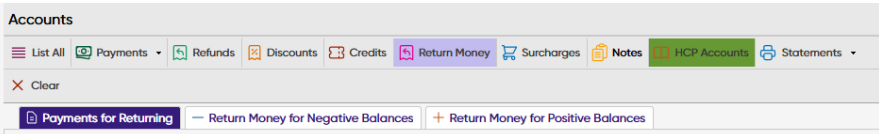
10/08/2026 8:29 am BST

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.

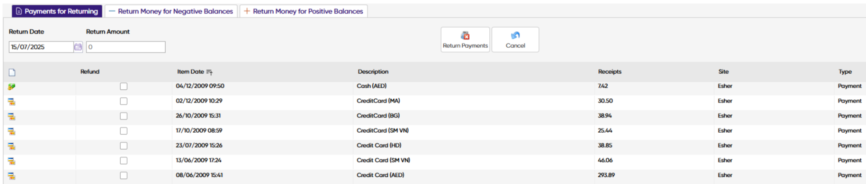
The Return Money Screen consists of three tabs: 'Payments for Returning', 'Return Money for Negative Balances' and 'Return Money for Positive Balances'.



Payments for Returning tab

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

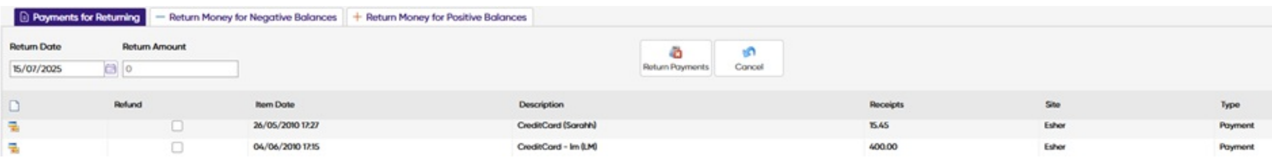
All payments made by the selected Client will be displayed.



Returning a Payment

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

To return a payment follow the steps below:



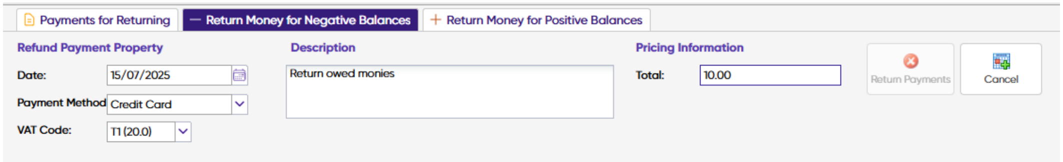
1. Select the tick box in the column called 'Refund' for the payment/s you wish to return.
2. The total amount being returned is shown in the 'Return Amount' field.
3. Select the Return date (this will default to today's date).
4. To return the payments select the 'Return Payments' button
5. The payments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

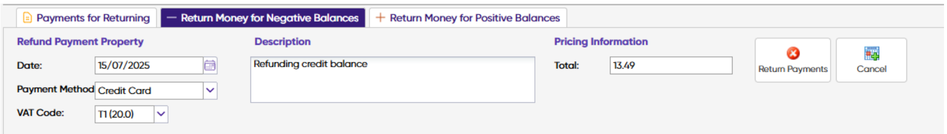
This tab is used for returning money to a Client who has a negative balance (in Credit) without allocating the return to a particular payment, increasing the amount owed on the client's balance.

For example:
Client is owed £20.
Practice use Return money for negative balance for £20
Client’s account is now back to £0



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.

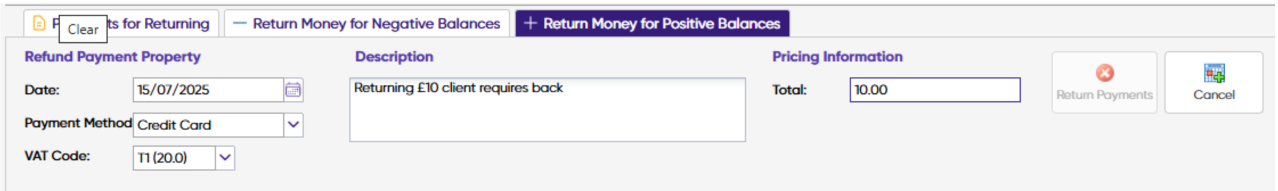


3. Select the Return Payments button
4. The payments will be returned and a transaction line will be added to the clients account.

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.



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.