## **Void/Refund Receipt in Avatar**

- ☐ Void if:
  - The incorrect amount is entered.
  - The payment is entered under the incorrect client.
  - The payment is posted more than once.

First, check Tally Report to determine the charge to void.

## Use Void/Refund Receipt

- 1. Select client
- 2. Choose Receipt # to void
- 3. Choose the **Void** option
- 4. **Posting Date** (day the void is effective)
- 5. Date of Receipt (from Tally Report or Ledger)
- 6. Choose the **Reverse Code** that is relative to the original Posting Code (see table below)
- 7. Click **Update Temporary File** (Ledger)
- 8. View Temporary File for accuracy, then Submit
- Receipt Number field will show as zero and Void
  in the list of receipts PSCH-000080-\$0.00 Void
  - Ledger shows the deduction with the payment reversal code

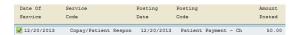


- ☐ Refund if:
  - The client paid but did not receive services.
  - The client paid but a different payment schedule was determined.
  - The incorrect amount was collected and recorded.

First, check Tally Report to determine the charge to refund.

## Use Void/Refund Receipt

- 1. Select client
- 2. Choose Receipt # to refund
- 3. Choose the **Refund** option
- 4. Click "Select Payment(s) to Refund" to choose the entry:



- 5. **Posting Date** (day the refund is effective)
- 6. Date of Receipt (from Tally Report or Ledger)
- Choose the Reverse Code that is relative to the original Posting Code (see table below)
- Verify the Dollar Amount to Be Refunded, and adjust accordingly
- 9. Click Update Temporary File (Ledger)
- 10. View Temporary File for accuracy, then Submit
- 11. Receipt Number field will show as zero in the list of receipts PSCH-000071-\$0.00
  - Ledger shows the deduction 50.00 216 12/20/2019
    with the payment reversal code

Posting (Payment) Codes:		Corresponding Reversal Codes	
Co-Pay			
Co-Pay – Cash	110	Reversal Co-Pay – Cash	210
Co-Pay – Check	111	Reversal Co-Pay – Check	211
Co-Pay – Charge	112	Reversal Co-Pay – Charge	212
Self Pay			
Patient Payment – Cash	115	Reversal Patient Payment – Cash	215
Patient Payment – Check	116	Reversal Patient Payment – Check	216
Patient Payment – Charge	117	Reversal Patient Payment – Charge	217