

## 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**
9. - Receipt Number field will show as zero and Void in the list of receipts PSCH-000080 - \$0.00 - Void
- Ledger shows the deduction 20.00 116 01/23/2014  
-50.00 216 02/28/2014
- 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:
- | Date Of Service | Service Code         | Posting Date | Posting Code         | Amount Posted |
|-----------------|----------------------|--------------|----------------------|---------------|
| 12/20/2013      | Copay/Patient Respon | 12/20/2013   | Patient Payment - Ch | 50.00         |
5. **Posting Date** (day the refund is effective)
  6. **Date of Receipt** (from Tally Report or Ledger)
  7. Choose the **Reverse Code** that is relative to the original Posting Code (*see table below*)
  8. 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 50.00 116 12/20/2013  
-50.00 216 02/28/2014
  - with the payment reversal code

Posting (Payment) Codes:		Corresponding Reversal Codes	
<b>Co-Pay</b>			
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
<b>Self Pay</b>			
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