

Return Money

15/07/2025 10:54 am BST

The 'Return Money' screen allows you to return money for payments on a client's account.

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
	<input type="checkbox"/>	04/12/2009 09:50	Cash (MEDI)	342	Esher	Payment
	<input type="checkbox"/>	02/12/2009 10:29	CreditCard (M40)	30.50	Esher	Payment
	<input type="checkbox"/>	26/10/2009 15:31	CreditCard (B62)	38.94	Esher	Payment
	<input type="checkbox"/>	19/10/2009 08:09	CreditCard (SM 14N)	25.44	Esher	Payment
	<input type="checkbox"/>	23/10/2009 15:26	Credit Card (K15)	38.85	Esher	Payment
	<input type="checkbox"/>	13/06/2009 17:34	Credit Card (SM 14N)	44.06	Esher	Payment
	<input type="checkbox"/>	08/06/2009 15:43	Credit Card (M42)	293.89	Esher	Payment

Returning a Payment

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
	<input type="checkbox"/>	26/05/2010 17:27	CreditCard (SaraHH)	15.45	Esher	Payment
	<input type="checkbox"/>	04/06/2010 17:35	CreditCard - Im (J.M)	400.00	Esher	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.

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 contains the following fields: 'Refund Payment Property' with 'Date' set to '15/07/2025', 'Payment Method' set to 'Credit Card', and 'VAT Code' set to 'T1 (20.0)'; 'Description' with the text 'Return owed monies'; and 'Pricing Information' with 'Total' set to '10.00'. On the right side, there are two buttons: '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.

This screenshot is similar to the previous one, but the 'Total' in the 'Pricing Information' section is pre-populated with the value '13.49'. The description field now contains 'Refunding credit balance'.

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.

For Example:

Client owes £20

Client pays £10

Return money for positive balance for amount of £10

They still owe £20.

The screenshot shows the 'Return Money for Positive Balances' tab selected. It includes a 'Clear' button on the left. The 'Refund Payment Property' section has 'Date' as '15/07/2025', 'Payment Method' as 'Credit Card', and 'VAT Code' as 'T1 (20.0)'. The 'Description' field contains 'Returning £10 client requires back'. The 'Pricing Information' section shows 'Total' as '10.00'. The 'Return Payments' and 'Cancel' buttons are on the right.

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.
-