



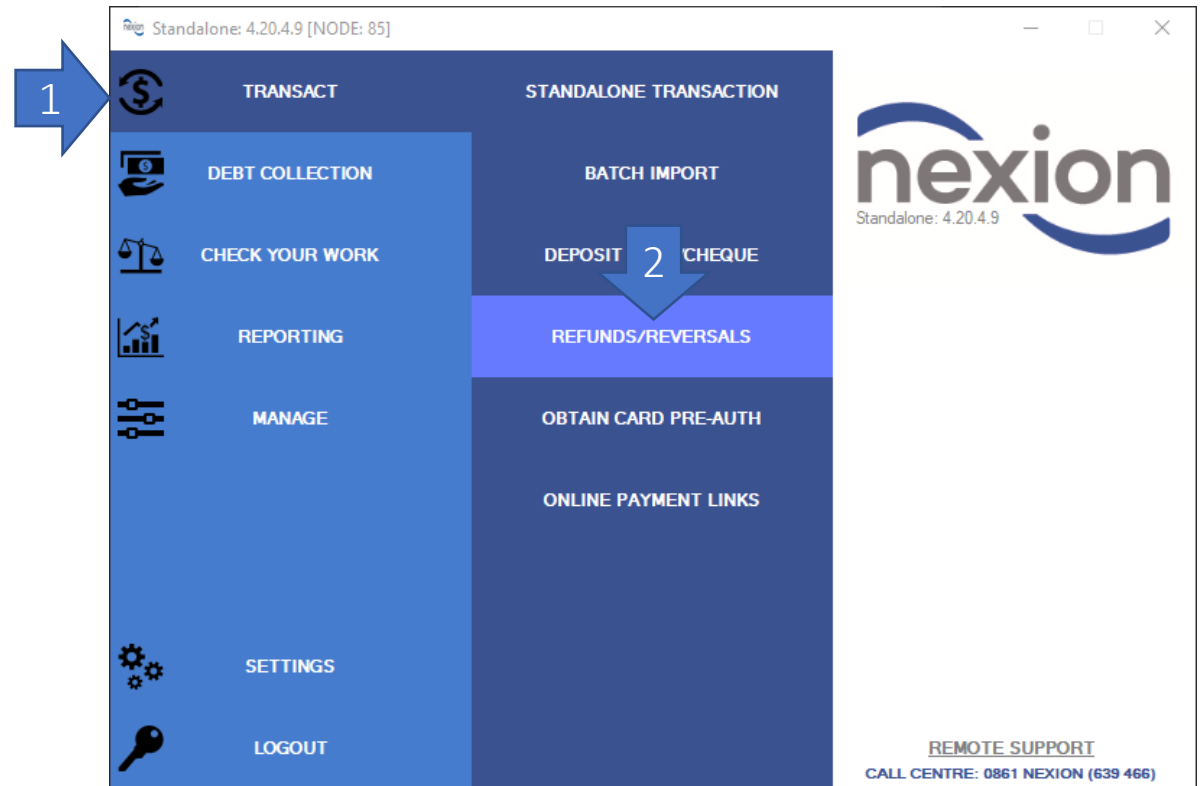
Cash flow management. Solved.

CASH REFUND/REVERSAL

USER GUIDE

INITIATE A REFUND/REVERSAL

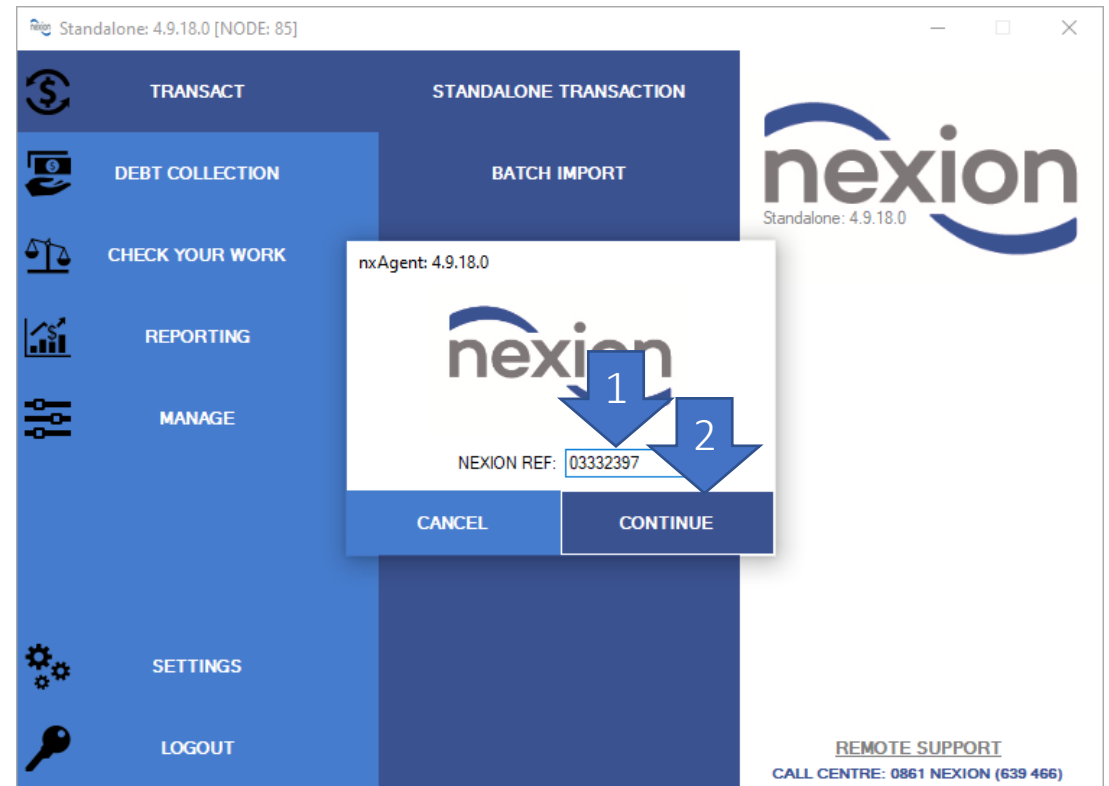
1. Click on TRANSACT.
2. Click on REFUNDS/REVERSALS.



NEXION REFERENCE NUMBER SCREEN

1. Enter the NEXION REFERENCE NUMBER of the transaction you want to refund/reverse.
2. Click on CONTINUE.

- You can obtain the Nexion Reference Number from the:
 - Receipt
 - Receipt book recon report



VERIFY THE TRANSACTION YOU WANT TO REFUND/REVERSE

1. Select and highlight the transaction you want to refund/reverse.
2. Click on OK.

The screenshot shows a window titled 'refund' with a search bar and a table of transactions. The table has the following data:

transaction_id	pan	txn_category	txn_type	nexionref	member_ref	transaction_ref	submission_date	cash_date
3332397	9999999999	Cash	Cash	3332397	Mr S Omeone	044	2021-01-19 12:00:00 AM	2021-01-19 02:

- You can refund/reverse a Cash transaction by:
 - CASH - when paying the client cash from your till.
 - EFT - process an eft from your bank account after refund/reversal is completed on Nexion.

SELECT REFUND/REVERSAL BY CASH

1. Enter AMOUNT you want to refund/reverse.
2. Fill in REFERENCE FIELDS with the reason for the refund/reversal.
3. Click on REFUND CASH OR CHEQUE.
4. Click on CASH.

➤ You can refund multiple times but never more than the initial amount of the transaction.

The screenshot shows a web interface for processing a refund. It is divided into three main vertical sections:

- Left Section (Form Fields):** Contains input fields for:
 - RECEIPT BOOK: Nexion SA (dropdown)
 - AMOUNT: 10.00 (input) with a ZAR (dropdown) currency selector
 - RECEIPT #: 044 Medical aid settled payment (input)
 - ACC & PT. NAME: Mr S Omeone (input)
 - USER REF: (input)
 - BANK AUTH: (input)
 - CANCEL button at the bottom.
- Middle Section (Process Card):** Contains a 'PROCESS CARD' header, a 'PROCESS FILE APP' button, and a 'REFUND CASH OR CHEQUE' section with three options: 'REFUND EFT TO BANK ACC', 'REFUND DEBIT ORDER', and 'POST ONLINE PAYMENT LINK'.
- Right Section (Refund Method):** Contains two options: 'CASH' (highlighted in light blue) and 'CHEQUE' (dark blue).

Numbered callouts indicate the steps:

- 1:** Points to the AMOUNT input field.
- 2:** Points to the RECEIPT #, ACC & PT. NAME, USER REF, and BANK AUTH fields.
- 3:** Points to the REFUND CASH OR CHEQUE section.
- 4:** Points to the CASH option.

SELECT REFUND/REVERSAL BY EFT

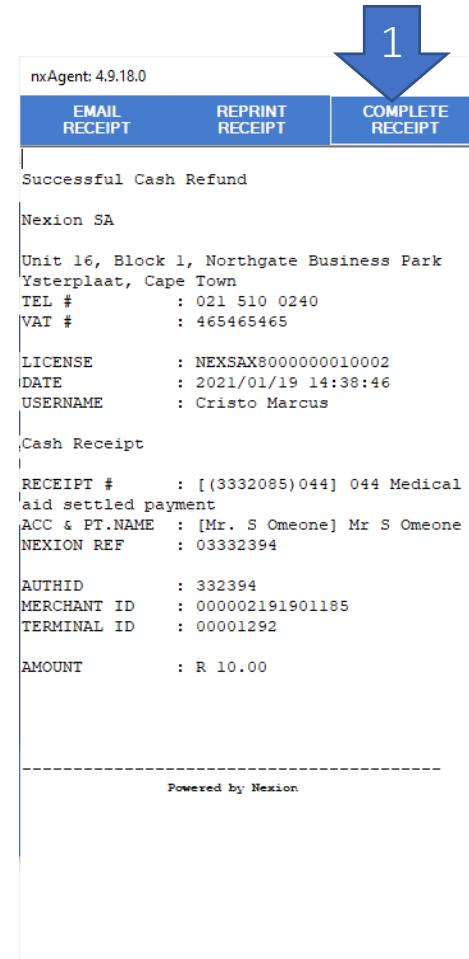
1. Click on REFUND EFT TO BANK ACCOUNT.
2. Click on EFT.

- You can refund multiple times but never more than the initial amount of the transaction.
- Process an eft from your bank account to the client's bank account after refund/reversal is completed on Nexion.

NEXION WILL PRINT REFUND RECEIPT

1. Click COMPLETE RECEIPT to complete the refund.

- Receipt can be emailed to client by clicking on EMAIL RECEIPT.



rxAgent: 4.9.18.0

EMAIL RECEIPT	REPRINT RECEIPT	COMPLETE RECEIPT
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Successful Cash Refund

Nexion SA

Unit 16, Block 1, Northgate Business Park
Ysterplaat, Cape Town

TEL # : 021 510 0240
VAT # : 465465465

LICENSE : NEXSAX8000000010002
DATE : 2021/01/19 14:38:46
USERNAME : Cristo Marcus

Cash Receipt

RECEIPT # : [(3332085)044] 044 Medical aid settled payment
ACC & PT.NAME : [Mr. S Omeone] Mr S Omeone
NEXION REF : 03332394

AUTHID : 332394
MERCHANT ID : 000002191901185
TERMINAL ID : 00001292

AMOUNT : R 10.00

Powered by Nexion

REFUND ON BILLING SYSTEM



➤ Process a JOURNAL DEBIT on the patient's account.