



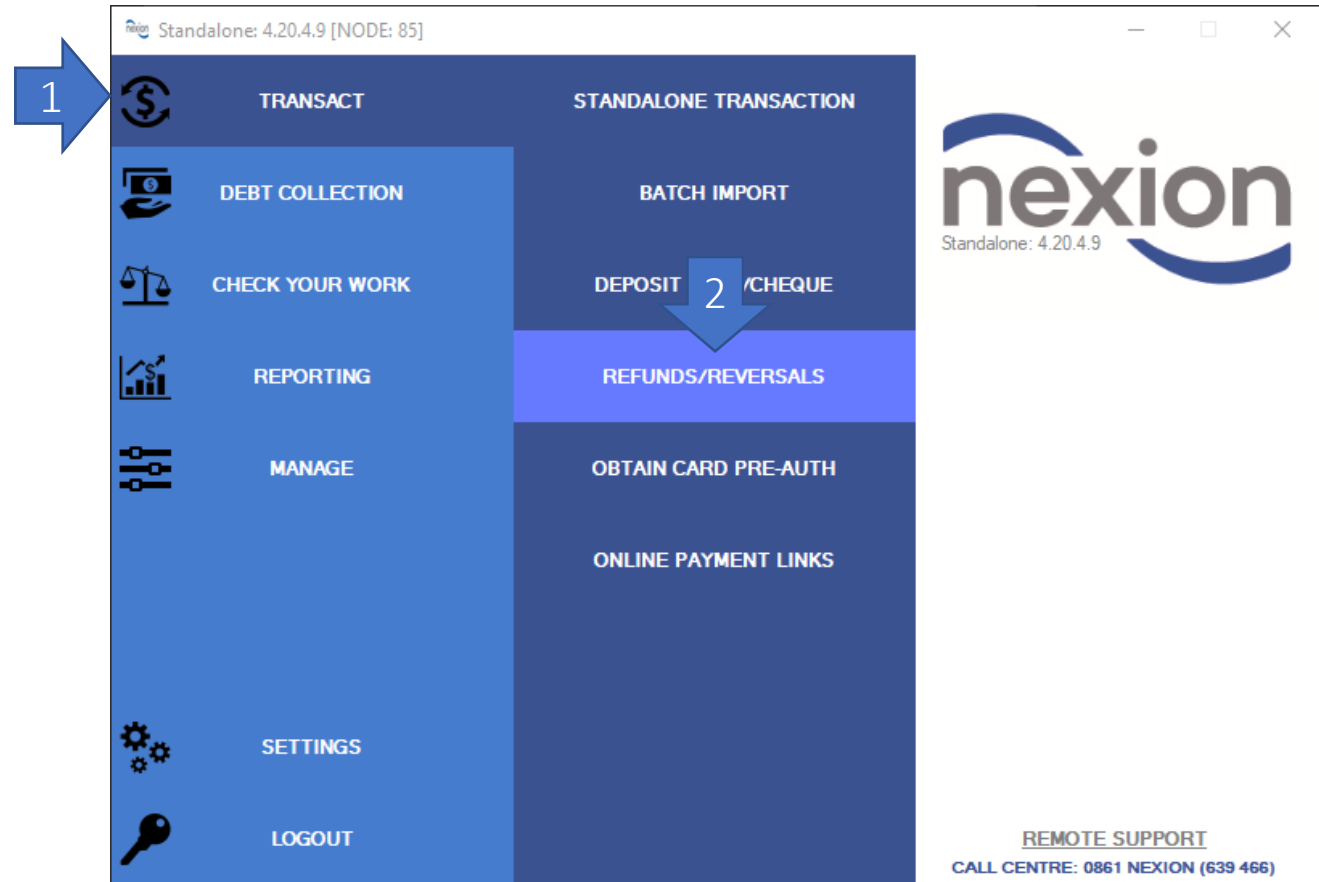
Cash flow management. Solved.

# REFUNDS & REVERSALS

## USER GUIDE

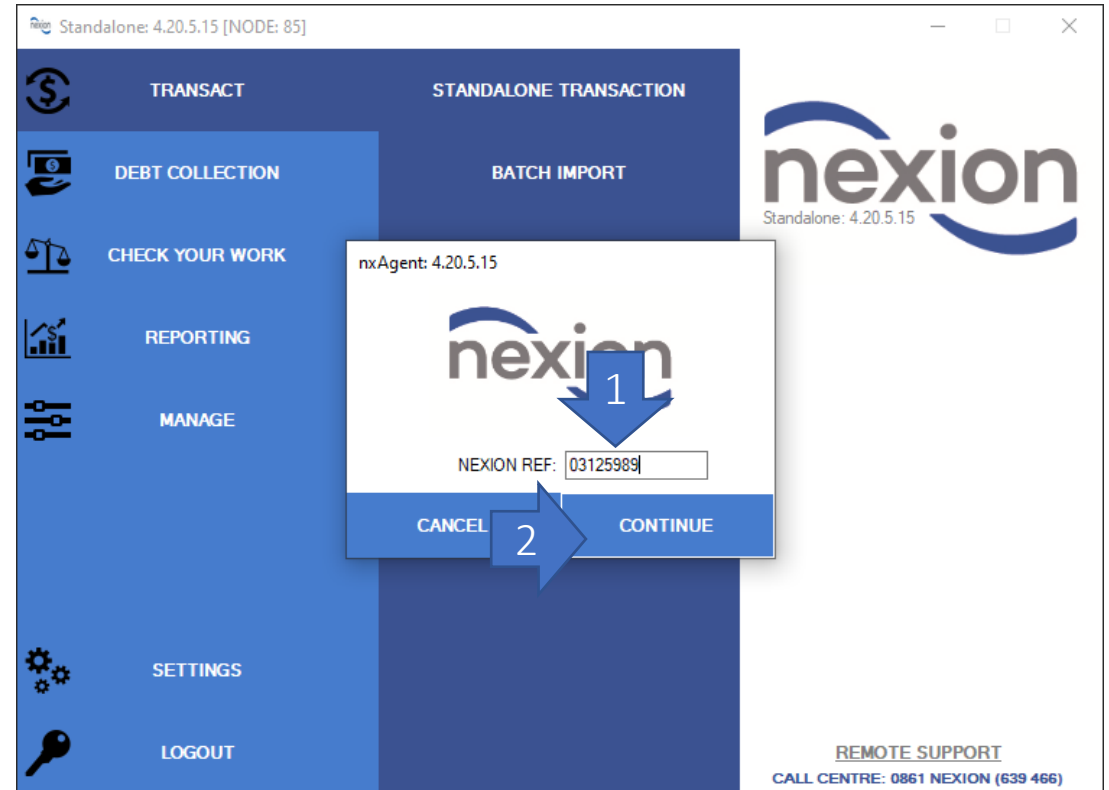
# INITIATE REFUND OR REVERSALS

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



# NEXION REFERENCE NUMBER SCREEN

1. Enter the NEXION REFERENCE NUMBER of the receipt to be refunded.
2. Click on CONTINUE.



# NEXION REFUND SEARCH SCREEN

1. Select the transaction to refund or reverse.
2. Click on OK.

transaction_id	pan	txn_category	txn_type	nexionref	member_ref	transaction_ref	submission_date	cash_date
3125989	9999999999	Cash	Cash	3125989	S Omeone	1342	2020-05-27 12:00:00 AM	2020-05-27 11:27

# NEXION REFUND PAYMENT SCREEN

1. The AMOUNT of the original receipt is prepopulated. Change to the remaining amount you wish to refund.
2. Enter REFERENCE FIELDS.

(Refund) Logged in as: Cristo Marcus [NODE: 85]

RECEIPT BOOK

AMOUNT

INVOICE #

CLIENT NAME

USER REF

BANK AUTH

CANCEL


PROCESS CARD

REFUND CASH OR CHEQUE

REFUND EFT TO BANK ACC

REFUND DEBIT ORDER

POST ONLINE PAYMENT LINK



nxAgent: 4.20.5.15

When sanitizing card machine please use a sanitizing wipe. Do not spray directly with liquid.

➤ You can never refund more than the value on the original receipt.

# SELECT REFUND METHOD

1. Select method of Refund – Nexion will grey out what is NOT available.
  - Card can be refunded by Card/ Cash or EFT
  - Cash can be refunded by Cash and EFT only
  - EFT can be refunded by EFT only
  - Medical Aid can be refunded by EFT only

NOTE: Debit cards cannot be refunded using a Card.

You can ONLY refund the same card used on the original transaction.

# NEXION WILL PRINT REFUND RECEIPT

1. Click COMPLETE RECEIPT to complete the refund.

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

nxAgent: 4.20.5.15		
<a href="#">EMAIL RECEIPT</a>	<a href="#">REPRINT RECEIPT</a>	<a href="#">COMPLETE RECEIPT</a>
<p>Successful Cash Refund</p> <p>Nexion SA</p> <p>Unit 16, Block 1, Northgate Business Park Ysterplaat, Cape Town</p> <p>TEL : 021 510 0240 VAT : 15</p> <p>LICENSE : NEXSAX8000000010002 DATE : 2020/05/27 11:34:34 USERNAME : Cristo Marcus</p> <p>Cash Receipt</p> <p>INVOICE # : [(3125989)1342] 1324 CLIENT NAME : [S Omeone] S Omeone NEXION REF : 03126015</p> <p>AUTHID : 126015 MERCHANT ID : 000002191901185 TERMINAL ID : 00001292</p> <p>AMOUNT : R 1.00</p>		
-----		
Powered by Nexion		

# REFUND ON BILLING SYSTEM



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