



Cash flow management. Solved.

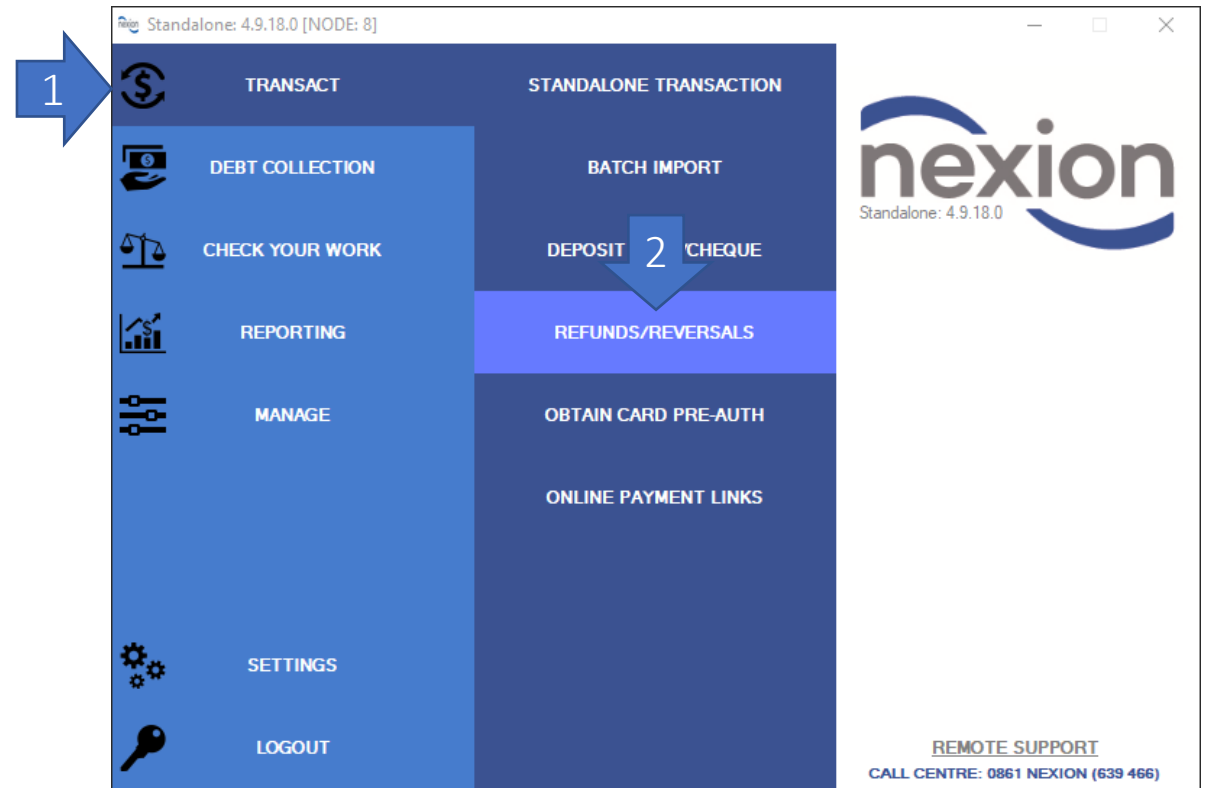
CANCEL DEBIT ORDER INSTALLMENT

USER GUIDE

TO CANCEL A DEBIT ORDER

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

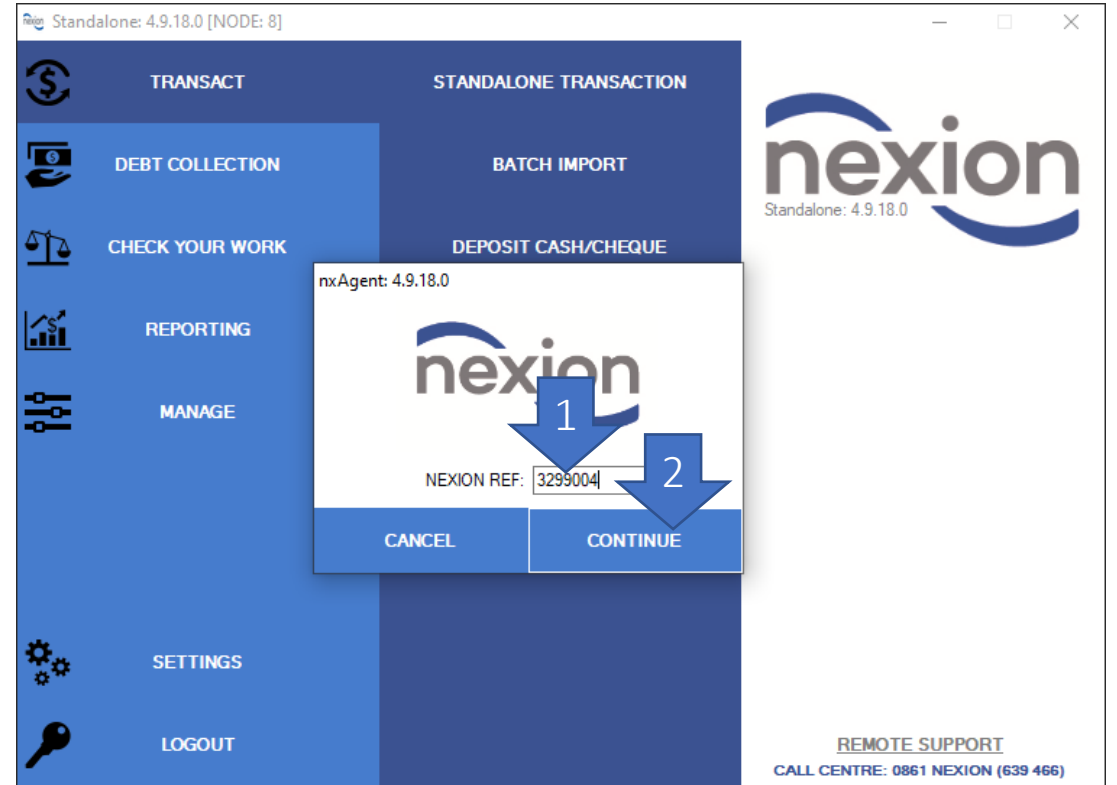
- Use the NEXION REFERENCE NUMBER for the transaction you want to cancel.
- Only pending installments can be cancelled.
- Reasons to cancel a debit order:
 - When a patient settled their bill using alternative payment options.
 - When a patient is approved for instant financing.
 - Incorrect installment date was captured when processing the debit order.



NEXION REFERENCE NUMBER SCREEN

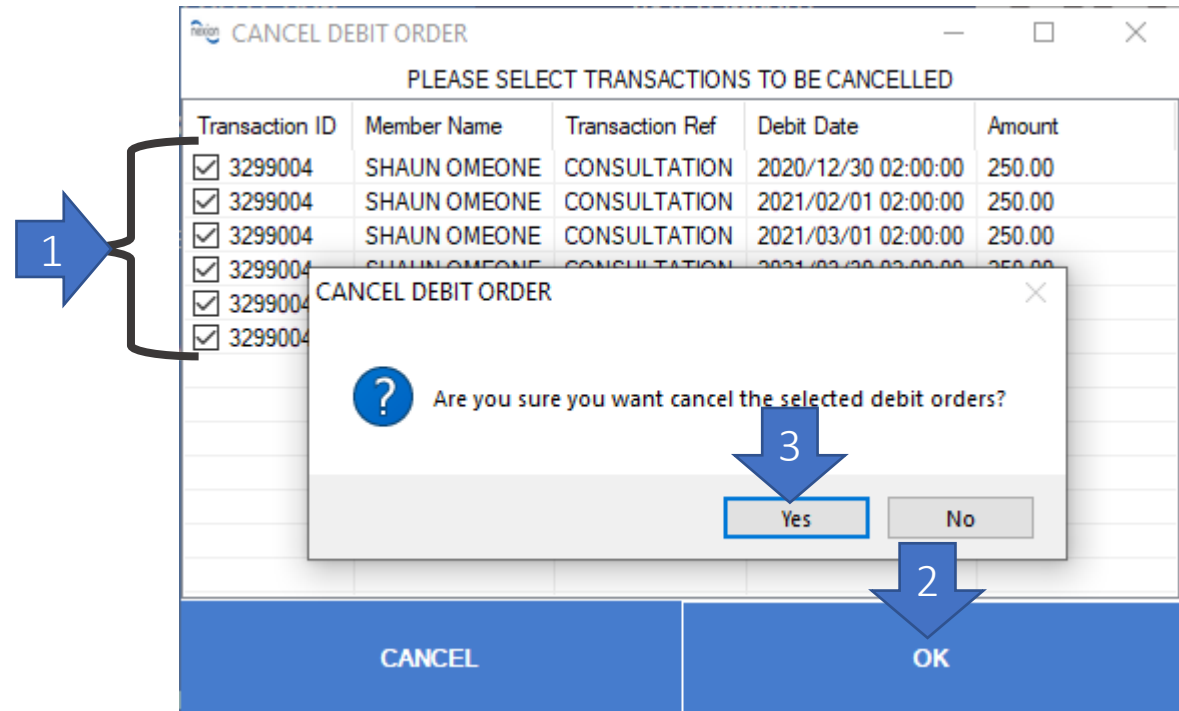
1. Enter the NEXION REFERENCE NUMBER of the debit order installment you want to cancel.
2. Click on CONTINUE.

- You can obtain the NEXION REFERENCE NUMBER from the:
- Receipt
 - Receipt book recon report
 - Bank account recon report



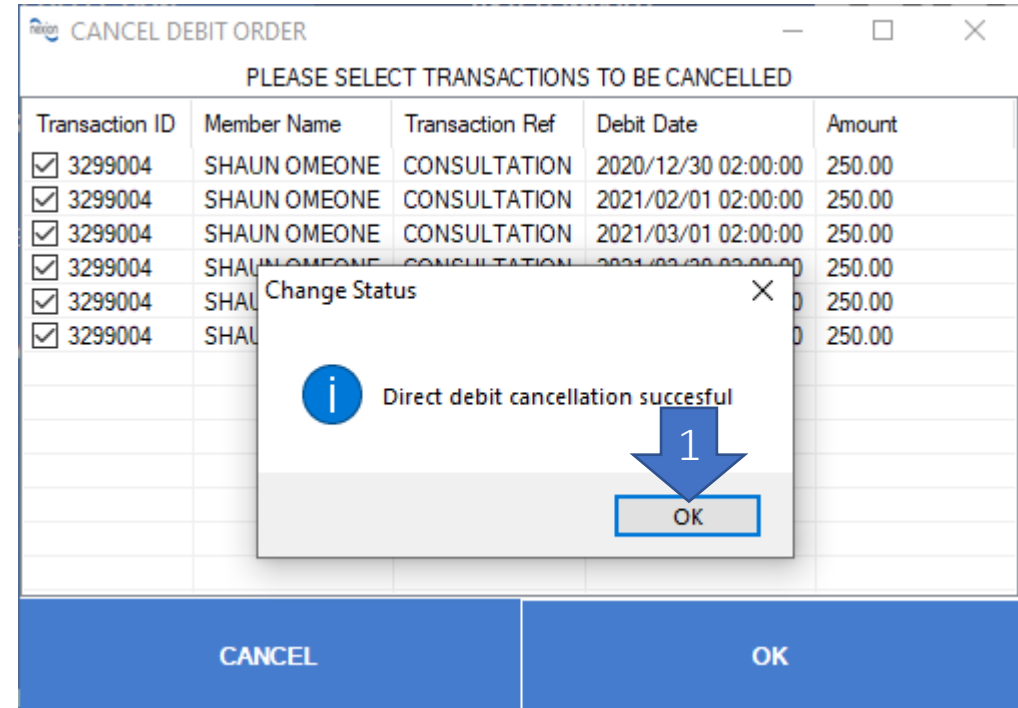
DEBIT ORDER INSTALLMENTS CANCELLATION SCREEN

1. Tick the box of the debit order installments you want to cancel. For multiple installments, tick the relevant boxes.
2. Click **OK** to proceed.
3. Click **YES** to confirm the cancellation.



DEBIT ORDER CANCELLATION COMPLETED

1. Click **OK** to complete the cancellation.



- The status of the installments will change from pending to cancelled on the Nexion reports.