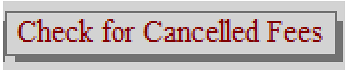
Check for Cancelled Fees

The currently available functionality under this heading is displayed below:



The rationale for running this process is to capture any Patient fees that have been cancelled by reception staff with a date earlier than the last Pay Run date for the Practice & Practitioners.

Where one or more cancelled fees do exist, without running this check, any cancelled fees will not be refunded by either the Practice or Practitioners and will cause some issues for those Practices using the PA Bank Reconciliation functionality.

For **Receipts** based Practitioner payments, you will need to first download in Excel format from Best Practice, the report named Payments Export

For **Billings** based Practitioner payments, the report is named Services Export.

As the name implies, you would need to create the Excel download file for a date range that is far greater than a normal 'Pay Period' date range.

However, due to the usually large number of Patient fees for any payment period, making the date range too wide will most probably take a significant time to complete the cross checking and possibly impact upon the performance of your computer.

NOTE – the date range period cannot exceed the last Fee Calculation Run Date. Please refer to the 'View Fee Run Dates' user help guide for further details.

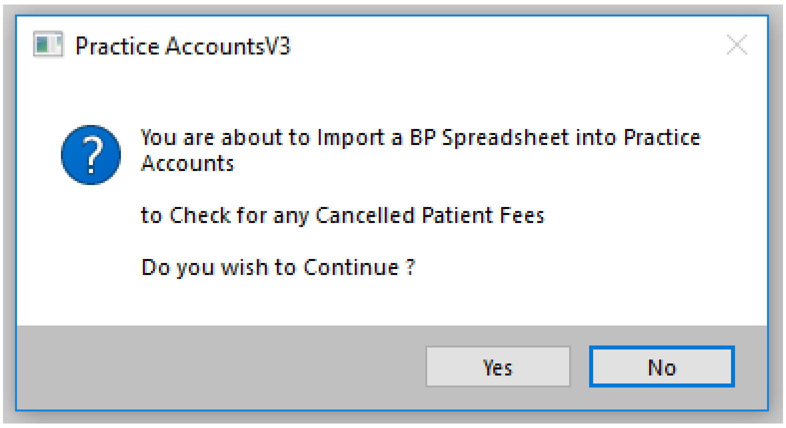
Unless there is a history of Cancelling generated Fees within the Practice, we would suggest a date range of no more than two months prior to the last Fee Calculation Run date.

For both **Receipts** based and **Billings** based Practices, the BP Excel file needs to be copied into the folder C:\ProgramData\Practice AccountsV3\ExcelImportFile, then opened in Excel and immediately saved without any changes.

If you have elected to save the Excel files in a more convenient location, then make the necessary file location changes – please refer to the File Locations user help guide for further details.

Also, please refer to the Processing Checklist user help guide for further details.

After Clicking the above button, several warning messages will be displayed, such as:

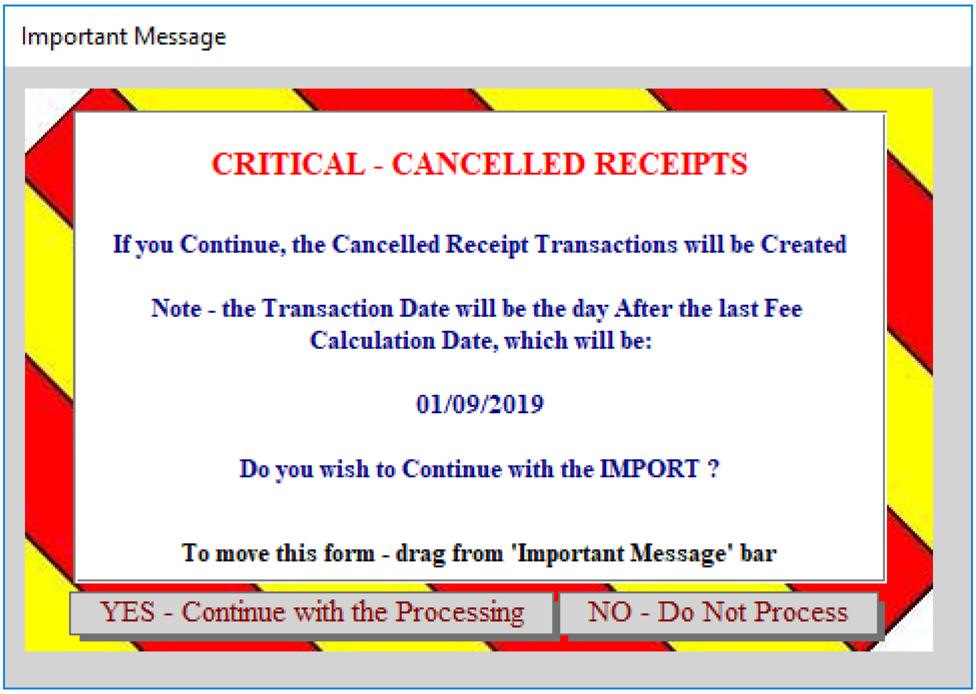


If any Cancelled fees are detected, the following Report and message box will appear on your screen:

ABC Medical Centre

BP Cancelled Receipts during the period 01/08/2019 to 30/08/2019

BP Date	Invoice No	Item	Trans Amt	Practitioner		Patient
19/08/2019	159342	0	220.00	ABC Medical Centre	Private	Edwin U. Curtis
19/08/2019	159145	10991	9.65	Dr Isabelle Vasili	Medicare	Grace T. Stark
19/08/2019	159145	36	73.95	Dr Isabelle Vasili	Medicare	Grace T. Stark
19/08/2019	159171	10991	11.35	Dr Isabelle Vasili	DVA	Rebecca E. Heath
19/08/2019	159171	23	43.95	Dr Isabelle Vasili	DVA	Rebecca E. Heath
Backdated Total Amount			$358.90			



If you decide to click the NO button to undertake further investigation, the process can be run again later.

However, as the Excel file will have been deleted from the folder C:\ProgramData\Practice AccountsV3\ExcelImportFile (or other location that you have set in 'File Locations') you will need to copy the backup Excel file (it was copied prior to you running this Check) from:

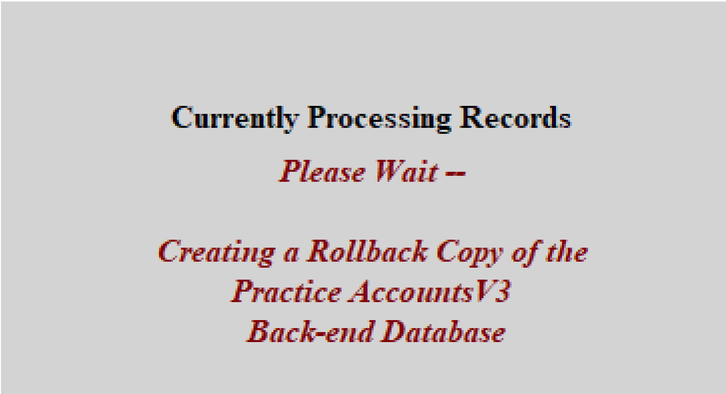
C:\ProgramData\Practice AccountsV3\ExcelFiles_backups\ (or from your changed location) to

C:\ProgramData\Practice AccountsV3\ExcelImportFile (or to your changed location)

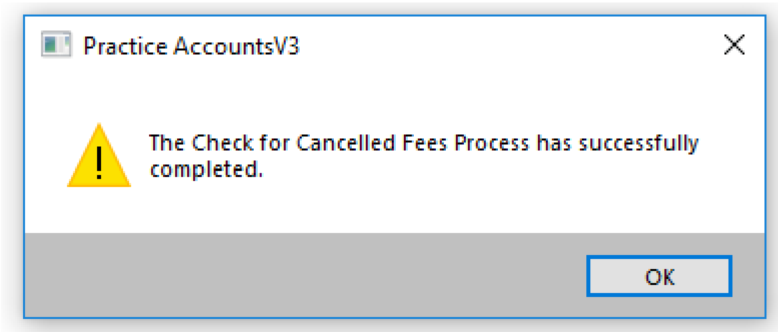
You will then need to remove the date prefixing of the name on the file by simply renaming it (for example, from say 20190930_Payments Export.xlsx to just Payments Export.xlsx)

NOTE – In order to ensure that any Cancelled fees can be refunded by the Practice and Practitioners, the transaction date, as noted above, will be recorded as one day after the last Fee Calculation Date.

If you decide to Click the YES button, then firstly, a rollback copy of the database will be created as: PA_BE_RollbackC.accde.



Then finally, you will see the following message appear.



NOTE - There is a report, Practitioner Cancelled **Receipts** for **Receipts** (or **Fees** for **Billings**) that will show full details of the cancelled record/s, including the original processing date in Best Practice.

That report for the above example follows:

ABC Medical Centre

BP Backdated Receipts during the period 01/09/2019 to 30/09/2019

PA Date	PA RefNo	Invoice No	Item	Trans Amt	Practitioner	Original Date	Patient
01/09/2019	1	1579741	23	38.20	Dr Harry Jones	01/07/2019	Dana E. Fernandez
01/09/2019	2	1579741	10991	9.65	Dr Harry Jones	01/07/2019	Dana E. Fernandez
01/09/2019	3	1579791	23	38.20	Dr Harry Jones	01/07/2019	Milton I. Li
01/09/2019	4	1579791	10991	9.65	Dr Harry Jones	01/07/2019	Milton I. Li
		Backdated Total Amount		$95.70			

Please refer to the Practitioner Cancelled Fees user help guide for further details.

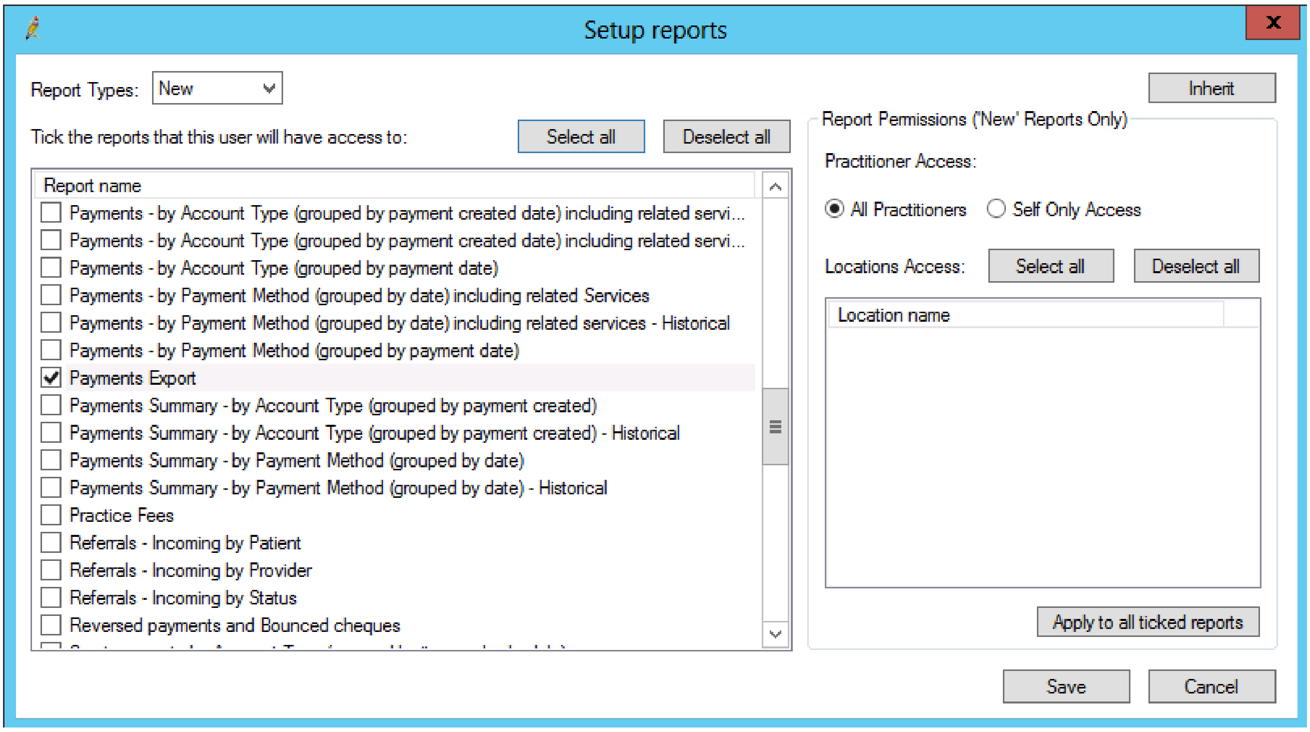
NOTE – This process will definitely take some time, particularly as your database grows with time, as there will be thousands upon thousands of records within the PA database that will need to be comparison checked to locate any cancelled fee records.

CRITICAL – CRITICAL - CRITICAL

It is extremely important that you download the BP Reports, ‘**Payments Export’** for **Receipts** and ‘**Services Export’** for **Billings** as Excel files when logged on to BP as a User that has those Reports ticked,

AND, that has the ‘All Practitioners’ radio button ticked.

Otherwise, you will only be downloading the Fee **Receipts** or **Billings** for the one Practitioner that has the ‘Self Only Access’ radio button ticked.



To set or check those Report Preferences, click Setup on the main BP Menu, then Users, then highlight the User that you intend to logon as to download the reports, then click the Edit button, then click Set Reports button, then tick the Report that is relevant to your Practice – either **Payments Export** for **Receipts** or **Services Export** for **Billings**.

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