

Return Money

08/05/2025 12:53 pm 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'.

Payments for Returning tab

To access this tab, enter the Client's Accounts Screen and select the tab labelled 'Return Money'.

This screen displays all payments made by the selected Client.

The screenshot shows the 'Payments for Returning' tab selected. At the top, there are three tabs: 'Payments for Returning' (active), 'Return Money for Negative Balances', and 'Return Money for Positive Balances'. Below the tabs, there are two input fields: 'Return Date' with the value '29/07/2024' and 'Return Amount' with the value '0'. To the right of these fields are two buttons: 'Return Payments' and 'Cancel'. Below the input fields is a table with the following columns: 'Refund', 'Item Date', 'Description', and 'Receipts'. The table contains two rows of data:

Refund	Item Date	Description	Receipts
<input type="checkbox"/>	13/02/2024 14:56	CreditCard (kl)	89.64
<input type="checkbox"/>	13/02/2024 16:52	£28.11 transferred to Cats Charity for USPCA credit Bella 1266717, Vou...	28.11

Returning a Payment

To return a payment follow the steps below:

The screenshot shows the 'Payments for Returning' tab with the 'Return Date' set to '08/08/2024' and the 'Return Amount' set to '3.53'. The 'Return Payments' button is highlighted. The table below shows one row of data with the 'Refund' checkbox checked:

Refund	Item Date	Description	Receipts
<input checked="" type="checkbox"/>	26/06/2024 14:44	CreditCard (el)	3.53

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 window titled 'Payments for Returning' with three tabs: 'Return Money for Negative Balances' (selected), 'Return Money for Positive Balances', and 'Return Money for Positive Balances'. The 'Refund Payment Property' section contains: Date: 16/10/2020, Payment Method: Debit Card, and VAT Code: T1 (20.0). The 'Description' field contains: 'cash for credit balance, customer moving house.'. The 'Pricing Information' section shows: Total: 5.00. On the right, 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.
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 same software window as above, but with the 'Return Money for Positive Balances' tab selected. The 'Refund Payment Property' section contains: Date: 08/08/2024, Payment Method: Credit Card, and VAT Code: T1 (20.0). The 'Description' field contains: 'Returning £10 client requires back'. The 'Pricing Information' section shows: Total: 10.00. The 'Return Payments' and 'Cancel' buttons are still present 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.

