

## IES Medical: Invoices

### Purpose

The purpose of this Document is to explain the invoicing functions of the Medical system.



### Introduction

Invoicing in the Medical system is done from the Medical Invoicing Catalog and is quite easy and flexible. In this document we will deal with the following invoicing topics: -

- Opening a New Invoice
- Re-entering an Invoice that is not yet closed
- Processing Invoice charge items from the Catalog
- Processing Invoice charge items as Direct (non-Catalog)
- Using additional functions on the Invoice screen
- Closing an Invoice
- Collecting Excess or Immediate Payment
- Prints, Re-prints, Views and Statements
- How to Cancel or Reverse an Invoice
- How to perform a Credit Note

### Opening a New Invoice

A new Invoice is typically opened for a new Consultation, but an ad hoc Invoice can also be opened when there is no current Consultation, for example if an Invoice has to be done for Items that were omitted on the previous Invoice (and which has been closed already), or if the Patient calls in for a Prescription and needs to be charged for that, etc.

A Consultation Invoice is automatically opened when you choose the INVOICE function from the Consultation screen.




Patient Master	Account Holder	Laboratory Tests	CRM Events	Invoice <input type="checkbox"/>
Custom Options	Customer Account	Prescriptions	Consultation Notes	Credit Note

Consultation Ref #

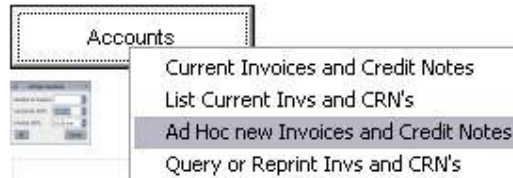
Patient Profile #	98 J. P. Blanco
Given Names	Johannes Petrus
Date Of Birth	12/09/1963
Age	43 yrs 2 months
Gender	Male
Account Holder #	4 Blanco J. P.
Doctor	61

Classifications
1

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To open an ad hoc Invoice, choose the ACCOUNTS function from the main Medical menu, then choose "Ad Hoc new Invoices and Credit Notes".



You will then choose between an Invoice or Credit Note, and select the Patient.

### Re-entering an Invoice that is not yet closed

An Invoice can be re-entered many times, and until the CLOSE INVOICE function is applied, the Invoice remains open for changes and new items.

Re-entering of an Invoice can be done from the Consultation screen, or by choosing ACCOUNTS from the main menu, and then choosing "Current Invoices and Credit Notes". The system will offer a list of open Invoices and Credit Notes from which to select.



### Processing Invoice charge items from the Catalog


When the Invoice screen is 1<sup>st</sup> presented, there are no charges on it yet, but it is already connected to the correct Patient and Account, and it also displays current Account Balance and other critical information.

The Invoice screen displays a running total for Tax, Excess (i.e. Patient excess over what can be claimed from Medical Aid) and the current Invoice total.

There are various functions on the screen that we will look at later, and there is a main table (or grid) for listing Invoice charges from the Catalog, and a smaller one below for Direct Items (which may not often or even never be used).

When the Invoice screen is entered, the cursor is on the 'Transaction Date' field, which will default to today, but can be changed if necessary.

To start processing charges (the purpose of the Invoice!), and after accepting or changing the Transaction Date, you can simply dbl-click on the 1<sup>st</sup> line in the "Code" column.

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Once you have entered a correct Code or selected from the List, the system inserts it on the table, and completes the rest of the line, except if, as in the example shown above, your Retail Profiles is set to pause at the 'quantity' field. This setting is a choice of convenience. If more often than not the quantity is 1, it is easier not to pause but let the system fill it in, and if necessary, it can be edited by dbl-clicking on it afterwards. In any event, if there is a pause at this field, you can change the quantity or simply ENTER to accept, and move to the next line.

Hint: For Items where there may be batch tracking (medicine) or serial number control, the system will also pause at the SBM field (serial, batch and matrix tracking) for you to fill in the appropriate value.

And that's all there is to it. You can add more items, delete items by putting the cursor on it and pressing the DEL key, leave the charge table, return to it again, etc.

**Processing Invoice charge items as Direct (non-Catalog)**

It is possible that you will never or only very rarely use this function, but it does depend on your Medical Practice. This function allows you to specify direct charges that are not in the Catalog. That also means there will be no claim code for Medical Aid and Direct Charges are always considered as excess.

The Direct Item pop-up screen is entered by choosing the DIRECT function, or by dbl-clicking in the Direct table.

**DIRECT ITEM**

Currency	LOCAL R
Normal Price	150.00
Discount %	0.00
Charge Price	150.00

Use Lookup on Price for Currency Converter

Excl Total	150.00
Tax	0.00
Incl Total	150.00
Total Cost	0.00


Quantity: 1.00  
Availability: Available

Tax Code: 0 No Tax Record  
Invoice Category: Not Analysed

Item Description: Beauty Cream

Tax Setting    Quit    Accept

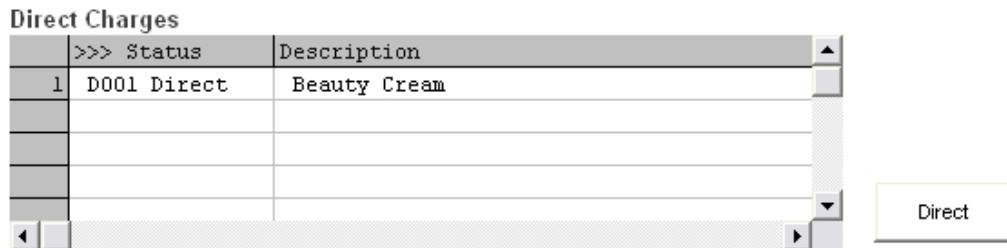
Usually, only PRICE and DESCRIPTION need to be entered, as the other values will default, but some can be changed.

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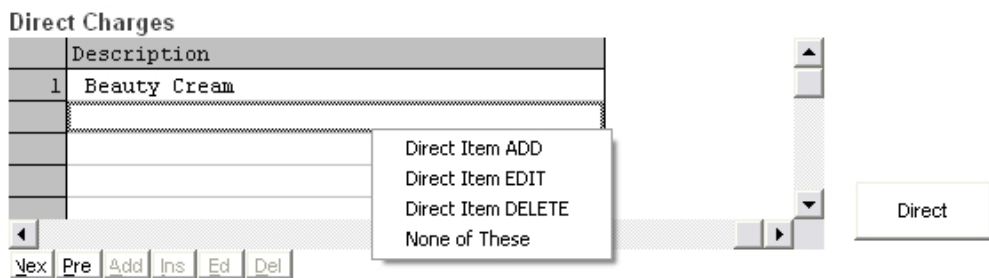
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When you choose ACCEPT, the system will come back with another pop-up to enter the next Direct Charge, and you just choose QUIT if you have no more.

Below, we see the single Direct item appearing in the Direct table after choosing ACCEPT, and QUIT on the 2<sup>nd</sup> pop-up.



Once there are Items (or 1) on the Direct table, choosing the DIRECT function will offer the pop-up again to capture more, whereas a dbl-click on an Item will enter that Item for editing, and a dbl-click on an empty row will offer options: ADD, EDIT, DELETE.



### Using additional functions on the Invoice screen



In the picture shown above (an open Invoice), we see in the top right corner a number of function buttons. Apart from Save, Close and Exit, the others can be considered additional functions, and we will now have a look what these are for.

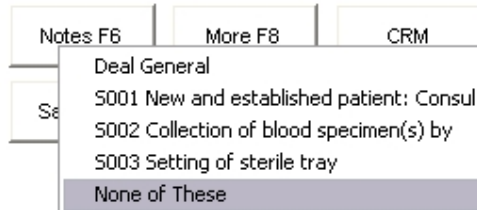
In the top row, we find "My Links" with options numbered 1 through 5. These quick links are connected to "My Companion". Every User has a "My Companion" and you can record your favourite system options on MY COMPANION. That means that while using the Invoice screen, if you quickly want to open another

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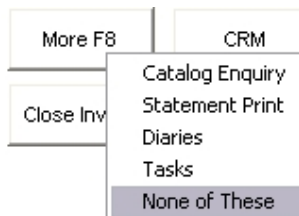
option without leaving the Invoice as such, you can just click on such a link. For example, if option 1 is your defined favourite option to open the "AR Debtor Master" then when you click # 1, the system will open that screen. Please see the NAVIGATOR User Manual for more details about "Companion".

Notes -



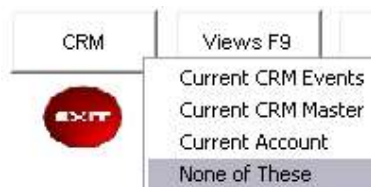
The NOTES function allow you to record External (which will print on the Invoice) and / or Internal Notes (which will not print on the Invoice) for the Invoice in general, or for any specific listed charge item.

More -



The Catalog Enquiry function will open the Medical Catalog for you, where you can query any Item. The Statement Print function will allow you to print a Statement for this Customer, and Diaries and Tasks will open those wizards respectively.

CRM -

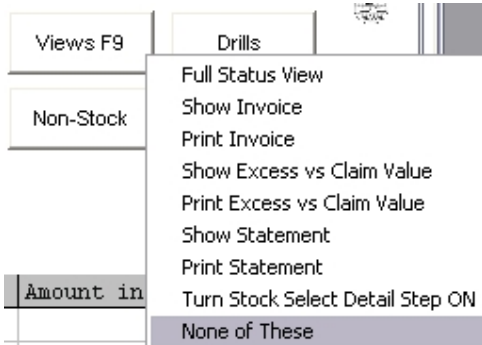


CRM is short for Customer Relationship Management, and the CRM Events function will show you all events in the system for this Patient, from the most recent to the oldest. The CRM Master is essentially just a record of the primary details for this Customer (more details are kept on the Patient and Account Holder records).

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Views -



The views include various screen report views of the current Invoice, and when the Invoice is still open and subject to possible change, the Invoice view will only present a Proforma, i.e. without a real Invoice number. Once the Invoice is closed and not subject to further change, then the real Invoice number will be shown.

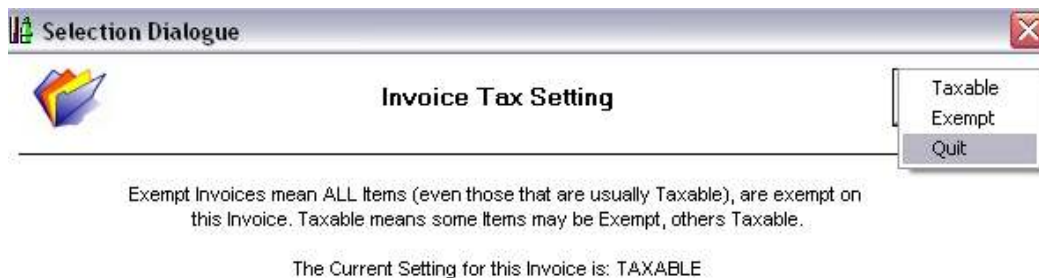
Drills -

The Drill function is available on Open and Closed Invoices, but while the Invoice is still open, there is in fact no drill available because there are no financial Transactions yet. Once the Invoice has actually been processed, the 'drill' will take you into a view of the transactions that were generated for the Invoice in the financial system.

Non Stock -

This is just another convenient function that is placed here for the same purpose as the DIRECT function lower on the screen, i.e. to deal with Direct Items that are not in the Catalog.

Tax -

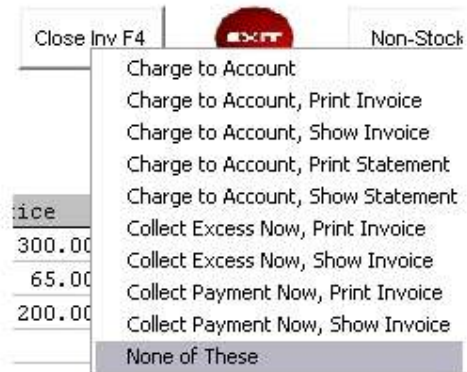


This option is only used to make an Invoice exempt from Tax, if such is required, or to return it to a taxable state.

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## Closing an Invoice

When you choose "Close Invoice", a number of fast track options are offered.



Charge to Account – No further prompting, the Invoice is closed, charged to the Account, and no printing is initiated at this time.

Charge to Account, Print Invoice – No further prompting, the Invoice is closed, charged to the Account, and the Invoice is printed directly to the printer.

Charge to Account, Show Invoice – No further prompting, the Invoice is closed, charged to the Account, and the Invoice print view is shown. You may now choose whether to actually print it or not.

Charge to Account, Print Statement – No further prompting, the Invoice is closed, charged to the Account, and the Statement print sent directly to the printer.


Charge to Account, Show Statement - No further prompting, the Invoice is closed, charged to the Account, and the Statement print view is shown. You may now choose whether to actually print it or not.

Collect Excess Now, Print Invoice – The system opens the Tender screen for processing of the Excess Amount, and if processed, then charges the remainder to the Account, closes the Invoice, and the Invoice is printed directly to the printer.

Collect Excess Now, Show Invoice – The system opens the Tender screen for processing of the Excess Amount, and if processed, then charges the remainder to the Account, closes the Invoice, and the Invoice print view is shown. You may now choose whether to actually print it or not.

Collect Payment Now, Print Invoice – The system opens the Tender screen for processing of Payment, which in this case may be full payment or part payment with the remainder charged to Account. The Invoice is then closed and printed directly to printer.

Collect Payment Now, Show Invoice – The system opens the Tender screen for processing of Payment, which in this case may be full payment or part payment with the remainder charged to Account. The Invoice is then closed and the print view is shown. You may now choose whether to actually print it or not.

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The Tender screen looks like this: -

**Customer Indicators:**

Deal Status	New Sale
Name	
QID Number	88883
Account Number	8888881

**Steps Remaining:**

Choose a Tender Type  
Verify CRM Data  
Confirm "Bill To" Detail  
Process Invoice

**Instructions:**

1 On Account    2 Cash    3 Cheque  
4 Credit Card    5 Debit Card

Choose Tender Type by Number or Code ...

**Credit Status:**

Credit Status	Normal
Account Balance	£. 00
Balance After Deal	£. 00

**Account Aging:**

aging Current	£. 00
30 Days	£. 00
60 Days	£. 00
90 Days	£. 00

**Tender Detail:**

644.30	Deal Total
644.30	Remaining Tender

Buttons: Function, Back-Track

The Tender screen is able to process any allowed payment types (as per your Medical Tender set up), and interfaces to the Cash Receipt and Cash Up functions which in turn are integrated to the Cash Book. For more details on processing the Tender screen, see the Retail User Manual for "Dealing with Tender".

### Collecting Excess or Immediate Payment

As discussed above on the available options when closing the Invoice.

### Prints, Re-prints, Views and Statements

As discussed with the VIEWS function, and the CLOSE INVOICE function. After the Invoice is closed, the Invoice screen may always be re-entered, and although no further changes will be permitted, the VIEWS function will be there for re-prints of Invoices and Statements.

### How to Cancel or Reverse an Invoice

**Medical Invoice: Closed**

Origination: 01 George Rossouw  
Trans Date: 28/11/2006

Buttons: Canc/Rev F5, Notes F6, My Links: - 1

Code	Store	Description	Price	Cust Price	Qty
1 0190	*	New and established pa	300.00	300.00	1.00

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This option does not show on an open Invoice, but is available after the Invoice has been closed. The option should only be used when a serious mistake is discovered, and usually on the same day or the day after. Unless the Invoice was completely and mistakenly processed, it is better to perform a Credit Note if 1 or more Items have been incorrectly charged.


The CANCEL / REVERSE function reverses the Invoice in it's entirety.

### **How to perform a Credit Note**

A Credit Note is a separate document, and we have listed it here simply to tell you that there is a separate User Manual that explains how to perform Credit Notes.

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