Client Accounts—Payments

Patient Clipboard*— Account Information tab

To quickly access a client's account information, open the client's record in the Patient Clipboard*, and then click the **Account Information $** tab in the Client information area.

The Account Information tab shows the client's account details, including the credit code, last payment, and account balance.

Use the right-click options to start an invoice or payment, make an adjustment, add a comment to the account, transfer a portion of the balance, write off or reinstate the account, or add a returned check to the balance. To view details for an item, right-click the line and select **View**.

Balance due   Credit code

Making a payment on a client's account

1. On the **Account Information** tab, right-click in the work area and select **Payment** to open the Payment window.
2. If your practice is set up to use cashier IDs, enter the password.
3. In the **Amount** field, enter the amount of the payment.
   Tip: Right-click to select the **Client Balance** or **Invoice Balance** option.
4. In the **Payment Type** field, select the method of payment. See "Process a credit/debit card payment" on the next page for more information.
5. If the **Prompt** field contains a prompt (for example, Credit Card Number), in the **Answer** field type or select the answer.
6. In the **Deposit Date** field, accept the current date or change it.
7. If necessary, tab to the next line to make additional payments.
8. Tab to the **Change** box and confirm the amount. **Tip:** Zero out the **Change** box to apply as a credit.
9. Click **Post**.
10. When prompted to print, click **Yes** or **No**.

Billing to a client's account

1. From a client's invoice with the invoice information complete, click **Post**.
2. On the Post Invoice window, clear the **Apply Payments** check box and click **OK**. The invoice balance will be billed to the client's account.

Other Payment window actions

To…	Do this…
Correct a payment (all payment types).	In the **Amount** field, enter the amount being corrected as a negative amount (such as "-95.00"). In the **Payment Type** field, select the payment type for the original payment. If prompted, type the answer in the **Answer** field. Tab to the **Change** box and verify the **Balance after payments** amount. Enter the correct payment information on the next payment line and click **Save** or **Post**. If prompted to print, click **Yes** or **No**. If this is an integrated credit card payment, follow your normal card processing steps. The corrected card payment appears as a Return.
Correct the change given.	Treat errors for change given as a payment correction. In the Payment window, enter the previous change amount as a negative in the **Change** field, as shown here. After verifying the Balance after payments, click **Save** or **Post**. If prompted to print, click **Yes** or **No**. New payments: $.00 Change given: ($8.82) Balance after payments: $-8.82
Void a payment (all payment types).	Select the payment row to void (so that it is highlighted), and then press **Ctrl+D** (or **Void**, if voiding a payment not attached to an invoice). When prompted, click **OK** to void the selected payment. If needed, you can enter the correct payment information on the next payment line. Click **Post** (if payment is not attached to an invoice) or **Save** (if payment is attached to an invoice). If prompted to print, click **Yes** or **No**. **For integrated payments only:** If the void transaction fails (typically because the transaction's batch has already been closed), a Return window appears so you can process a return rather than a void. On the Return window, complete all required fields and process the transaction. When the transaction has finished processing, a new negative dollar value line appears on the Payment window, and the **Status** field shows the voided transaction.
Process a credit/debit card payment.	In the **Payment Type** field, select **Credit Card Payment** or **Debit Card Payment** and press Tab. If a Payments Login dialog box appears, enter your credentials and click **Login**. In the card processing window, swipe the card through a card reader or enter the card number. (Debit card information must be entered using the card swipe and PIN pad; manually entered values are not accepted.) Complete all required fields and process the transaction. If processing a debit card payment, ask the client to enter the PIN when prompted. If processing a credit card transaction using an electronic signature-capture device, ask the client to sign. When the transaction has been processed, the receipt is printed. Click **Post** to complete the transaction.

Keyboard shortcuts

F1	Display onscreen Help for the current window.
F2	Look up values for a list, such as with ID fields.
Tab	Move the cursor to the next field.
Shift+Tab	Move the cursor to the previous field.
Ctrl+D	Delete the selected record.
Ctrl+U	Update the selected record.
Ctrl+Enter	Move cursor to the next line in note areas.

Right-click menus

Use right-click menus for quick access to many tools.

Tips:

Double-click in ID fields to search for an item.

You can also access account information on the Client Account window:

- Toolbar—Click the **Client Account** button 💲.
- Menu—On the **Activities** menu, select **Client Account**.

For more information

For Client Account setup and detailed instructions, see the Cornerstone Help ❓.

Go to idexxlearningcenter.com to view snippet videos about Client Account management and other Cornerstone features.

Find this document at **idexx.com/cornerstoneresources**

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