Correcting a Receipt

Correct a receipt on an invoice only when an entry was wrong. You might need to correct a receipt because:

- A Check number is wrong
- An amount was entered incorrectly (ex. 10.00 rather than 100.00)
- You need to add or change the receipt comment
- You need to move an amount from one coverage to another (ex. 20.00 on medical needs to be on dental)

** Note -- Refer to “Adding a New Receipt” for steps on how to handle updating receipts due to an adjustment on a bill, applying credit from another invoice, or recording a new payment.

To correct a receipt:

1. On Receipt Entry screen 642, enter the UIN and invoice for which you need to correct the receipt. (You can use the F1 Help key to find the UIN; and with the cursor in the Invoice number spot, do the same to find the invoice number.)
2. Press Enter.
3. Type C (Correct) in function; **Do not** press Enter yet.
4. Fill in Check Number (ex. Adjust, Adj, the true check number).
5. Blank the Total, since it is automatically calculated.
6. Change the amounts to what the receipt should have been (ex. If medical should have been 10, enter 10). If changing the check number or changing/adding comment, leave amounts as they are.
7. Fill in the Comment field with whatever might be helpful for you or another processor (ex. dropped spouse)
8. Press Enter to save the changes.

To check your work, do one of the following. The first is the simplest, and is reliable:

- Still on Receipt Entry screen 642, press Enter. This shows you the total of all receipted amounts.
- You might review the Batch Total (shown in the upper right of the receipt screen):
  - If you are making a single adjustment, the batch total shows the amount of the change you made. (ex. If the receipt was for $100 and you changed it to 10, the batch total would show 10.)
  - If you are moving receipt amounts from one invoice to another, the batch total should be zero when you make the last entry in that process. (If you are correcting many receipts, the batch total shows the total of all those corrections.)
- The best summary view of the activity on this invoice is found using the Total view. You’ll see the total billed, receipted, balance due, and SGIP all in one place. To see the Total view, press the PF8 function key. Pressing Enter or F3 function key exits the Total view, returning to the screen you were on.