

## 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: \$0.00

Credit code: Cash, Check, Cr Card

Date	Transaction Description	Debit	Credit	Balance
10/14/2020	Invoice #: 59826 - Closed	51.83	0.00	125.44
10/14/2020	Payment: MasterCard on invoice 59826	0.00	73.61	51.83
10/14/2020	Payment: Cash on invoice 59826	0.00	52.00	(0.17)
10/14/2020	Change Given: on invoice 59826	0.17	0.00	0.00

### 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, Check), in the **Answer** field type the answer.
6. If necessary, tab to the next line to make additional payments.
7. Tab to the **Change Given** box and confirm the amount. **Tip:** Zero out the box to apply as a credit.
8. Click **Post**.
9. 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 <b>Amount</b> field, enter the amount being corrected as a negative amount (such as "-95.00"). In the <b>Payment Type</b> field, select the payment type for the original payment. If prompted, type the answer in the <b>Answer</b> field. Tab to the <b>Change given</b> box and verify the <b>Balance after payments</b> amount. Enter the correct payment information on the next payment line and click <b>Save</b> or <b>Post</b> . If prompted to print, click <b>Yes</b> or <b>No</b> . 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 <b>Change given</b> field, as shown here. After verifying the Balance after payments, click <b>Save</b> or <b>Post</b> . If prompted to print, click <b>Yes</b> or <b>No</b> . <div data-bbox="1247 464 1534 569" style="float: right; border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">New payments:</td> <td style="text-align: right; padding: 2px;">\$ 00</td> </tr> <tr> <td style="padding: 2px;">Change given:</td> <td style="text-align: right; padding: 2px;"><input style="width: 50px;" type="text" value="\$8.82"/></td> </tr> <tr> <td style="padding: 2px;">Balance after payments:</td> <td style="text-align: right; padding: 2px;">\$-8.82</td> </tr> </table> </div>	New payments:	\$ 00	Change given:	<input style="width: 50px;" type="text" value="\$8.82"/>	Balance after payments:	\$-8.82
New payments:	\$ 00						
Change given:	<input style="width: 50px;" type="text" value="\$8.82"/>						
Balance after payments:	\$-8.82						
Void a payment (all payment types).	<p>Select the payment row to void.</p> <ul style="list-style-type: none"> <li>If the payment is attached to an invoice: press <b>Ctrl+D</b>. When prompted, click <b>OK</b> to void the payment. If needed, enter the correct payment information on the next payment line. Click <b>Save</b>.</li> <li>If the payment is not associated with an invoice: press <b>Ctrl+D</b> or click <b>Void</b>. Then click <b>Post</b>.</li> </ul> <p>If prompted to print, click <b>Yes</b> or <b>No</b>.</p> <p><b>For integrated payments only:</b> 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 <b>Status</b> field shows the voided transaction.</p>						
Process an integrated card payment.	<p>In the Payment Type field, select <b>Credit Card Payment</b>, <b>Debit Card Payment</b>, or <b>Integrated Card Payment</b> (based on vendor used) and press <b>Tab</b>. If a Payments Login dialog box appears, enter your credentials and click <b>Login</b>.</p> <p>With the card processing window open, run the card through the reader. For Integrated Card Payment types, debit or credit must be selected at the device. Complete all required fields and process the transaction. 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 <b>Post</b> to complete the transaction.</p>						

## Keyboard shortcuts

<b>F1</b>	Display onscreen Help for the current window.
<b>F2</b>	Look up values for a list, such as with ID fields.
<b>Tab</b>	Move the cursor to the next field.
<b>Shift+Tab</b>	Move the cursor to the previous field.
<b>Ctrl+D</b>	Delete the selected record.
<b>Ctrl+U</b>	Update the selected record.
<b>Ctrl+Enter</b>	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 [idexlearningcenter.com](http://idexlearningcenter.com) to view snippet videos about Client Account management and other Cornerstone features.

Find this document at [idexx.com/cornerstonehelp](http://idexx.com/cornerstonehelp).