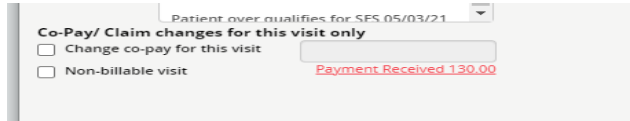


## How To Correct a Payment

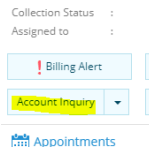
There are times when a payment will need corrected (i.e. payment type, facility, or memo may be entered incorrectly). A manager and/or lead will have the ability to make these corrections.

1. Access the payment

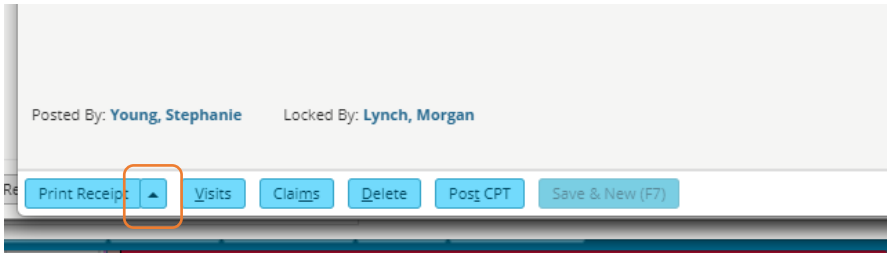
- a. This can be done through the appointment by clicking on the payment received icon



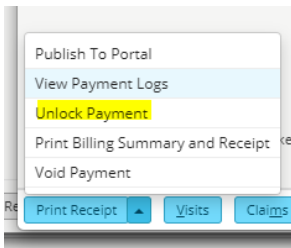
- b. Or this can be done through the *Account Inquiry* on the HUB



2. When the payment is opened, select the arrow next to the *Print Receipt* option on the bottom left corner.



3. Select *Unlock Payment*



4. Select "OK" on the alert
5. Make the correction(s) to the payment
6. Select the arrow next to the *Print Receipt* option on the bottom left corner
7. Select the *Lock Payment* option
8. Select "OK" on the alert