

# Synergistic Office Solutions, Inc.

**Topic:** Entering Credits  
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Credit entry in OMWin is based on its structure as on open item system. That means that you must enter payments against the specific charges you have already entered. If you receive a payment from an insurance carrier, that payment must be applied to the specific date of service and particular charge split for that insurance carrier.

1. To enter a credit, go to the daysheet. From the main menu click the Credits icon (the stack of money) on the toolbar or click the Daysheet icon (the red book) on the toolbar, then the Credits tab or, using keyboard alternatives, press <ALT>F, then D for Daysheet, and <CTL><TAB> to move to the Credits tab.
2. Press <ALT>A or click the **Add** button to start the credit entry.
3. Using <F2> or the right mouse button, pop up the list of Active Patients. Highlight your patient's name. Press <ALT>S or click the Select button to choose the patient.
4. The system automatically enters the current working date (today's date if this is the first transaction you are entering, or the date of your most recent entry, if not). Change the date if necessary.
5. Tab to the *Payor* field and press the down arrow in the payor box to show the list of payors for this patient. Highlight the payor from whom this payment was received. Press <Enter> and Tab to the next field.
6. To enter the *Credit Type* use the down arrow or left mouse button to drop down the list of types. If you choose "New Check", OMWin will ask you for the check date, the check number and the amount as required pieces of information so it can track your checks. If you select "Check", you will have to enter the check number or select it from the list of previously entered checks for this payor. Once you select a check, the system will enter the balance of the check for you in the *Amount* field.
7. In the *Outstanding* field, highlight the charge to which you want to apply this payment. Click the **Apply** button or press <ALT>Y, or drag the charge from the *Outstanding* box to the *Applied to* box. A window titled **Adding Credit Split** pops up. Be sure the correct date and amount are entered. Press <ALT>O or click the **OK** button.
8. If this payment does not completely satisfy the original charge, a window will pop up, offering you four possibilities:
  - (1) Leave the balance on this charge split (if you are expecting more payment from this source for this charge);
  - (2) Transfer the balance to a different payor (if you want to hold another payor, such as a secondary insurer, responsible for the balance);
  - (3) Adjust off the balance (if the remaining balance will not be paid and you want to write it off); or
  - (4) Adjust off partial balance (if you want to adjust off part of this balance and leave the rest on this split).

Select the option most appropriate to your situation.

9. Finish out the choices offered to you based on whether you have selected option 1, 2, 3, or 4.
10. Click the **Next Charge**, **Next Credit** or **Daysheet** button or enter <ALT>G, <ALT>X or <ALT>E to go to the next transaction.

If you prefer, use the “Credit Entry Guide” to lead you through entry of a credit. At the Main Menu, click **Guides** or press <ALT>G. Select “Enter Transaction”. Using the left mouse button or the down arrow, pull down the list of transaction types. Choose the appropriate payment option and follow the steps through the Guide.

If you cannot find a charge for the payor from whom you have received payment:

1. You may have split the charge to the wrong payor.
2. You may continue without applying the payment to a specific charge. In that case the payment will remain on the account as a “pre-payment” or “unapplied payment”. You can apply pre-pays to future charges as you enter the charges or by using the “Apply Prepayment Guide” on the **Guides** menu.
3. You have received more than you expected from a payor and have no balance left on the charge split for the date of service. You can use the “More Splits” feature on the Credit entry screen to shift amounts from other payors. Get Document #465 for instruction on use of this feature.
4. If you have received a check from one payor for multiple patients, get Document #466 for help.