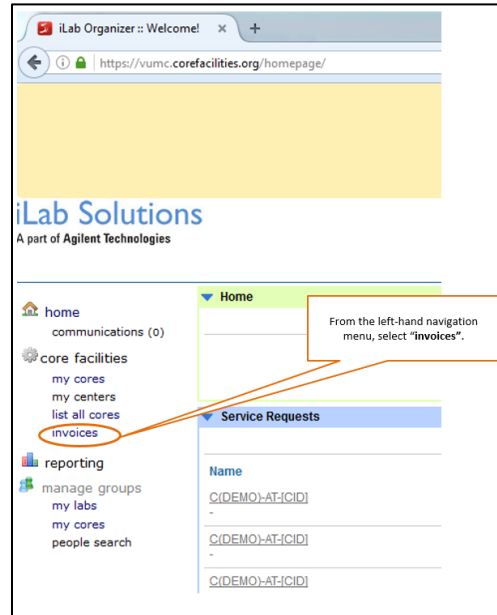


iLab Solutions – Refund Process

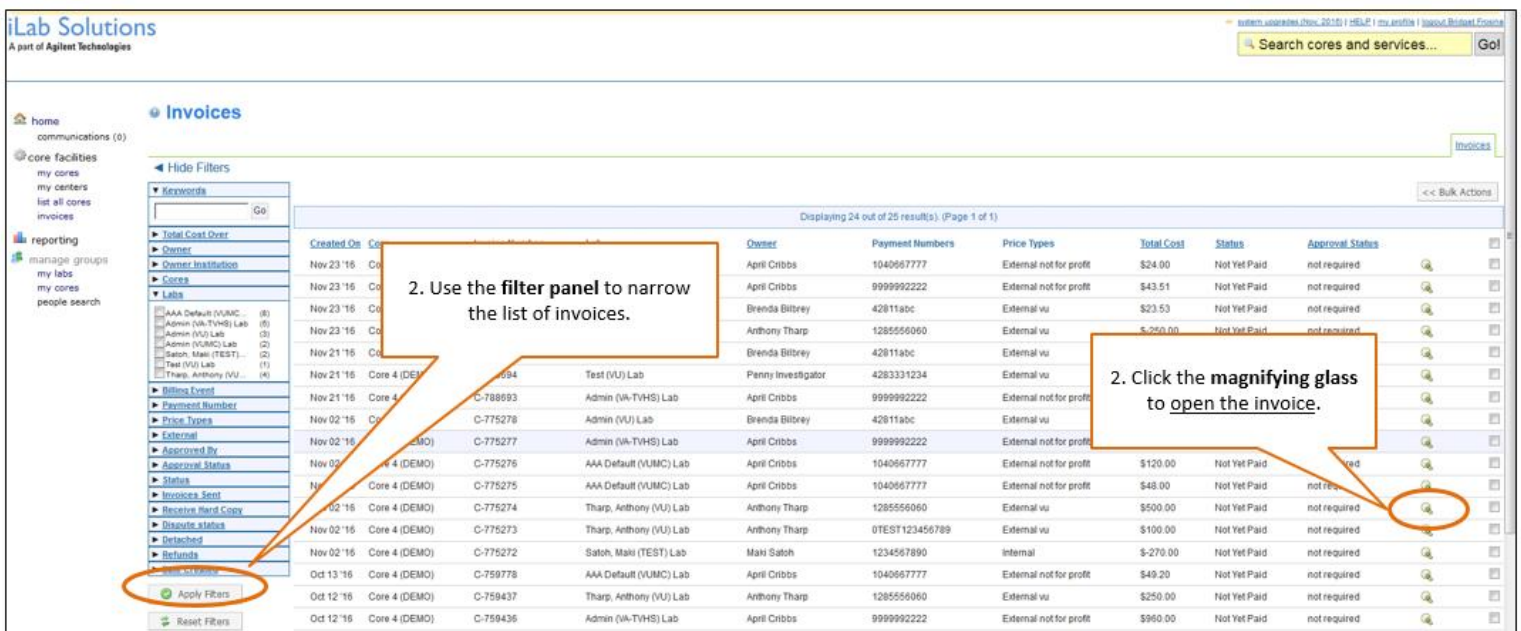
Refunds can be issued on **final invoices** only. To issue a refund, the core must navigate to the invoices list view and open the invoice.

Step 1- Navigate to the invoice.

1. In the left-hand navigation menu, select the 'invoices' option.



2. The **invoices list view** will display all of the core's invoices.
 - a. To narrow the list, invoices can be filtered through the panel located to the left of the invoice list.
3. After navigating to the invoice, click the **magnifying glass** to open the invoice.



Step 2- Issue the refund.

1. After opening the invoice, **hover over the charge** that needs to be invoiced to **display the refund icon**.


[Back to Core](#)
[Billing Event](#)
[Mark as paid](#)
[Hide details](#)
[Show details](#)

VANDERBILT UNIVERSITY
MEDICAL CENTER

Invoice No. C-790044
Final Invoice
 Invoice Date November 23, 2016
 Lab Admin (VA-TVHS) Lab
 Payment No. 9999992222

From: Core 4 (DEMO) To: Admin (VA-TVHS) Lab | April Cribbs



[show additional contacts](#)

Invoice Total							\$43.51
Invoice Details							
DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	TOTAL	
▼ Request: C(DEMO)-HM-32 Start: November 23, 2016 Owner: Henry Morgan							
November 23, 2016	Sample Requisition - 1st Aliquot	9999992222	1.0	\$43.51/ea	Completed	\$43.51	
Actual cost: \$43.51		Projected cost: \$43.51				Invoice cost: \$43.51	

Invoice Total **\$43.51**

Powered by iLab Solutions

Notes

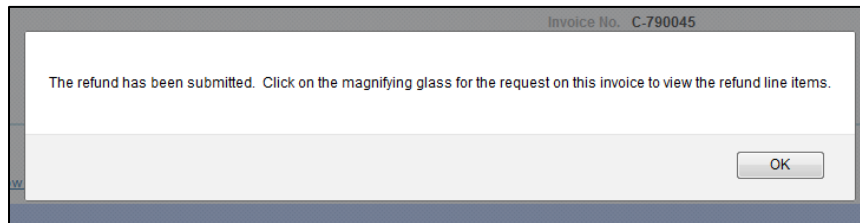
- For core 
- For customer 

2. Once the **refund icon** is clicked, a **“Create a Refund”** menu will display.
 - a. **Select the reason** for the refund for tracking purposes from the drop down menu.
 - b. **Enter the quantity** of the charge that needs to be refunded.

3. Click **‘Initiate Refund’** to complete the process.

The screenshot displays the Vanderbilt University Medical Center billing system interface. At the top, navigation links include 'Back to Core', 'Billing Event', 'Mark as paid', 'Hide details', and 'Show details'. The header features the Vanderbilt University Medical Center logo. Invoice details are shown: Invoice No. C-790044, Final Invoice, Invoice Date: November 23, 2016, Lab: Admin (VA-TVHS) Lab, and Payment No. 9999992222. The invoice is from 'Core 4 (DEMO)' to 'Admin (VA-TVHS) Lab | April Cribbs'. A table of invoice items is visible, with one item highlighted: 'Sample Requisition - 1st Aliquot' with a quantity of 1.0 and a cost of \$43.51. A 'Create a refund' modal window is open over this item, containing a 'Refund Reason' dropdown menu (set to 'Select one'), a 'Refund Quantity' input field (set to '1.0'), and an 'Initiate Refund' button. Two callout boxes provide instructions: one pointing to the dropdown and input fields, and another pointing to the 'Initiate Refund' button.

4. Click **OK** on the refund notification box.



5. Close the invoice by clicking '**Back to Core**' at the top of the window.



6. Once the **Initiate Refund** process is completed, the refund icon will remain on the refunded line item as a visual indicator that a refund has been entered for the charge.
 - a. The customer and department administrator will be able to access the request and view the refund icon and summary.
7. **Refund Billing Notes**
 - a. The **refund will be automatically included** in the core's next billing event.
 - b. Refunds will appear on a **separate invoice** from any new charges.