FAQ – Reconciling an Invoice on Care Control

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In Care Control, invoices must be reconciled in full — partial reconciliations are not supported. There are three ways to reconcile an invoice, depending on the situation.

Reconcile by Payment

When a payment is received into the client’s account, you can select the relevant invoice.

- If the payment is equal to or greater than the invoice amount, the invoice will be reconciled automatically.

Reconcile with a Credit

If payment will not be received — for example, due to a discount or a decision not to pursue payment — you can issue a credit.

- A credit can be applied on its own or alongside a payment.
- The total credit plus any payment must fully match the invoice amount for reconciliation.

Reconcile via Account Balance

If a partial payment is made, the funds can be allocated to the client’s account.

- Once the account balance equals or exceeds the invoice total, the invoice can be reconciled.

Summary

To reconcile an invoice in Care Control, the invoice must be matched in full using one of the three methods above: Payment, Credit, or Account Balance.

If you need further assistance, please contact our Support Team, who will be happy to guide you through the process.

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