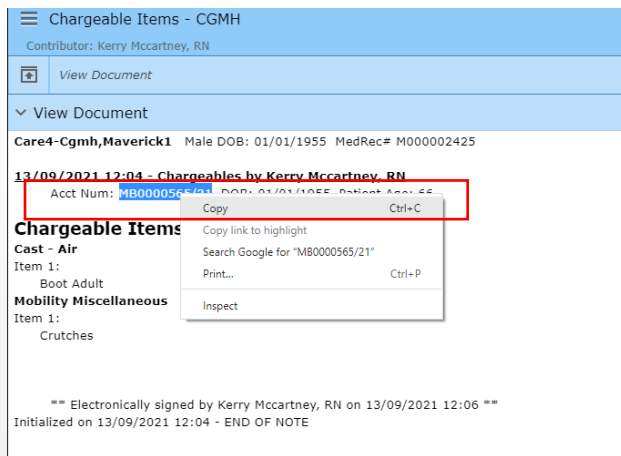# CARE4 MODULE NAME: AMBULATORY
Entering a Retraction for a Chargeable Item

If a charge was entered in error the finance team needs a notice that the charge needs to be retracted. This is done through the "Retail Goods Invoice" report screen.
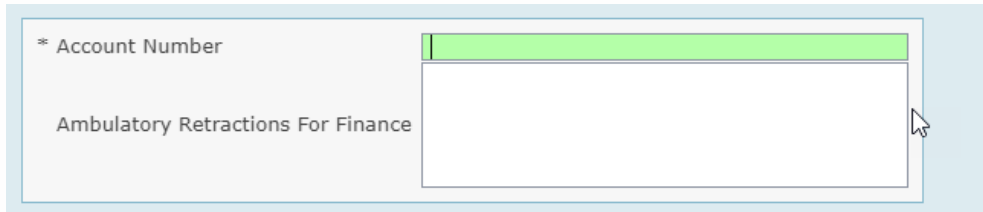You need copy the account number associated with the visit.

OR

Click on the *i* icon in the right corner or the reference region to open the patient information overlay and copy the account number from there.
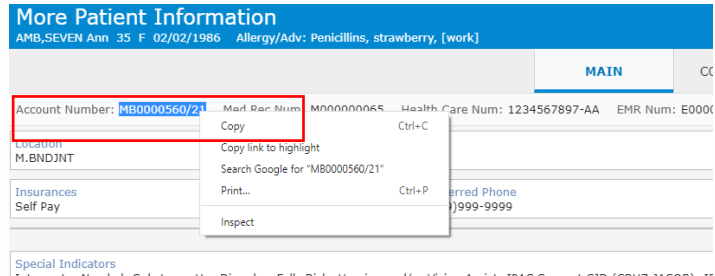

After you copy the account Number you then go to the "More" menu on the top right in the black navigation bar. You then click on "Custom Reports", and then click on "Retail Goods Invoice"
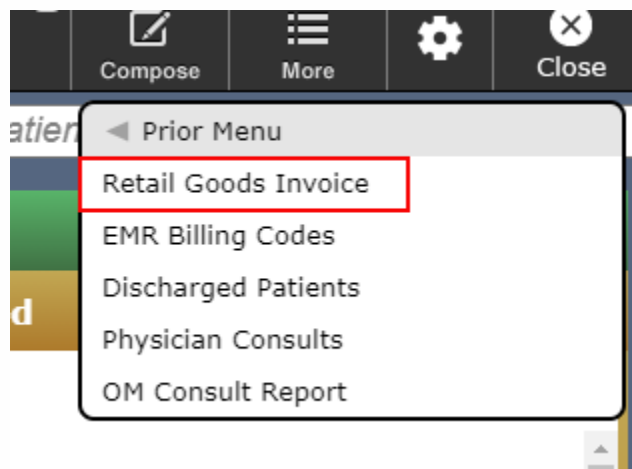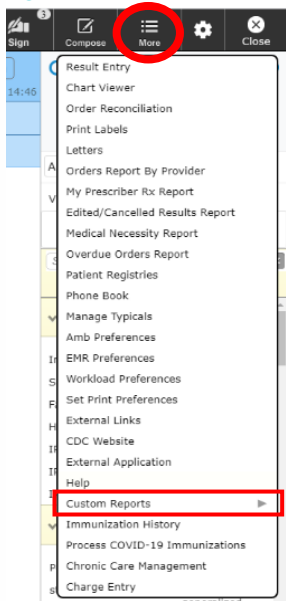
You then paste the account number into the account number field. Add information regarding the item that was charged incorrectly into the "==Ambulatory Retractions For Finance==" field. This will generate an email to Finance who will retract the charge from the patients account.

* Account Number	
Ambulatory Retractions For Finance	

Once all details are entered, click "==Print==" located in the bottom of the "Retail Goods Invoice" screen

Print
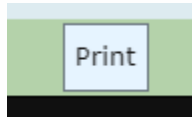
A copy of what that will now look like is provided below.

```
MB0000579/21                                    Ambulatory Retractions For Finance
M000003894                                      cast boot
Cgmh,Cynthia
22-208 North Street
Wasaga Beach, ON  L9Z 1P6
CAN
M.ORTHO
CGHAMB              Collings,Darryl Edward

Name                        Qty            Amt

Aircast Boot Adult           1          135.00
Reacher Sammons 26           1            0.00

                           Total:  135.00
```

NOTE: The charge will not be retracted on the invoice provided to the patient. The charge will be retracted by finance at a later time.

Alternative method of printing the "Retail Goods Invoice", you will need to follow these steps.

Copy the account number, go "Return To"

Click on the "<mark>Main Menu</mark>", this will take you back to where you started. Then follow the pathway in green.

Input the account number and what is to be retracted.