How to Decline a Payment

Target Audience: Distributors

Updated *February 13, 2020*

DECLINING PAYMENTS

If a rotation has incorrect information in the distribution dashboard, you have the option of declining the payment and sending the record back to your verifier for correction.

REASONS TO DECLINE A PAYMENT

The decline function should only be used for the following reasons:
- The location is wrong
- The percentage of time or split is incorrect
- The payment is a duplicate record i.e. you have already approved this rotation
- Historically this type of rotation was not eligible for funding
- The amount to be distributed is incorrect

NOTE: Please do not decline a payment because you do not have supporting documentation for the rotation. Please follow up with the associated administrator if you do not have prior knowledge of the rotation. If you are unsure who the associated program administrator is, please check the rotation schedule, MTD, or reach out to preceptors.payments@mcmaster.ca.

HOW TO DECLINE A PAYMENT

Step 1:

To decline a payment, select the record and then "Decline." You can only decline "Verified" records.
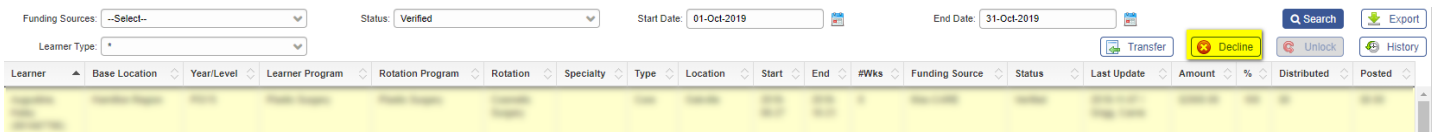
You will be prompted to enter a comment. Please provide a detailed rationale of why you are declining the record so your verifier knows and can make changes accordingly.

If the following changes need to be made to a decline record, then proceed to Step 2.

Postgraduate and Undergraduate Rotations:
- **Location**
- **Percentage of Time**
- **Time Frame**

Step 2:

If you have declined a record for the above reasons, you will need to then contact the administrator who entered this information in the schedule and copy MedSIS@mcmaster.ca and preceptor.payments@mcmaster.ca.

Any changes made to the PG rotation schedule can effect evaluations and rotations in the PG schedule lock once a rotation starts. As a result, any changes have to be made by the MedSIS team with the full knowledge of the associated program administrator.

QUESTIONS?

If you have any questions or difficulties with this process, please contact Preceptor Payments at preceptor.payments@mcmaster.ca.