Use the Transactions Search Report to Locate Unapplied Credits

Last Modified on 06/05/2019 8:45 pm EDT

Search Transactions can help you locate any unlinked payments or credits. Run this search immediately after posting fees to quickly identify and correct payments, or credits, that need to be linked to fees.

QUICK tip! If you use ePayments and *Process Credit Cards/Bank Accts* after posting fees, check Search Transactions to identify and correct unlinked fees & payments before creating an ePayments batch. A paid fee can incorrectly be pulled into the batch if it is not correctly linked to a payment, resulting in an overpayment on the family account.

1. Point to **Transactions** and click **Search**.

2. Enter a **Transaction Date** or a range of dates. (For example, you might enter the last time you posted fees through the current date.)

3. From the *Special Search Drop Down,* choose **All Credits w/Unapplied Amt Remaining**.

4. Click **Submit**.

Smith Family

This family has made a $150 payment. $100 of it has been applied to a fee and $50 is unapplied. Because their balance field shows a credit (-$50), we know there is no outstanding fee available to link to the $50 credit. Leave this overpayment/prepayment unapplied until a future fee is posted.

Harding Family

This family made a $100 payment and none of it has been applied to a fee. Because the family has a $0 balance we know there must be a fee to link that payment to. All linking is done from the payment transaction.

1. Click the **Pencil** next to the unapplied payment.

2. Click **ReApply Payment.**

3. In the *Re-Apply Payment Transaction* screen, there is an outstanding Tuition Fee of $100.

4. Click in the Tuition Fee's **Apply Amt** field.

5. **Save Payment.**