

Refund Example - An Item was Sold Through the Store and Customer Wants a Refund, Item Returned to Inventory

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

- Customer purchased an item in the pro shop and paid by check.
- The item is returned for a full refund to be issued on the organization's check #10201.
- The item will be added back to inventory.

Jackrabbit Store: Pro Shop

Payment Refund Statement Store Name









Summary Transactions

View Transaction History View Unapplied Credits & Unpaid Fees Help ?

Current Balance 0.00 Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 2 of 2 Print Refresh 6 columns hidden Show/Hide Columns Restore Columns

| | Date | Type | Amt | Unpaid Amt | Balance | Note | Pmt Meth | ePmt | Date Paid | Cat1 | Sess | Student | Class |
|---|-----------|-------------|--------|------------|---------|-----------------------------------|-----------|------|-----------|-------------|------|---------|-------|
|     | 12/5/2016 | Payment | -45.00 | 0.00 | 0.00 | | Check 102 | | 12/5/2016 | | | | |
|     | 12/5/2016 | Merchandise | 45.00 | 0.00 | 45.00 | Club Hoodie - Large (Jill Sharpe) | Check 102 | | 12/5/2016 | Merchandise | | | |

1. Click the **R** on the payment line.
2. If needed, change the **Post Date**.
3. Select check from the *Refund Method* drop-down and record the **Refund Check #**.
4. Check the **Merchandise** item and leave the *Refund Amt* at 45.00.
5. Leave the **Return Qty** at 1.
6. Click **Next**.

Refund Transaction

Original Amount : 45.00
Date : 12/05/2016 Method : Check

Post Date: * 12/9/2016

Refund Method: * Check Refund Check #: 10201

Note: Returned improper fit - Jill Sharpe

The fees below are linked to this payment. Select which fee(s) to refund. To partially refund fees, edit the refund amount.

| Check All Rows | Uncheck All Rows | Date | Type | Cat1 | Sub Type | Class/Event | Student | Refund Amt | Fee Amt | Amt Pd | Prior Refund | UserID |
|-------------------------------------|--------------------------|-----------|-------------|-----------------|--------------------------------|-------------|------------------|------------|-----------------------|--------|--------------|---------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 12/5/2016 | Merchandise | Merchandise | | | | 45.00 | 45.00 | 45.00 | 0.00 | HCenter |
| | | | | Item #: 3874412 | Item Name: Club Hoodie - Large | | Return Qty: 1.00 | | Returns / Sold: 0 / 1 | | | |

Refund Total: 45.00

Next Cancel

7. Click **Next** in the Are Fees Still Due? window (store items cannot be marked as still due and buttons will be inactive).
8. Because the item will be added back to inventory leave *Add Back Qty on Hand* checked in the *Are Items Going Back Into Inventory?* window.
9. Click **Submit Refund**.

On the store *Transactions* tab ...

- A *Refund - Merchandise* has been added for \$45 and a *Refund Adjustment* has been added so that the store's balance is correct.
- The balance of the store account remains at \$0.
- The **R** icon is no longer visible for the payment because it has been completely refunded.

Jackrabbit **Store: Pro Shop**

Payment Refund Statement Store Name

Summary Transactions

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Current Balance 0.00 Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 4 of 4 Print Refresh 6 columns hidden Show/Hide Columns Restore Columns

| | Date | Type | Amt | Unpaid Amt | Balance | Note | Pmt Meth | ePmt | Date Paid | Cat1 | Sess | Student | C |
|--|-----------|----------------------|--------|------------|---------|-------------------------------------|-------------|------|-----------|-------------|------|---------|---|
| | 12/9/2016 | Refund - Merchandise | 45.00 | 0.00 | 0.00 | Return: Club Hoodie - Large | Check 10201 | | 12/9/2016 | Merchandise | | | |
| | 12/9/2016 | Refund Adjustment | -45.00 | 0.00 | -45.00 | Returned improper fit - Jill Sharpe | Check 10201 | | 12/9/2016 | | | | |
| | 12/5/2016 | Payment | -45.00 | 0.00 | 0.00 | | Check 102 | | 12/5/2016 | | | | |
| | 12/5/2016 | Merchandise | 45.00 | 0.00 | 45.00 | Club Hoodie - Large (Jill Sharpe) | Check 102 | | 12/5/2016 | Merchandise | | | |

On the *Sales Detail* store report ...

- The return of the item is recorded. (The Qty returned is added back to the item's *Qty on Hand*.)

Jackrabbit

Sales Detail Report

[Return](#)

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View 1 - 2 of 2

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| Date | Item Number | Item Name | Qty | Amount | Discount | Total | Note | Payment Method | Family | Student | Class | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--|--|
| <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | | |
| 12/09/2016 | 3874412 | Club Hoodie - Large | -1 | -45.00 | 0.00 | -45.00 | Return: Club Hoodie - Large | Check | Pro Shop | | | | |
| 12/05/2016 | 3874412 | Club Hoodie - Large | 1 | 45.00 | 0.00 | 45.00 | Club Hoodie - Large (Jill Sharpe) | Check | Pro Shop | | | | |