## Refund Example - Family Paid Fee Early in Error, the Fees are Still Due

Last Modified on 12/04/2018 2:06 pm EST

- Family owes \$100.00 in March but paid that fee by error in December.
- They have a 0.00 current balance.
- The entire amount will be refunded using the organization's Check #4221.
- The family still owes fee in March, so the balance will increase to \$100.00.

IMAN	e Sale	/Post	Fees	Payment	Refund S	tatement	Add	Student	Add Contact	Archive Famil	y Fai	nily Name	Email	Email Schedules	Merge	Family
Su	mmar	гy	С	ontacts	Classes	Ev	vents	Transact	ions Billin	g Info	Misc					
View	v Trans	sactio	n Hist	ory View	Unapplied Cred	its & Unpa	id Fees									
urre	nt Ba	lance	0.00								[	Legend: Fee/	/Charge F	ayment/Credit	Unpaid Fee U	napplied C
				-				Last 2	0 (Most Rec	ent) Transact	ions					
Viev	v 1 - 2	2 of 2														
8	Print	¢	Refre	sh <mark>6 colun</mark>	nns hidden	Show/H	Hide Colum	ns 🔳 Sa	ave Columns	P Restore Colu	umns					
8	Print	¢	Refre	sh <mark>6 colun</mark> Date	nns hidden Type	■ Show/F	Hide Colum Unpaid Amt	ns 🔳 Sa Balance	ave Columns Note	P Restore Colu Pmt Meth	umns ePmt	Date Paid	Cat1	Sess	Student	Class/E
	Print	\$ \$	Refre			Amt	Unpaid		Note	Pmt		Date Paid 12/5/2016			Student Susan Harris	
			Refre	Date	Type Competition	Amt	Unpaid Amt	Balance	Note	Pmt Meth Check			Dance			Class/E

- 1. Click the **R** icon on the payment line.
- 2. If needed, change the **Post Date**.
- Select Check from the Refund Method drop-down and record the Refund Check #.
- 4. Add a **Note** for reference.
- 5. Check the **Competition Fee** and leave the amount at 100.00.
- 6. Click Next.
- Because the family still owes the \$100.00 competition fee, mark the fee Due box in the Are Fees Still Due? window.
- 8. Submit Refund.

			Are Fees S	itill Due?			
Which fee(s) a	re still due?					Current Balance:	0.00
		Date	Туре	Cat1	Status	Fee Amt	Refund Amt
Due	Not Due	3/1/2017	Competition Fee	Dance	Fee still due	100.00	100.00
(Im)						Balance Increase:	100.00
-						New Balance:	100.00
			Back Submit R	efund Cancel			
			- In	1			

On the Family's Transactions tab ...

- A *Refund Overpayment* transaction has been added and is linked to the original payment.
- The family balance is increased to \$100.00.
- The **R** icon is no longer visible for the payment because it has been completely refunded.
- The competition fee is unlinked and still owed.

Summ	nar	у	Contacts	Classes	Ev	ents	Transact	ions Billing Info	1	Misc					
View Tra	ans	action	History View	Unapplied Credi	ts & Unpai	d Fees									Help <mark>?</mark>
urrent l	Bal	ance	100.00							Legen	d: Fee/Charge	Payment/C	redit Unpai	d Fee Unapplie	ed Cred
						I	Last 20 (	Most Recent) Tran	saction	is					
View 1	- 3	of 3	4	a Print 🛛 Ø Re	fresh 6	columns h	idden	Show/Hide Column	s 🔳 Sa	ve Colu	mns 🛛 🤉 Rest	tore Column	-		
			Date	Туре	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class
1	Ì	<b>S</b>	3/1/2017	Competition Fee	100.00	100.00	100.00		Check 432			Dance		Susan Harris	
s ī	D	G)	12/15/2016	Refund - Overpayment	100.00	0.00	0.00	Pd in error early - full refund & will pay in March, Unlinked/Adj. Fees Dance-Competition Fee 100	Check 4221		12/15/2016				
۱. T	Ī	S	12/5/2016	Payment	-100.00	0.00	-100.00		Check 432		12/5/2016				