Refund Example - Family Owes Tuition Fee and also Purchases a Store Item, They are Double Charged for the Item in Error

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

- Family paid for tuition fee and purchased a t-shirt but was charged for two t-shirts in error.

- They have a $0 balance.

- One t-shirt ($20) will be refunded using the organization's check #10300.

- The family balance will remain at $0.

- Nothing will be added back to inventory.

1. Click the **R** icon 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. Because the tuition fee is not being refunded, leave it unchecked.

5. Check the **Merchandise** and change the **Return Qty** to 1. The *Refund Amt* will adjust to 20.00.

6. Click **Next**.

Refund Transaction

Original Amount : 165.00
Date : 12/02/2016   Method : Check

Post Date: *   12/5/2016

Refund Method: * Check ▾   Refund Check #: 10300

Note: Charged for 2 t-shirts in error

When you reduce the Return Qty to 1 the Refund Amt will adjust to 20.00

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
✓ 12/1/2016	Merchandise	Merchandise				20.00	40.00	40.00	0.00	HCenter
		Item #: 25042	Item Name: TShirt - Small		Return Qty: 1		Returns / Sold: 0 / 2			
☐ 12/1/2016	Tuition Fee	Recreational	Dec	Mommy & Me - Mon to Fri - 2pm	Lauren Orland	0.00	125.00	125.00	0.00	HCenter

Refund Total: 20.00

Next   Cancel

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7. Store items cannot be marked as still due and the tuition fee was not selected for refund. Click **Next** in the *Are Fees Still Due?* window.

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 Family's *Transactions* tab ...

- A *Refund - Merchandise* has been added for $20 and a *Refund Adjustment* has been added so that the family's balance is correct.

- The family balance remains at $0.

- The **R** icon is is still visible for the payment because it has not been completely refunded.

| Make Sale/Post Fees | Payment | Refund | Statement | | Add Student | Add Contact | Archive Family | Family Name | Email | Email Schedules | | Merge Family |

| Summary | Contacts | Classes | Events | Transactions | Billing Info | Misc |

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 - 16 of 16   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	Cl
✎ 🗑 🔗			12/5/2016	Refund - Merchandise	20.00	0.00	0.00	Return: TShirt - Small	Check 10300		12/5/2016	Merchandise			
✎ 🗑 🔗			12/5/2016	Refund Adjustment	-20.00	0.00	-20.00	Charged for 2 t-shirts in error	Check 10300		12/5/2016				
✎ 🗑 🔗	R		12/2/2016	Payment	-165.00	0.00	0.00		Check 221		12/2/2016				
✎ 🗑 🔗			12/1/2016	Merchandise	40.00	0.00	165.00	TShirt - Small	Check 221		12/2/2016	Merchandise			
✎ 🗑 🔗			12/1/2016	Tuition Fee	125.00	0.00	125.00		Check 221		12/2/2016	Recreational	Fall 2016	Lauren Orland	M

On the *Sales Detail* store report ...

- The return of the t-shirt is recorded. (The *Qty* returned has been added back to the item's *Qty on Hand*.)

Jackrabbit

Sales Detail Report

? Help 👤 Support 📍 Send Idea

View 1 - 2 of 2

🖨 Print   ↗ Export   ↻ Refresh

Date	Item Number	Item Name	Qty	Amount	Discount	Total	Note	Payment Method	Family	Student	Class	
Search	Search	Search	Sea	Search	Search	Search	Search	Search	Search	Search	Search	
12/05/2016	25042	TShirt - Small	-1	-20.00	0.00	-20.00	Return: TShirt - Small	Check	Orland			
12/01/2016	25042	TShirt - Small	2	40.00	0.00	40.00	TShirt - Small	Check	Orland			