

Refund Example - Family Purchases 2 Items - 1 Item is Defective and Refunded, Item Not Returned to Inventory

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- Family paid cash for a T-shirt and a pair of tights.
- The have a \$0 balance.
- The tights were returned defective and refunded in full with cash.
- The family balance will remain at \$0.
- The tights will not be put back into inventory.

The screenshot shows a software interface with a navigation bar at the top containing buttons like 'Make Sale/Post Fees', 'Payment', 'Refund', 'Statement', 'Add Student', 'Add Contact', 'Archive Family', 'Family Name', 'Email', 'Email Schedules', and 'Merge Family'. Below this is a sub-menu with 'Summary', 'Contacts', 'Classes', 'Events', 'Transactions' (highlighted), 'Billing Info', and 'Misc'. A 'Current Balance 0.00' box is visible on the left. A legend indicates 'Fee/Charge' (yellow), 'Payment/Credit' (green), 'Unpaid Fee' (red), and 'Unapplied Cr' (blue). The main table is titled 'Last 20 (Most Recent) Transactions' and shows three rows of data. The first row is a payment of -35.00 on 12/21/2016. The second row is a merchandise purchase of 20.00 for a 'TShirt - Small' on 12/21/2016. The third row is a merchandise purchase of 15.00 for 'Tights - Small' on 12/21/2016. A mouse cursor is hovering over a blue 'R' icon in the first column of the payment row.

| | Date | Type | Amt | Unpaid Amt | Balance | Note | Pmt Meth | ePmt | Date Paid | Cat1 | Sess | Student |
|--|------------|-------------|--------|------------|---------|----------------|----------|------|------------|-------------|------|----------------|
| | 12/21/2016 | Payment | -35.00 | 0.00 | 0.00 | | Cash | | 12/21/2016 | | | |
| | 12/21/2016 | Merchandise | 20.00 | 0.00 | 35.00 | TShirt - Small | Cash | | 12/21/2016 | Merchandise | | Quinn Matthews |
| | 12/21/2016 | Merchandise | 15.00 | 0.00 | 15.00 | Tights - Small | Cash | | 12/21/2016 | Merchandise | | Quinn Matthews |

1. Click the **R** on the payment line.
2. If needed change the **Post Date**.
3. Select **Cash** from the *Refund Method* drop-down.
4. Because the T-Shirt is not being refunded, leave it unchecked.
5. Check the **Tights** and leave the **Return Qty** at 1.
6. Click **Next**.

Refund Transaction

Original Amount : 35.00
Date : 12/21/2016 Method : Cash

Post Date: * 12/21/2016

Refund Method: * Cash Refund Check #:

Note: Tights returned defective inseam

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 type="checkbox"/> | | 12/21/2016 | Merchandise | Merchandise | | | Quinn Matthews | 0.00 | 20.00 | 20.00 | 0.00 | HCenter |
| | | | | Item #: 25042 | Item Name: TShirt - Small | | | Return Qty: 0 | | Returns / Sold: 0 / 1 | | |
| <input checked="" type="checkbox"/> | | 12/21/2016 | Merchandise | Merchandise | | | Quinn Matthews | 15.00 | 15.00 | 15.00 | 0.00 | HCenter |
| | | | | Item #: 13220 | Item Name: Tights - Small | | | Return Qty: 1.00 | | Returns / Sold: 0 / 1 | | |

Refund Total: 15.00

Next Cancel

7. Store items cannot be marked as still due. Click **Next** in the *Are Fees Still Due?* window.

8. Because the item will not be added back to inventory uncheck **Add Back to Qty on Hand**.

9. Click **Submit Refund**.

On the Family's *Transactions* tab ...

- A *Refund - Merchandise* has been added for \$10.80 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 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 7 columns hidden Show/Hide Columns Save Columns Restore Columns | | | | | | | | | | | | | | |
| | | | Date | Type | Amt | Unpaid Amt | Balance | Note | Pmt Meth | ePmt | Date Paid | Cat1 | Sess | Student |
| | | | 12/21/2016 | Refund - Merchandise | 15.00 | 0.00 | 0.00 | Return: Tights - Small | Cash | | 12/21/2016 | Merchandise | | Quinn Matthew |
| | | | 12/21/2016 | Refund Adjustment | -15.00 | 0.00 | -15.00 | Tights returned defective inseam | Cash | | 12/21/2016 | | | |
| | | | 12/21/2016 | Payment | -35.00 | 0.00 | 0.00 | | Cash | | 12/21/2016 | | | |
| | | | 12/21/2016 | Merchandise | 20.00 | 0.00 | 35.00 | TShirt - Small | Cash | | 12/21/2016 | Merchandise | | Quinn Matthew |
| | | | 12/21/2016 | Merchandise | 15.00 | 0.00 | 15.00 | Tights - Small | Cash | | 12/21/2016 | Merchandise | | Quinn Matthew |

On the *Sales Detail* store report ...

- The return of the item is recorded. (TheQty returned is not added back to the item's *Qty on Hand*.)

Jackrabbit

Sales Detail Report

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View 1 - 3 of 3

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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"/> |
| 12/21/2016 | 13220 | Tights - Small | 1 | 15.00 | 0.00 | 15.00 | Tights - Small | Cash | Matthews | Quinn | |
| 12/21/2016 | 13220 | Tights - Small | -1 | -15.00 | 0.00 | -15.00 | Return: Tights - Small | Cash | Matthews | Quinn | |
| 12/21/2016 | 25042 | TShirt - Small | 1 | 20.00 | 0.00 | 20.00 | TShirt - Small | Cash | Matthews | Quinn | |