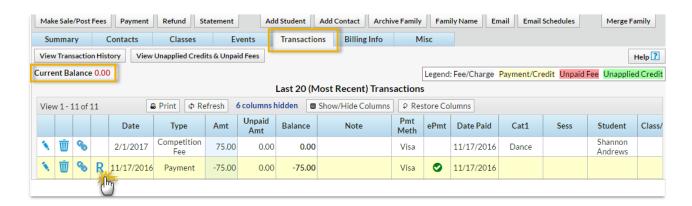
## Refund Example - Family Paid Early in Error (with Credit Card), the Fees are Still Due

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

- Family owes \$75.00 in February but paid that fee by error in November.
- They have a \$0 balance.
- The entire amount will be refunded.
- The family still owes the fee in February, so the balance will increase to \$75.00.



- 1. Click the R on the payment line.
- 2. The Post Date and Refund Method are pre-filled and cannot be edited for an ePayment refund (refund to card).
- 3. Add a **Note** for reference.
- 4. Check the **Competition Fee** and leave the amount at 75.00.
- 5. Click **Next**.
- 6. Because the family still owes the \$75.00 competition fee, click**Due** in the *Are Fees Still Due*? window.
- 7. Click Submit Refund.

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

- A Refund Overpayment has been added and is linked to the original payment.
- The family balance is increased to \$75.00.
- The R icon is no longer visible for the payment because it has been completely refunded.
- The competition fee is unlinked and still owed.

