

Refund Example - Family Paid Fees With Credit Card and is Eligible for a Partial Refund

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

- Family paid a tuition fee of \$150.00 and a registration fee of \$35 with their Visa. They have withdrawn from class and are eligible for a partial refund.
- They have a 0.00 current balance.
- The tuition fee of \$150.00 will be refunded back to their Visa.
- The family balance will not change.

The screenshot shows a software interface for managing family transactions. At the top, there are navigation tabs: 'Make Sale/Post Fees', 'Payment', 'Refund', 'Statement', 'Add Student', 'Add Contact', 'Archive Family', 'Family Name', 'Email', 'Email Schedules', and 'Merge Family'. Below these are sub-tabs: 'Summary', 'Contacts', 'Classes', 'Events', 'Transactions' (highlighted), 'Billing Info', and 'Misc'. A 'Current Balance 0.00' is displayed in a yellow box. A legend indicates: Fee/Charge (green), Payment/Credit (blue), Unpaid Fee (red), and Unapplied Credit (purple). The main section is titled 'Last 20 (Most Recent) Transactions' and shows 'View 1 - 3 of 3'. A table with columns: Date, Type, Amt, Unpaid Amt, Balance, Note, Pmt Meth, ePmt, Date Paid, Cat1, Sess, Student, and Class/Event. The first row is a payment of -185.00 on 12/1/2016 via Visa, with a green checkmark in the ePmt column and a blue 'R' icon in the first column. The second row is a tuition fee of 150.00 on 12/1/2016 via Visa, with a mouse cursor over the 'R' icon. The third row is a registration fee of 35.00 on 11/22/2016 via Visa. The current balance is 0.00.

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/Event
	12/1/2016	Payment	-185.00	0.00	0.00		Visa	<input checked="" type="checkbox"/>	12/1/2016				
	12/1/2016	Tuition Fee	150.00	0.00	185.00		Visa	<input type="checkbox"/>	12/1/2016	Dance	Fall 2016	Dianne Ager	Int Jazz - Mo - 8pm
	11/22/2016	Registration	35.00	0.00	35.00		Visa	<input type="checkbox"/>	12/1/2016	Registration Fee		Dianne Ager	

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. Optionally add a **Note**.
4. Check the **Tuition Fee** and leave the *Refund Amt* at 150.00. *Note: If you were refunding a partial amount, you'd change the Refund Amt field.* Because the registration fee is not being refunded, leave it unchecked.
5. Click **Next**.

- Because the tuition fee is no longer owing click **Not Due** in the *Are Fees Still Due?* window. *Note: The registration fee will be grayed out here because it was not selected to be refunded.*
- Click **Submit Refund**. A confirmation of the transaction will appear with an approval code or decline code.

Refund Transaction

Original Amount : 185.00
Date : 12/01/2016 Method : Visa (ePayment) Settled with Processor : Yes

Details of the payment being refunded.

Refund Card Ending In: 8886

Post Date: **These fields are pre-filled and cannot be edited for an ePayment refund.**

Refund Method: *

Note:

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

<input type="checkbox"/>	<input type="checkbox"/>	Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
<input checked="" type="checkbox"/>	<input type="checkbox"/>	12/1/2016	Tuition Fee	Dance	Dec	Int Jazz - Mon - 8pm	Dianne Ager	150.00	150.00	150.00	0.00	HCenter
<input type="checkbox"/>	<input type="checkbox"/>	11/22/2016	Registration	Registration Fee			Dianne Ager	0.00	35.00	35.00	0.00	HCenter

Refund Total: 150.00

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

- A *Refund - Tuition Fee* transaction has been added for \$150.00 and is linked to the original payment and the original fee.
- A *Refund Adjustment* has been added so that the family's balance is correct. It is linked to the refund transaction.
- The family balance does not change.
- The refund transaction ID and status are available in the ePmt column.
- The **R** icon is still visible for the payment because it has not been completely refunded.

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Current Balance 0.00

Last 20 (Most Recent) Transactions

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			Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt					
			12/15/2016	Refund - Tuition Fee	150.00	0.00	0.00	Withdrew from class - eligible for tuition refund	Visa						
			12/15/2016	Refund Adjustment	-150.00	0.00	-150.00	Withdrew from class - eligible for tuition refund	Visa						
			R 12/1/2016	Payment	-185.00	0.00	0.00	150.00 Refunded on 12/15/2016 by helpcenter.	Visa		12/1/2016				
			12/1/2016	Tuition Fee	150.00	0.00	185.00		Visa		12/1/2016	Dance	Fall 2016	Dianne Ager	Int Ja Mon -
			11/22/2016	Registration	35.00	0.00	35.00		Visa		12/1/2016	Registration Fee		Dianne Ager	

Current Balance 0.00

ePayment Details

Refund - Approved

Payment Processor: SafeSave Payments
 Response: SUCCESS
 Trans ID: 3405695438
 Approval Code: N/A
 Type: Credit Card
 Last 4: 8886
 Name: Holly Ager
 Location: JRHC

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