

Refund Example - Family Overpaid and Wants a Full Refund

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

- Family paid \$100.00 by check, however, the fees had already been paid.
- They have a -\$100.00 credit balance.
- The entire amount will be refunded using the organization's Check #10100.
- The family balance will return to \$0.

Current Balance -100.00

Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/Ev
12/7/2016	Payment	-100.00	100.00	-100.00		Check 236		12/7/2016				
12/5/2016	Payment	-100.00	0.00	0.00		Check 158		12/5/2016				
12/5/2016	Costume Fee	65.00	0.00	100.00		Check 158		12/5/2016	Dance	Fall 2016	Dianne Ager	Int Jazz Mon - 8y
12/5/2016	Recital Fees	35.00	0.00	35.00		Check 158		12/5/2016	Special Event		Dianne Ager	

1. Click the **R** 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. Add a **Note** for reference.
5. Check the **Unapplied Amount** and leave the *Refund Amt* at 100.00.
6. Click **Next**.
7. Because this payment is an overpayment (not applied to fees) it cannot be marked as due in the *Are Fees Still Due?* window (the buttons will be inactive).
8. Click **Submit Refund**.

On the Family's Transactions tab ...

- A **Refund - Overpayment** for \$100.00 has been added and linked to the original payment.
- The family balance is increased to \$0.
- The **R** icon is no longer visible for the payment because it has 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 - 8 of 8 | Print | Refresh | 6 columns hidden | Show/Hide Columns | Save Columns | Restore Columns

		Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class
		12/14/2016	Refund - Overpayment	100.00	0.00	0.00	Paid twice in error.	Check 10100		12/14/2016				
		12/7/2016	Payment	-100.00	0.00	-100.00		Check 236		12/7/2016				
		12/5/2016	Payment	-100.00	0.00	0.00		Check 158		12/5/2016				
		12/5/2016	Costume Fee	65.00	0.00	100.00		Check 158		12/5/2016	Dance	Fall 2016	Dianne Ager	Int Mo
		12/5/2016	Recital Fees	35.00	0.00	35.00		Check 158		12/5/2016	Special Event		Dianne Ager	

Transaction Links Details

Refund - Overpayment | Refund: 100.00 | Note: Paid twice in error.
Date: 12/14/2016 | Method: Check

Date	Type	SubType	Amount	Amt Paid	Note	Pmt Meth	Check#	Date Paid	Cat 1	UserID
12/7/2016	Payment		-100.00			Check	236	12/7/2016		HCenter

Close