

Refund a Credit Card Payment that Has Settled with the Processor

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When the **R** is clicked on a credit card payment to initiate a refund a query is sent to the gateway. If the payment has settled with the merchant processor the *Refund Transaction* window will open. If the payment has not yet settled with the processor the *Void Transaction* window will open instead. See [Void a Credit Card Payment that Hasn't Settled with the Processor](#).

Follow these steps to generate a refund and record it on the family's account:

1. Be sure you are viewing the correct family's *Transactions* tab, and locate the payment that you want to refund. (You may need to click **View Transaction History**.)
2. Click the **R** on the payment line.
3. If the transaction has settled with the processor the *Refund Transaction* window will open.
4. Because the original payment was a credit card ePayment, the *Post Date* and *Refund Method* are not editable.
5. If you will be refunding the payment by a different method than the original card used, click **Refund by Different Payment Method**. See [Refund a Settled Credit Card Payment with a Different Payment Method](#).
6. Optionally, add a **Note**.
7. Check which fee(s) to refund and change the **Refund Amt** field if you are refunding a partial amount.
8. Click **Next**.
9. In the *Are Fees Still Due?* window select **Due** or **Not Due** for each fee being

refunded.

Examples:

Due - A family accidentally pays a fee that is not due for another 3 months. They would like a refund and will pay the fee when it is due; the fee would be marked as due.

Not Due - A student drops a class for medical reasons and is eligible for a refund. The fee will not be paid at a later date; the fee would be marked as not due.

Note: If a payment has not been linked to fees (is unapplied) it cannot be marked as still due. An example would be an account overpayment. Because the payment was for more than the total of the fees owing, there will be an unapplied credit on the account. The unapplied credit cannot be marked as due.

10. **Submit Refund.**

11. The *Refund Request* is transmitted to your ePayments gateway and applied to the family's credit card.

If the fees that had been paid by the refunded payment are still owing at a later date (you marked them **Due** in the *Are Fees Still Due?* window):

- A Refund Overpayment transaction is added to the account and is linked to the original payment.
- The account balance is increased by the amount refunded.
- The previously paid fees are now highlighted as being unpaid.

If the fees that had been paid by the refunded payment are not owing at a later date (you marked them **Not Due** in the *Are Fees Still Due?* window):

- A Refund - xxx (where x is the type of fee refunded) transaction is added to the account and is linked to the original payment and the refunded fee.

- A Refund Adjustment transaction is added to the account for the refunded amount and is linked to the refund transaction(s).
 - The account balance is unchanged.
 - The previously paid fees remain showing as paid.
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