

# Find Unapplied Credits and Apply to Fees

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<b>What</b> is an Unapplied Credit?	An unapplied credit is any credit transaction that is not <b>linked</b> to a fee.
<b>How</b> do Unapplied Credits happen?	There are a number of reasons credits may be unapplied, most commonly: <ul style="list-style-type: none"><li>• Prepayments made by your customers</li><li>• Account credits issued to be used towards future fees</li></ul> Because there were no fees to apply the payment or credit to when they were posted, they are highlighted as unapplied.
	There are many reasons why you should ensure that Unapplied Credits are reviewed regularly: <ul style="list-style-type: none"><li>• Payments that have not been applied cannot be categorized in your revenue</li></ul>

**Why** does it matter if I have Unapplied Credits?

reports and will appear as "Unapplied Payments".

- Fees that were paid but were not correctly linked to the payment will appear as Unpaid; this can lead to errors when collecting from your customers.
- Unapplied Credits can result in the wrong amount being processed during an ePayments batch.

Now that you know what Unapplied Credits are and why they matter, let's look at how to handle them.

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**Find Unapplied Credits**, under the *Transactions* menu, is an efficient way for you to search out Unapplied Credits and be able to apply them to the fees you choose.



**Setting the right permissions for your Users is very important!**  
**Review User Permissions for Find Unapplied Credits**  
(Transactions menu).

## Search Credit Transactions

On the **Search Credit Transactions** page, use the various search criteria to drill down to the Unapplied Credits you want to work with.

### Tips for searching:

- Click into a field to select from the drop-down values.

- Multiple values can be selected if needed.
- When there are multiple values for a field, leaving the field blank is the same as saying "all".
- Transaction dates default to the current date but can be edited to the date range you want to work with.
- To find ALL of the Unapplied Credits in your database, leave all fields blank and clear the transaction dates.

Click **Submit** to review the search results and optionally apply Unapplied Credits to fees.

## Apply Credits

From the **Apply Credits** page you will select which credits you want to apply and then choose the fees to apply them to.

**Apply Credits**

← RETURN    ✓ APPLY CREDITS

6 selected

Legend     FEE/CHARGE     PAYMENT/CREDIT     UNPAID FEE     UNAPPLIED CREDIT

View 1 - 7 of 7    Print    Export    Refresh    9 columns hidden    Show/Hide Columns    Restore Columns

	Date	Type	Subtype	Amt	Applied Amt	Unapplied Amt	Family/Acct	Balance	Note	Apply Credits
	3/31/2020	Account Credit	Closure Credit	-42.50	0.00	42.50	Ager	127.50	Credit for classes missed due to closure	<input checked="" type="checkbox"/>
	3/31/2020	Account Credit	Closure Credit	-33.75	0.00	33.75	Campbell	101.25	Credit for classes missed due to closure	<input checked="" type="checkbox"/>
	3/31/2020	Account Credit	Closure Credit	-33.75	0.00	33.75	Harding	37.80	Credit for classes missed due to closure	<input type="checkbox"/>
	3/31/2020	Account Credit	Closure Credit	-73.75	0.00	73.75	Lovell	653.20	Credit for classes missed due to closure	<input checked="" type="checkbox"/>
	3/31/2020	Account Credit	Closure Credit	-33.75	0.00	33.75	Owers	126.25	Credit for classes missed due to closure	<input checked="" type="checkbox"/>
	3/31/2020	Account Credit	Closure Credit	-249.50	0.00	249.50	Wallace	705.50	Credit for classes missed due to closure	<input checked="" type="checkbox"/>
	3/31/2020	Account Credit	Closure Credit	-50.00	0.00	50.00	Zackmann	411.55	Credit for classes missed due to closure	<input checked="" type="checkbox"/>
<b>Total:</b>				-517.00	0.00	517.00				<input type="checkbox"/>

- Use the **Pencil** icon to edit an individual credit.
- Delete an individual credit with the **Trash Can** icon.
- View any applied amounts using the **Link** icon.
- Apply all credits by selecting the checkbox in the *Apply Credits* column header, or use the checkbox in each row to select only the credits you

want to apply.

- Click **Apply Credits** to open the *Apply credits to unpaid fees* modal where you'll choose the fees you want to apply the credits to.

The screenshot shows a modal window titled "Apply credits to unpaid fees". It contains the following sections:

- Priority:** Three radio button options: "Newest fees first", "Oldest fees within the last 12 months", and "Oldest fees first". The "Oldest fees first" option is selected.
- Date Range (optional):** A "CLEAR CHOICE" link and two date input fields. The "From" field contains "3/1/2020" and the "To" field contains "3/31/2020". A callout box points to the "To" field with the text "Use the date selector to choose a date.".
- Scope (optional):** A "CLEAR CHOICE" link and three checkboxes with dropdown menus:
  - By Transaction Type: "Tuition Fee (Debit)" is selected.
  - By Session: An empty dropdown menu.
  - By Category 1: An empty dropdown menu.
- Buttons:** "CANCEL" and "APPLY" buttons at the bottom right. A mouse cursor is clicking the "APPLY" button.

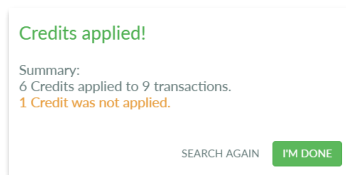
- Priority defaults to the setting selected in the *Apply Payments To* setting (*Tools > Edit Settings > Transaction Settings*) but it can be changed here. Note: The change made here does not affect the Transaction Settings.
- When either *Newest fees first* or *Oldest fees first* is selected, you can optionally enter a date range.
- If the Priority is set to apply credits to *Oldest fees within the last 12 months* the dates that reflect the last 12 months will autofill the date range fields and they will be disabled.
- Optionally, you can select specific fees based on their transaction details. Select the checkbox to choose fees by their Transaction Type, Session, and Category 1; you can use more than one.

When your selections are made, click **Apply**. A modal will open to let you know that the process of applying the credits is underway. Depending on the number of credits being applied this may take several minutes. Stay on the page until

the process is complete and you've received the confirmation that the credits were applied.



*Leaving this screen early may interrupt the linking process.*



The confirmation gives a summary of the credits that were applied and alerts you if any credits were not applied. Use **Search Again** to return to the *Search Credit Transactions* page. If the same criteria is chosen, any credits that were not applied will be displayed. A credit will be skipped if there are no unpaid fees on the account. If the amount of the credit exceeds the amount of unpaid fees, the balance of the credit will remain unapplied.

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