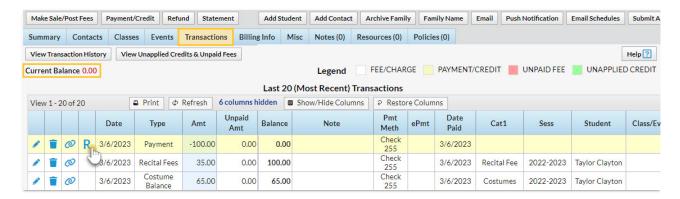
## Family Paid Fees and is Eligible for a Partial Refund, Fee will No Longer be Owed (Refund Example)

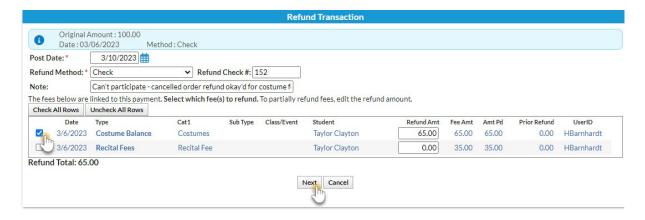
Last Modified on 03/08/2023 10:47 am EST

A family had a recital fee and a costume fee that they paid with one check. They have a \$0.00 current balance. The family is not able to participate in the recital. Only the costume fee will be refunded using the organization's Check #152. The recital fees are non-refundable. The family balance will not change.

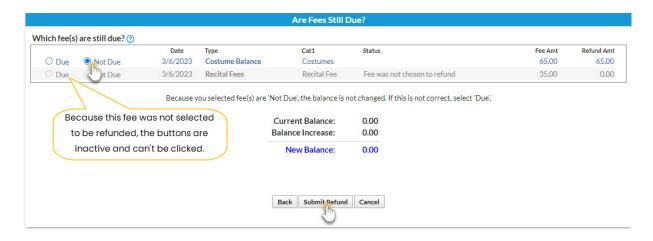


## **Process a Refund**

- 1. Click the R on the payment line.
- 2. Change the Post Date if needed.
- 3. Select Check from the Refund Method drop-down and record the Refund Check #.
- 4. Add a **Note** for reference.
- 5. Check the **Costume Fee** and leave the amount at 65.00. Leave the recital fee unchecked. Click **Next**.



- 6. Click **Not Due** in the *Are Fees Still Due*? window because the family no longer owes the \$65.00 costume fee.
- 7. Click Submit Refund.



## Family Transaction Tab View

- A *Refund Costume Balance* transaction has been added for \$65.00 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 R icon is still visible for the payment because it has only been partially refunded. It is possible to go back to the payment and refund the other fee at a later date if needed.

