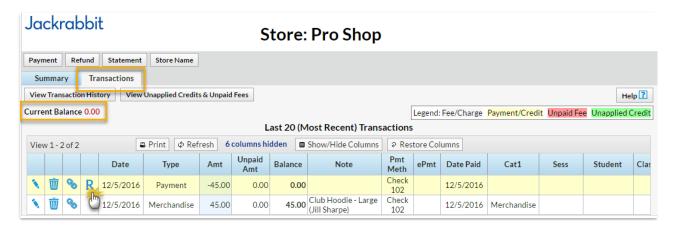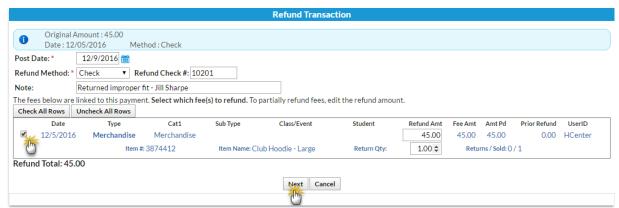# Refund Example - An Item was Sold Through the Store and Customer Wants a Refund, Item Returned to Inventory

Last Modified on 11/03/2020 12:32 am EST

- Customer purchased an item in the pro shop and paid by check.
- The item is returned for a full refund to be issued on the organization's check #10201.
- The item will be added back to inventory.

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. Check the **Merchandise** item and leave the *Refund Amt* at 45.00.
5. Leave the **Return Qty** at 1.
6. Click **Next**.

7. Click **Next** in the Are Fees Still Due? window (store items cannot be marked as still due and buttons will be inactive).
8. Because the item will be added back to inventory leave *Add Back Qty on Hand* checked in the *Are Items Going Back Into Inventory?* window.
9. Click **Submit Refund**.

On the store *Transactions* tab ...

- A *Refund - Merchandise* has been added for $45 and a*Refund Adjustment* has been added so that the store's balance is correct.
- The balance of the store account remains at $0.
- The **R** icon is no longer visible for the payment because it has been completely refunded.

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Store: Pro Shop

Payment	Refund	Statement	Store Name

Summary	Transactions

| 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 - 4 of 4   🖨 Print   ⟳ Refresh   **6 columns hidden**   ▦ Show/Hide Columns   ⟲ Restore Columns

			Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	C
✎	🗑	🔗	12/9/2016	Refund - Merchandise	45.00	0.00	0.00	Return: Club Hoodie - Large	Check 10201		12/9/2016	Merchandise			
✎	🗑	🔗	12/9/2016	Refund Adjustment	-45.00	0.00	-45.00	Returned improper fit - Jill Sharpe	Check 10201		12/9/2016				
✎	🗑	🔗	12/5/2016	Payment	-45.00	0.00	0.00		Check 102		12/5/2016				
✎	🗑	🔗	12/5/2016	Merchandise	45.00	0.00	45.00	Club Hoodie - Large (Jill Sharpe)	Check 102		12/5/2016	Merchandise			

On the *Sales Detail* store report ...

- The return of the item is recorded. (The*Qty* returned is added back to the item's*Qty on Hand*.)

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Sales Detail Report

| ◄ Return | | ? Help | 👤 Support | 💡 Send Idea |

View 1 - 2 of 2

🖨 Print   ⧉ Export   ⟳ Refresh

Date	Item Number	Item Name	Qty	Amount	Discount	Total	Note	Payment Method	Family	Student	Class		
Search	Search	Search	Sear	Search	Search	Search	Search	Search	Search	Search	Search		
12/09/2016	3874412	Club Hoodie - Large	-1	-45.00	0.00	-45.00	Return: Club Hoodie - Large	Check	Pro Shop			✎	🗑
12/05/2016	3874412	Club Hoodie - Large	1	45.00	0.00	45.00	Club Hoodie - Large (Jill Sharpe)	Check	Pro Shop			✎	🗑