

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.

Jackrabbit **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 - 2 of 2 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	Class
   	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			

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**.

Refund Transaction

Original Amount : 45.00
Date : 12/05/2016 Method : Check

Post Date: * 12/9/2016

Refund Method: * Check Refund Check #: 10201

Note: Returned improper fit - Jill Sharpe

The fees below are linked to this payment. Select which fee(s) to refund. To partially refund fees, edit the refund amount.

Check All Rows Uncheck All Rows

	Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
<input checked="" type="checkbox"/>	12/5/2016	Merchandise	Merchandise				45.00	45.00	45.00	0.00	HCenter
			Item #: 3874412	Item Name: Club Hoodie - Large		Return Qty: 1.00				Returns / Sold: 0 / 1	

Refund Total: 45.00

Next Cancel

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 ?

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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	Search	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				