

Refund Example - Family Paid Fee Early in Error, the Fees are Still Due

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

- Family owes \$100.00 in March but paid that fee by error in December.
- They have a 0.00 current balance.
- The entire amount will be refunded using the organization's Check #4221.
- The family still owes fee in March, so the balance will increase to \$100.00.

Make Sale/Post Fees Payment Refund Statement Add Student Add Contact Archive Family Family Name Email Email Schedules Merge Family

Summary Contacts Classes Events **Transactions** Billing Info Misc

View Transaction History View Unapplied Credits & Unpaid Fees

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 Save Columns Restore Columns

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/Event
	3/1/2017	Competition Fee	100.00	0.00	0.00		Check 432		12/5/2016	Dance		Susan Harris	
	12/5/2016	Payment	-100.00	0.00	-100.00		Check 432		12/5/2016				

1. Click the **R** icon 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. Add a **Note** for reference.
5. Check the **Competition Fee** and leave the amount at 100.00.
6. Click **Next**.
7. Because the family still owes the \$100.00 competition fee, mark the **Fee Due** box in the *Are Fees Still Due?* window.
8. **Submit Refund**.

Are Fees Still Due?

Which fee(s) are still due?

☒ Due ☐ Not Due

Date	Type	Cat1	Status	Fee Amt	Refund Amt
3/1/2017	Competition Fee	Dance	Fee still due	100.00	100.00

Current Balance: 0.00

Balance Increase: 100.00

New Balance: 100.00

Back Submit Refund Cancel

On the Family's Transactions tab ...

- A **Refund - Overpayment** transaction has been added and is linked to the original payment.
- The family balance is increased to \$100.00.
- The **R** icon is no longer visible for the payment because it has been completely refunded.

- The competition fee is unlinked and still owed.

Make Sale/Post Fees

Payment

Refund

Statement

Add Student

Add Contact

Archive Family

Family Name

Email

Email Schedules

Merge Family

Summary

Contacts

Classes

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Transactions

Billing Info

Misc

View Transaction History

View Unapplied Credits & Unpaid Fees

Help ?

Current Balance 100.00

Legend: Fee/Charge

Payment/Credit

Unpaid Fee

Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 3 of 3

Print

Refresh

6 columns hidden

Show/Hide Columns

Save Columns

Restore Columns

			Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/E
			3/1/2017	Competition Fee	100.00	100.00	100.00		Check 432			Dance		Susan Harris	
			12/15/2016	Refund - Overpayment	100.00	0.00	0.00	Pd in error early - full refund & will pay in March, Unlinked/Adj. Fees Dance-Competition Fee 100	Check 4221		12/15/2016				
			12/5/2016	Payment	-100.00	0.00	-100.00		Check 432		12/5/2016				

Current Balance 100.00