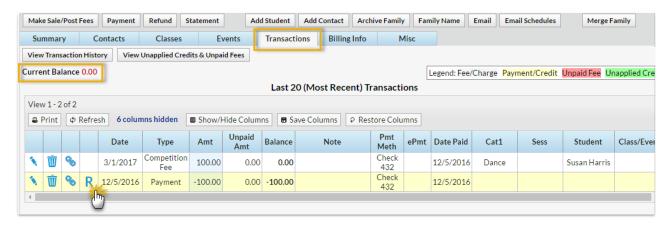
Refund Example - Family Paid Fee Early in Error, the Fees are Still Due

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.



- 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.



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.

