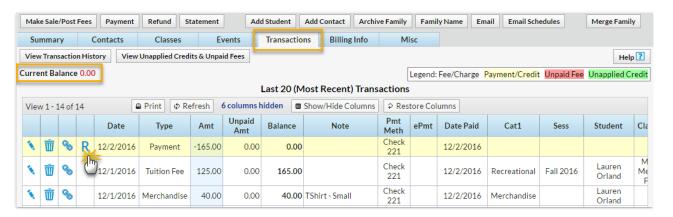
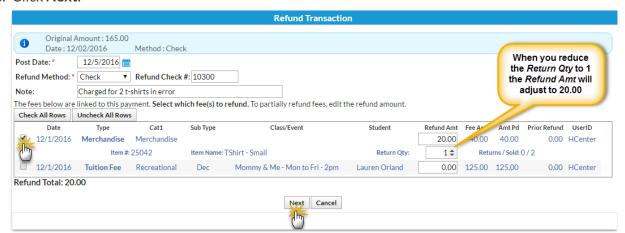
## Refund Example - Family Owes Tuition Fee and also Purchases a Store Item, They are Double Charged for the Item in Error

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

- Family paid for tuition fee and purchased a t-shirt but was charged for two t-shirts in error.
- They have a \$0 balance.
- One t-shirt (\$20) will be refunded using the organization's check #10300.
- The family balance will remain at \$0.
- Nothing will be added back to inventory.



- 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. Because the tuition fee is not being refunded, leave it unchecked.
- 5. Check the Merchandise and change the Return Qty to 1. The Refund Amt will adjust to 20.00.
- 6. Click Next.

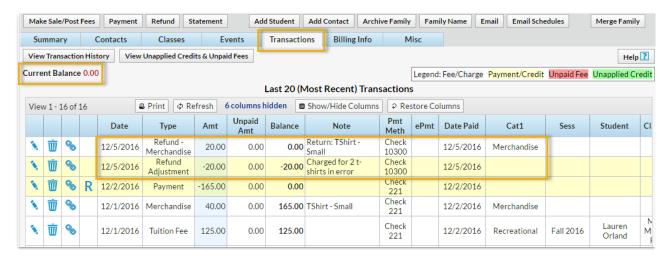


- 7. Store items cannot be marked as still due and the tuition fee was not selected for refund. Click **Next** in the *Are Fees Still Due*? window.
- 8. Because the item will be added back to inventory leaveAdd Back Qty on Handchecked in the Are Items Going Back Into Inventory? window.

## 9. Click Submit Refund.

On the Family's Transactions tab ...

- A Refund Merchandise has been added for \$20 and aRefund Adjustment has been added so that the family's balance is correct.
- The family balance remains at \$0.
- The R icon is is still visible for the payment because it has not been completely refunded.



On the Sales Detail store report ...

• The return of the t-shirt is recorded. (TheQty returned has been added back to the item'sQty on Hand.)

