

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.

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 Help ?

Current Balance 0.00 Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

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	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Cl
	12/2/2016	Payment	-165.00	0.00	0.00		Check 221		12/2/2016				
	12/1/2016	Tuition Fee	125.00	0.00	165.00		Check 221		12/2/2016	Recreational	Fall 2016	Lauren Orland	M
	12/1/2016	Merchandise	40.00	0.00	40.00	TShirt - Small	Check 221		12/2/2016	Merchandise		Lauren Orland	

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**.

Refund Transaction

Original Amount : 165.00
Date : 12/02/2016 Method : Check

Post Date : 12/5/2016

Refund Method : Check Refund Check # : 10300

Note : Charged for 2 t-shirts in error

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
12/1/2016	Merchandise	Merchandise				20.00	40.00	40.00	0.00	HCenter
		Item #: 25042	Item Name: TShirt - Small			Return Qty: 1	Returns / Sold: 0 / 2			
12/1/2016	Tuition Fee	Recreational	Dec	Mommy & Me - Mon to Fri - 2pm	Lauren Orland	0.00	125.00	125.00	0.00	HCenter

Refund Total: 20.00

Next Cancel

When you reduce the Return Qty to 1 the Refund Amt will adjust to 20.00

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 leave **Add Back Qty on Hand** checked 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 a *Refund Adjustment* has been added so that the family's balance is correct.
- The family balance remains at \$0.
- The **R** icon is still visible for the payment because it has not been completely refunded.

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

Help ?

Current Balance 0.00

Legend: Fee/Charge

Payment/Credit

Unpaid Fee

Unapplied Credit

Last 20 (Most Recent) Transactions

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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	Cl
			12/5/2016	Refund - Merchandise	20.00	0.00	0.00	Return: TShirt - Small	Check 10300		12/5/2016	Merchandise			
			12/5/2016	Refund Adjustment	-20.00	0.00	-20.00	Charged for 2 t-shirts in error	Check 10300		12/5/2016				
			12/2/2016	Payment	-165.00	0.00	0.00		Check 221		12/2/2016				
			12/1/2016	Merchandise	40.00	0.00	165.00	TShirt - Small	Check 221		12/2/2016	Merchandise			
			12/1/2016	Tuition Fee	125.00	0.00	125.00		Check 221		12/2/2016	Recreational	Fall 2016	Lauren Orland	N M

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.)

Jackrabbit

Sales Detail Report

[Return](#)

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[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
12/05/2016	25042	TShirt - Small	-1	-20.00	0.00	-20.00	Return: TShirt - Small	Check	Orland		
12/01/2016	25042	TShirt - Small	2	40.00	0.00	40.00	TShirt - Small	Check	Orland		