

# Refund Example - Family Paid Early in Error (with Credit Card), the Fees are Still Due

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

- Family owes \$75.00 in February but paid that fee by error in November.
- They have a \$0 balance.
- The entire amount will be refunded.
- The family still owes the fee in February, so the balance will increase to \$75.00.

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 | Help ?

**Current Balance 0.00**

Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

**Last 20 (Most Recent) Transactions**

View 1 - 11 of 11 | 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/
  	2/1/2017	Competition Fee	75.00	0.00	0.00		Visa		11/17/2016	Dance		Shannon Andrews	
   	11/17/2016	Payment	-75.00	0.00	-75.00		Visa		11/17/2016				

1. Click the **R** on the payment line.
2. The *Post Date* and *Refund Method* are pre-filled and cannot be edited for an ePayment refund (refund to card).
3. Add a **Note** for reference.
4. Check the **Competition Fee** and leave the amount at 75.00.
5. Click **Next**.
6. Because the family still owes the \$75.00 competition fee, click **Due** in the *Are Fees Still Due?* window.
7. Click **Submit Refund**.

On the Family's *Transactions* tab ...

- A *Refund - Overpayment* has been added and is linked to the original payment.
- The family balance is increased to \$75.00.
- 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

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Refund

Statement

Add Student

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Family Name

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View Transaction History

View Unapplied Credits & Unpaid Fees

Help ?

Current Balance 75.00

Legend: Fee/Charge

Payment/Credit

Unpaid Fee

Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 12 of 12

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
				2/1/2017	Competition Fee	75.00	75.00	75.00		Visa			Dance		Shannon Andrews	
				12/15/2016	Refund - Overpayment	75.00	0.00	0.00	pd early in error - will pay in February , Unlinked/Adj. Fees Dance-Competition Fee 75	Visa		12/15/2016				
				11/17/2016	Payment	-75.00	0.00	-75.00	75.00 Refunded on 12/15/2016 by helpcenter.	Visa		11/17/2016				

Click here to see refund transaction details.

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