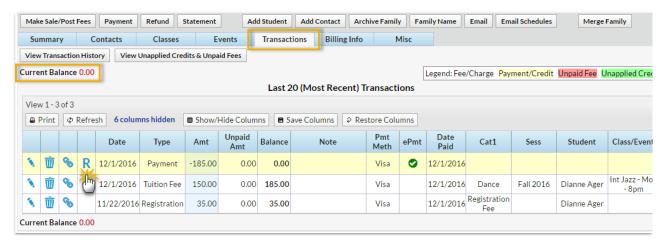
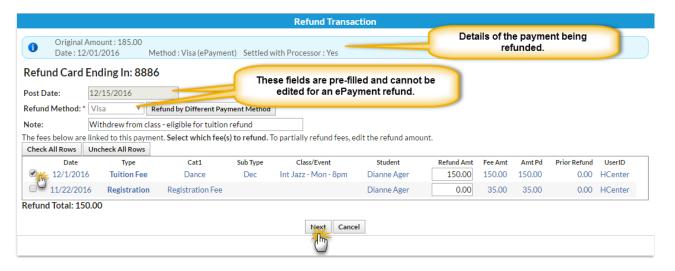
Refund Example - Family Paid Fees With Credit Card and is Eligible for a Partial Refund

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

- Family paid a tuition fee of \$150.00 and a registration fee of \$35 with their Visa. They have withdrawn from class and are eligible for a partial refund.
- They have a 0.00 current balance.
- The tuition fee of \$150.00 will be refunded back to their Visa.
- The family balance will not change.



- 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. Optionally add a Note.
- 4. Check the **Tuition Fee** and leave the *Refund Amt* at 150.00. Note: If you were refunding a partial amount, you'd change the Refund Amtfield. Because the registration fee is not being refunded, leave it unchecked.
- 5. Click Next.
- 6. Because the tuition fee is no longer owing click**Not Due** in the Are Fees Still Due? window. **Note:**The registration fee will be grayed out here because it was not selected to be refunded.
- 7. Click **Submit Refund**. A confirmation of the transaction will appear with an approval code or decline code.



On the Family's Transactions tab ...

- A Refund Tuition Fee transaction has been added for \$150.00 and is linked to the original payment and the original fee.
- A *Refund Adjustment* has been added so that the family's balance is correct. It is linked to the refund transaction.
- The family balance does not change.
- The refund transaction ID and status are available in the ePmt column.
- The R icon is still visible for the payment because it has not been completely refunded.

