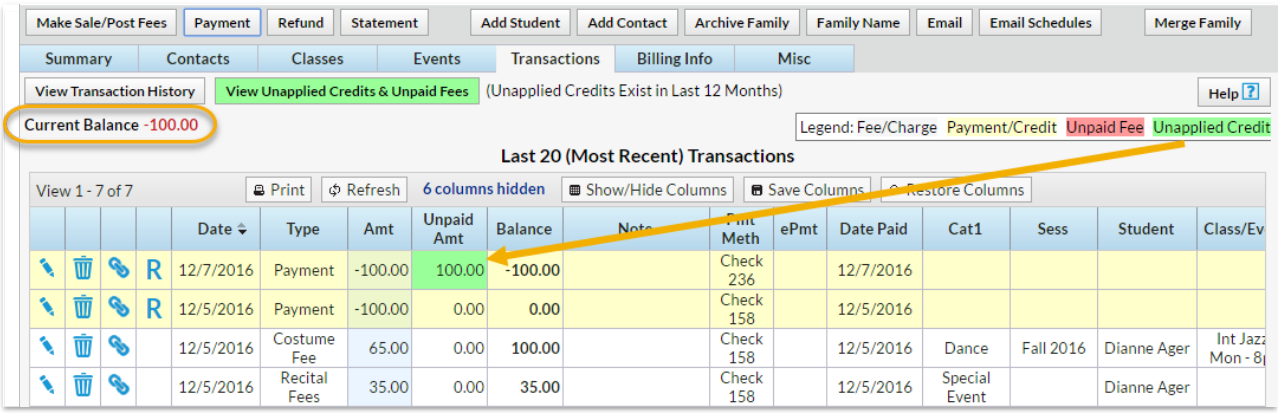
Refund Example - Family Overpaid and Wants a Full Refund

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

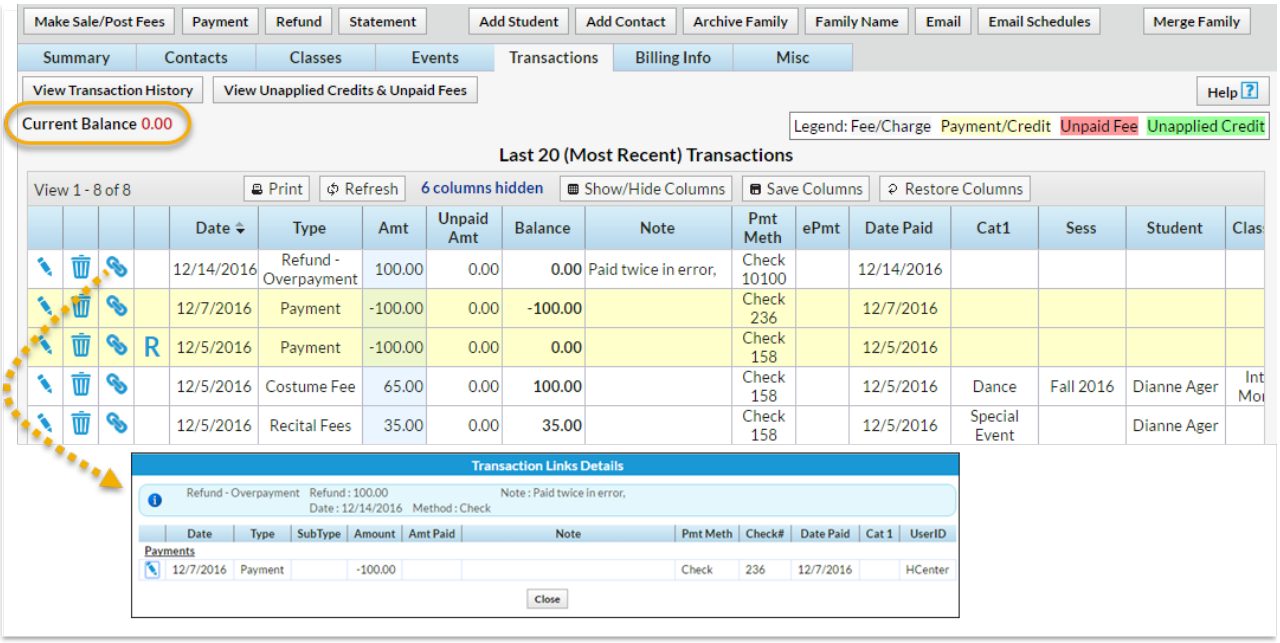
- Family paid $100.00 by check, however, the fees had already been paid.
- They have a -$100.00 credit balance.
- The entire amount will be refunded using the organization's Check #10100.
- The family balance will return to $0.



1. Click the **R** 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 **Unapplied Amount** and leave the *Refund Amt* at 100.00.
6. Click **Next**.
7. Because this payment is an overpayment (not applied to fees) it cannot be marked as due in the *Are Fees Still Due?* window (the buttons will be inactive).
8. Click **Submit Refund**.

On the Family's Transactions tab ...

- A ***Refund - Overpayment*** for $100.00 has been added and linked to the original payment.
- The family balance is increased to $0.
- The **R** icon is no longer visible for the payment because it has 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
View 1 - 8 of 8
Print
Refresh
6 columns hidden
Show/Hide Columns
Save Columns
Restore Columns
Date
Type
Amt
Unpaid Amt
Balance
Note
Pmt Meth
ePmt
Date Paid
Cat1
Sess
Student
12/14/2016 Refund - Overpayment 100.00 0.00 0.00 Paid twice in error, Check 10100 12/14/2016
12/7/2016 Payment -100.00 0.00 -100.00 Check 236 12/7/2016
R 12/5/2016 Payment -100.00 0.00 0.00 Check 158 12/5/2016
12/5/2016 Costume Fee 65.00 0.00 100.00 Check 158 12/5/2016 Dance Fall 2016 Dianne Ager
12/5/2016 Recital Fees 35.00 0.00 35.00 Check 158 12/5/2016 Special Event Dianne Ager
Transaction Links Details
Refund - Overpayment Refund : 100.00 Note : Paid twice in error,
Date : 12/14/2016 Method : Check
Date Type SubType Amount Amt Paid Note Pmt Meth Check# Date Paid Cat 1 UserID
Payments
12/7/2016 Payment -100.00 Check 236 12/7/2016 HCenter
Close