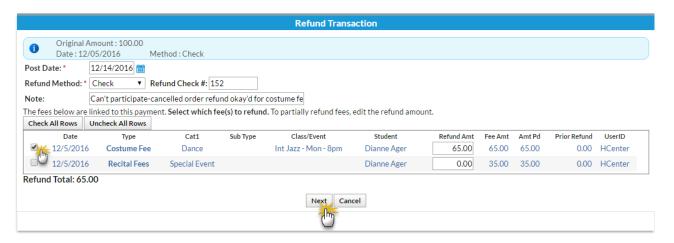
Refund Example - Family Paid Fees and is Eligible for a Partial Refund, Fee will No Longer be Owed

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

- Family had a recital fee and a costume fee that were paid with one check.
- They have a 0.00 current balance.
- The family is not able to participate in the recital. Only the costume fee will be refunded using the organization's Check #152. The recital fees are non-refundable.
- The family balance will not change.
- 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 Costume Fee and leave the amount at 65.00. Leave the recital fee unchecked.
- 6. Click Next.
- 7. Because the family no longer owes the \$65.00 costume fee, click**Not Due** in the *Are Fees Still Due?* window.
- 8. Click Submit Refund.





On the Family's Transactions tab ...

- A Refund Costume Fee transaction has been added for \$65.00 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 R icon is still visible for the payment because it has only been partially refunded. It is possible to go back to the payment and refund the other fee at a later date if needed.

