

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

Last Modified on 03/08/2023 10:47 am EST

A family had a recital fee and a costume fee that they 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.

Make Sale/Post Fees Payment/Credit Refund Statement Add Student Add Contact Archive Family Family Name Email Push Notification Email Schedules Submit A															
Summary Contacts Classes Events Transactions Billing Info Misc Notes (0) Resources (0) Policies (0)															
View Transaction History View Unapplied Credits & Unpaid Fees Help ?															
Current Balance 0.00															
Legend <input type="checkbox"/> FEE/CHARGE <input type="checkbox"/> PAYMENT/CREDIT <input type="checkbox"/> UNPAID FEE <input type="checkbox"/> UNAPPLIED CREDIT															
Last 20 (Most Recent) Transactions															
View 1 - 20 of 20 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/Ev
			3/6/2023	Payment	-100.00	0.00	0.00		Check 255		3/6/2023				
			3/6/2023	Recital Fees	35.00	0.00	100.00		Check 255		3/6/2023	Recital Fee	2022-2023	Taylor Clayton	
			3/6/2023	Costume Balance	65.00	0.00	65.00		Check 255		3/6/2023	Costumes	2022-2023	Taylor Clayton	

Process a Refund

1. Click the **R** on the payment line.
2. Change the **Post Date** if needed.
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. Click **Next**.

Refund Transaction

Original Amount : 100.00
Date : 03/06/2023 Method : Check

Post Date: *

Refund Method: * Refund Check #:

Note:

The fees below are linked to this payment. Select which fee(s) to refund. To partially refund fees, edit the refund amount.

	Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
<input checked="" type="checkbox"/>	3/6/2023	Costume Balance	Costumes			Taylor Clayton	<input type="text" value="65.00"/>	65.00	65.00	0.00	HBarnhardt
<input type="checkbox"/>	3/6/2023	Recital Fees	Recital Fee			Taylor Clayton	<input type="text" value="0.00"/>	35.00	35.00	0.00	HBarnhardt

Refund Total: 65.00

6. Click **Not Due** in the *Are Fees Still Due?* window because the family no longer owes the \$65.00 costume fee.
7. Click **Submit Refund**.

Are Fees Still Due?

Which fee(s) are still due? ?

	Date	Type	Cat1	Status	Fee Amt	Refund Amt
<input type="radio"/> Due <input checked="" type="radio"/> Not Due	3/6/2023	Costume Balance	Costumes		65.00	65.00
<input type="radio"/> Due <input type="radio"/> Not Due	3/6/2023	Recital Fees	Recital Fee	Fee was not chosen to refund	35.00	0.00

Because you selected fee(s) are 'Not Due', the balance is not changed. If this is not correct, select 'Due'!

Because this fee was not selected to be refunded, the buttons are inactive and can't be clicked.

Current Balance: 0.00
 Balance Increase: 0.00
 New Balance: 0.00

Family Transaction Tab View

- A *Refund - Costume Balance* 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.

Make Sale/Post Fees													Payment/Credit		Refund		Statement		Add Student		Add Contact		Archive Family		Family Name		Email		Push Notification		Email Schedules		Submit Absences						
Summary				Contacts				Classes				Events				Transactions				Billing Info				Misc				Notes (0)				Resources (0)				Policies (0)			
View Transaction History													View Unapplied Credits & Unpaid Fees													Help ?													
Current Balance 0.00													Legend													<input type="checkbox"/> FEE/CHARGE		<input type="checkbox"/> PAYMENT/CREDIT		<input type="checkbox"/> UNPAID FEE		<input type="checkbox"/> UNAPPLIED CREDIT							
Last 20 (Most Recent) Transactions															Print		Refresh		6 columns hidden		Show/Hide Columns		Restore Columns																
				Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess																									
				3/10/2023	Refund - Costume Balance	65.00	0.00	0.00	Can't participate - cancelled order refund okay'd for costume fee	Check 152		3/10/2023	Costumes	2022-2																									
				3/10/2023	Refund Adjustment	-65.00	0.00	-65.00	Can't participate - cancelled order refund okay'd for costume fee	Check 152		3/10/2023																											
				3/6/2023	Payment	-100.00	0.00	0.00		Check 255		3/6/2023																											
				3/6/2023	Recital Fees	35.00	0.00	100.00		Check 255		3/6/2023	Recital Fee	2022-2																									
				3/6/2023	Costume Balance	65.00	0.00	65.00		Check 255		3/6/2023	Costumes	2022-2																									

Fee still shows as having been paid.