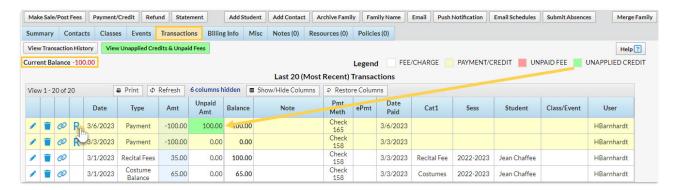
Family Overpaid and Wants a Full Refund (Refund Example)

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A family paid \$100.00 by check for costume and recital fees. 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 \$0.00.



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 Unapplied Amount and leave the Refund Amt at 100.00. Click Next.
 - 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).
- 6. Click Submit Refund.

Family Transaction Tab View

- A Refund Overpayment for \$100.00 has been added and linked to the original payment.
- The family balance is increased to \$0.00.
- The R icon is no longer visible for the payment because it has been completely refunded.

