

# Family Overpaid and Wants a Full Refund (Refund Example)

Last Modified on 03/08/2023 10:39 am EST

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.

Current Balance -100.00

Legend: FEE/CHARGE, PAYMENT/CREDIT, UNPAID FEE, UNAPPLIED CREDIT

Last 20 (Most Recent) Transactions

| Date     | Type            | Amt     | Unpaid Amt | Balance | Note | Pmt Meth  | ePmt | Date Paid | Cat1        | Sess      | Student      | Class/Event | User       |
|----------|-----------------|---------|------------|---------|------|-----------|------|-----------|-------------|-----------|--------------|-------------|------------|
| 3/6/2023 | Payment         | -100.00 | 100.00     | 100.00  |      | Check 165 |      | 3/6/2023  |             |           |              |             | HBarnhardt |
| 3/3/2023 | Payment         | -100.00 | 0.00       | 0.00    |      | Check 158 |      | 3/3/2023  |             |           |              |             | HBarnhardt |
| 3/1/2023 | Recital Fees    | 35.00   | 0.00       | 100.00  |      | Check 158 |      | 3/3/2023  | Recital Fee | 2022-2023 | Jean Chaffee |             | HBarnhardt |
| 3/1/2023 | Costume Balance | 65.00   | 0.00       | 65.00   |      | Check 158 |      | 3/3/2023  | Costumes    | 2022-2023 | Jean Chaffee |             | HBarnhardt |

## 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**.
  - o 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.

Current Balance **0.00**      Legend   ■ FEE/CHARGE   ■ PAYMENT/CREDIT   ■ UNPAID FEE   ■ 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   |
|--|--|--|----------|----------------------|---------|------------|---------|----------------------|-------------|------|-----------|-------------|--------|
|  |  |  | 3/6/2023 | Refund - Overpayment | 100.00  | 0.00       | 0.00    | Paid twice in error. | Check 10100 |      | 3/6/2023  |             |        |
|  |  |  | 3/6/2023 | Payment              | -100.00 | 0.00       | -100.00 |                      | Check 165   |      | 3/6/2023  |             |        |
|  |  |  | 3/3/2023 | Payment              | -100.00 | 0.00       | 0.00    |                      | Check 158   |      | 3/3/2023  |             |        |
|  |  |  | 3/1/2023 | Recital Fees         | 35.00   | 0.00       | 100.00  |                      | Check 158   |      | 3/3/2023  | Recital Fee | 2022-2 |
|  |  |  | 3/1/2023 | Costume Balance      | 65.00   | 0.00       | 65.00   |                      | Check 158   |      | 3/3/2023  | Costumes    | 2022-2 |

**Transaction Links Details**

i Refund - Overpayment   Refund : 100.00   Note : Paid twice in error.  
 Date : 03/06/2023   Method : Check

| Date            | Type     | SubType | Amount  | Amt Paid | Note | Pmt Meth | Check# | Date Paid | Cat 1 | UserID     |
|-----------------|----------|---------|---------|----------|------|----------|--------|-----------|-------|------------|
| <b>Payments</b> |          |         |         |          |      |          |        |           |       |            |
|                 | 3/6/2023 | Payment | -100.00 |          |      | Check    | 165    | 3/6/2023  |       | HBarnhardt |

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