

Family Paid Fee Early in Error, the Fees are Still Due (Refund Example)

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A family owes \$100.00 for a competition fee in March but paid that fee in error in December. They have a \$0.00 current balance. The entire amount will be refunded using the organization's Check #4221. The family still owes the fee in March so the balance will increase to \$100.00.

Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/Ev
3/6/2023	Competition Fee	100.00	0.00	0.00		Check 432		12/6/2022	Competition Fee		Lexi Ashton	
12/6/2022	Payment	-100.00	0.00	-100.00		Check 432		12/6/2022				

Process a Refund

1. Click the **R** icon 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 **Competition Fee** and leave the amount at 100.00. Click **Next**.
 - o Because the family still owes the \$100.00 competition fee, mark the fee **Due** box in the *Are Fees Still Due?* window.
6. Click **Submit Refund**.

Which fee(s) are still due? Due Not Due

Date	Type	Cat1	Status	Fee Amt	Refund Amt
3/6/2023	Competition Fee	Competition Fee	Fee still due	100.00	100.00

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

Current Balance: 0.00
Balance Increase: 100.00
New Balance: 100.00

Family Transaction Tab View

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

Make Sale/Post Fees	Payment/Credit	Refund	Statement	Add Student	Add Contact	Archive Family	Family Name	Email	Push Notification	Email Schedules	Submit Absences	Merge Family		
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 100.00												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/Event
		3/6/2023	Competition Fee	100.00	100.00	100.00		Check 432			Competition Fee		Lexi Ashton	
		12/12/2022	Refund - Overpayment	100.00	0.00	0.00	Paid in early - full refund, will pay in March, unlinked/adj. Fees - Competition Fee 100, Unlinked/Adj. Fees Competition Fee-Competition Fee 100	Check 4221		12/12/2022				
		12/6/2022	Payment	-100.00	0.00	-100.00		Check 432		12/6/2022				