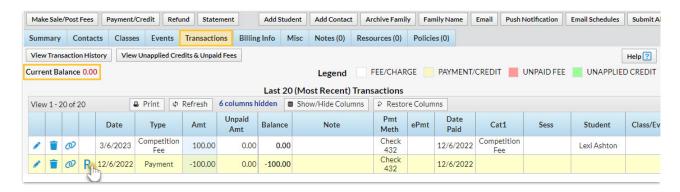
Family Paid Fee Early in Error, the Fees are Still Due (Refund Example)

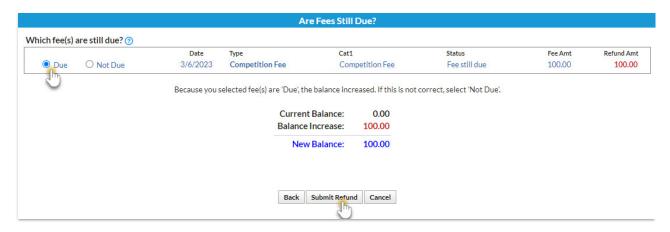
Last Modified on 03/08/2023 10:44 am EST

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.



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.
 - Because the family still owes the \$100.00 competition fee, mark the feeDue box in the Are Fees Still Due? window.
- 6. Click Submit Refund.



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.

