

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

Last Modified on 03/07/2021 6:51 pm EST

- Family had a recital fee and a costume fee that were 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.
1. Click the **R** on the payment line.
 2. If needed, change the **Post Date**.
 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.
 6. Click **Next**.
 7. Because the family no longer owes the \$65.00 costume fee, click **Not Due** in the *Are Fees Still Due?* window.
 8. Click **Submit Refund**.

Refund Transaction

Original Amount : 100.00
Date : 12/05/2016 Method : Check

Post Date: * 12/14/2016

Refund Method: * Check Refund Check #: 152

Note: Can't participate-cancelled order refund okay'd for costume fe

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

Check All Rows Uncheck All Rows

Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
12/5/2016	Costume Fee	Dance		Int Jazz - Mon - 8pm	Dianne Ager	65.00	65.00	65.00	0.00	HCenter
12/5/2016	Recital Fees	Special Event			Dianne Ager	0.00	35.00	35.00	0.00	HCenter

Refund Total: 65.00

Next Cancel

Are Fees Still Due?

Which fee(s) are still due?

Date	Type	Cat1	Status	Fee Amt	Refund Amt
12/5/2016	Recital Fees	Special Event	Fee was not chosen to refund	35.00	0.00
12/5/2016	Costume Fee	Dance		65.00	65.00

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

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

Back Submit Refund Cancel

On the Family's Transactions tab ...

- A *Refund - Costume Fee* 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 | Refund | Statement | Add Student | Add Contact | Archive Family | Family Name | Email | Email Schedules | Merge Family

Summary | Contacts | Classes | Events | **Transactions** | Billing Info | Misc

View Transaction History | View Unapplied Credits & Unpaid Fees | Help ?

Current Balance **0.00** | Legend: Fee/Charge | Payment/Credit | Unpaid Fee | Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 8 of 8 | Print | Refresh | 5 columns hidden | Show/Hide Columns | Restore Columns

			Date	Type	Sub Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class
			12/14/2016	Refund - Costume Fee		65.00	0.00	0.00	Can't participate-canceled order refund okay'd for costume fee	Check 152		12/14/2016	Dance	Fall 2016	Dianne Ager	Int J Mon
			12/14/2016	Refund Adjustment		-65.00	0.00	-65.00	Can't participate-canceled order refund okay'd for costume fee	Check 152		12/14/2016				
			12/5/2016	Payment		-100.00	0.00	0.00		Check 158		12/5/2016				
			12/5/2016	Costume Fee		65.00	0.00	100.00		Check 158		12/5/2016	Dance	Fall 2016	Dianne Ager	Int J Mon
			12/5/2016	Recital Fees		35.00	0.00	35.00		Check 158		12/5/2016	Special Event		Dianne Ager	

Fee still shows as having been paid.