Family Paid Fees With Credit Card and is Eligible for a Partial Refund (Refund Example)

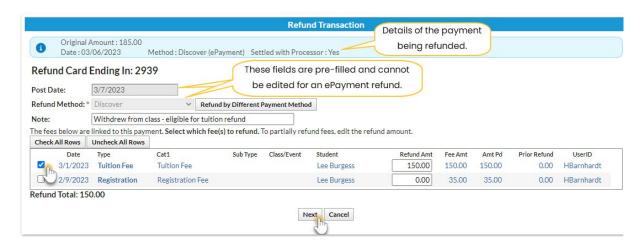A family paid a tuition fee of $150.00 and a registration fee of $35 with their Discover card. They have withdrawn from the class and are eligible for a partial refund. They have a $0.00 current balance. The tuition fee of $150.00 will be refunded back to their Discover card. The family balance will not change.

Process a Refund

1. Click the **R** on the payment line.
2. The *Post Date* and *Refund Method* are pre-filled and cannot be edited for an ePayment refund (refund to card).
3. Optionally add a **Note**.
4. Check the **Tuition Fee** and leave the *Refund Amt* at 150.00. *Note: If you were refunding a partial amount, you'd change the* Refund Amt *field.* Because the registration fee is not being refunded, leave it unchecked.
5. Click **Next**.

6. Click **Not Due** in the *Are Fees Still Due?* window because the tuition fee is no longer owed. *Note: The registration fee will be grayed out here because it was not selected to be refunded.*
7. Click **Submit Refund**. A confirmation of the transaction will appear with an approval or decline code.

Family Transaction Tab View

- A *Refund - Tuition Fee* transaction has been added for $150.00 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 refund transaction ID and status are available in the ePmt column.
- The **R** icon is still visible for the payment because it has not been completely refunded.