

Store Refunds

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Sold store items are also refundable using the same method as other fee refunds. You'll notice a few additional details in the *Refund Transaction* screen. The Item information, *Item #* and *Item Name*, is in a secondary row below the refund details. You'll also notice a field to change the *Return Qty* and a section that displays how many of the item were sold versus returned.

With store refunds, there is an additional step necessary to determine whether or not the item should be added back to inventory. If you are returning the item for a merchandise credit instead of issuing a monetary refund, see the [Return a Store Item](#) section for information on returning an item for a credit.

Refund a Store Item

From the family's *Transactions* tab or the Store account *Transactions* tab, locate the payment you want to refund. You may need to click **View Transaction History**.

1. Click the **R** on the payment line.
2. Change the **Post Date** if necessary and indicate how you plan to refund the money using the *Refund Method* drop-down.
3. Optionally, add a **Refund Check #** and/or **Note**.
4. Check item(s) to refund and edit the *Refund Amt* if you are not refunding the full amount (i.e., a partial refund).
5. Set the **Return Qty** to the number of items being returned.
6. Click **Next**.
7. Store items cannot be marked as still due in the *Are Fees Still Due?* window for inventory tracking purposes (the buttons are inactive). Click **Next**.
8. Check **Add Back to Qty on Hand** to add the item back to inventory in the *Are Items Going Back Into Inventory?* window.
9. Click **Submit Refund**.

**Expand/Collapse
All**

Frequently Asked Questions

Q. Can I void credit card payments associated with store items?

A. Yes, however, voided items are not returned to inventory unless you also delete the fee associated with the item.

Q. Do store reports include refund details?

A. Yes. The *Sales Detail*, *Profit*, and *Item Tax Reports* include refund details.

Q. *Can you help me take care of a store purchase when a check is returned due to insufficient funds?*

A. Email the ePayments team at ePayments@jackrabbittech.com for help.
