

# An Item was Sold Through the Store and Customer Wants a Refund, Item Returned to Inventory (Refund Example)

Last Modified on 03/08/2023 11:16 am EST

A customer purchased an item in the pro shop and paid by check. The item did not fit and is returned for a full refund to be issued using the organization's check #10201. The item will be added back to the inventory.

**Store: Pro Shop**

← RETURN   **SAVE CHANGES**   DELETE

Payment/Credit   Refund   Statement   Store Name



Summary   **Transactions**   Notes (0)   Resources (0)

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 - 9 of 9   Print   Refresh   6 columns hidden   Show/Hide Columns   Restore Columns

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess
	3/7/2023	Payment	-45.00	0.00	0.00		Check 102		3/7/2023		
	3/7/2023	Merchandise	45.00	0.00	45.00	Club Hoodie - Large (Jill Sharpe)	Check 102		3/7/2023	Merchandise Sales	

## Process a Refund

1. Click the **R** 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. Check the **Merchandise** item and leave the *Refund Amt* at 45.00.
5. Leave the **Return Qty** set at 1 and click **Next**.

**Refund Transaction**

Original Amount : 45.00  
Date : 03/07/2023   Method : Check

Post Date: \* 3/7/2023

Refund Method: \* Check   Refund Check #: 10201

Note: Returned, improper fit - Jill Sharpe

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
<input checked="" type="checkbox"/>	3/7/2023	Merchandise	Merchandise Sales			45.00	45.00	45.00	0.00	HBarnhardt
		Item #: 1006		Item Name: Club Hoodie - Large		Return Qty: 1.00	Returns / Sold: 0 / 1			

Refund Total: 45.00

Next   Cancel

6. Click **Next** in the *Are Fees Still Due?* window (store items cannot be marked as still due, and buttons will be inactive).
7. Leave *Add Back Qty on Hand* checked in the *Are Items Going Back Into Inventory?* window because the item will be added back to the inventory.
8. Click **Submit Refund**.

## Store Transaction Tab View

- A Refund - Merchandise has been added for \$45, and a Refund Adjustment has been added so that the store's balance is correct.
- The balance of the store account remains at \$0.
- The R icon is no longer visible for the payment because it has been completely refunded.

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**Current Balance 0.00**   Legend    FEE/CHARGE    PAYMENT/CREDIT    UNPAID FEE    UNAPPLIED CREDIT

**Last 20 (Most Recent) Transactions**

View 1 - 11 of 11   Print   Refresh   6 columns hidden   Show/Hide Columns   Restore Columns

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess
	3/7/2023	Refund - Merchandise	45.00	0.00	0.00	Return: Club Hoodie - Large	Check 10201		3/7/2023	Merchandise Sales	
	3/7/2023	Refund Adjustment	-45.00	0.00	-45.00	Returned, improper fit - Jill Sharpe	Check 10201		3/7/2023		
	3/7/2023	Payment	-45.00	0.00	0.00		Check 102		3/7/2023		
	3/7/2023	Merchandise	45.00	0.00	45.00	Club Hoodie - Large (Jill Sharpe)	Check 102		3/7/2023	Merchandise Sales	

## Sales Detail Report View

The return of the item is recorded. (The Qty returned is added back to the item's Qty on Hand.)

**Sales Detail Report**

← RETURN

View 1 - 2 of 2   Print   Export   Refresh   Show/Hide Columns

Date	Item Number	Item Name	Qty	Amount	Discount	Tax	Total	Note	Payment Method	Family
3/7/2023	1006	Club Hoodie - Large	-1	-45.00	0.00	0.00	-45.00	Return: Club Hoodie - Large	Check	Pro Shop
3/7/2023	1006	Club Hoodie - Large	1	45.00	0.00	0.00	45.00	Club Hoodie - Large (Jill Sharpe)	Check	Pro Shop