

# Family Owes Tuition Fee and also Purchases a Store Item, They are Double Charged for the Item in Error (Refund Example)

Last Modified on 03/08/2023 11:49 am EST

A family paid a tuition fee and purchased a t-shirt but was charged for two t-shirts in error. They have a \$0.00 current balance. One t-shirt (\$10.88) will be refunded using the organization's check #10300, and the family's balance will remain at \$0.00.

Make Sale/Post Fees														Payment/Credit	Refund	Statement	Add Student	Add Contact	Archive Family	Family Name	Email	Push Notification	Email Schedules	Submit Absen				
Summary	Contacts	Classes	Events	Transactions	Billing Info	Misc	Notes (0)	Resources (0)	Policies (0)					Help ?														
View Transaction History														View Unapplied Credits & Unpaid Fees														
Current Balance 0.00														Legend <input type="checkbox"/> FEE/CHARGE <input type="checkbox"/> PAYMENT/CREDIT <input type="checkbox"/> UNPAID FEE <input type="checkbox"/> UNAPPLIED CREDIT														
Last 20 (Most Recent) Transactions																												
View 1 - 20 of 20														Print	Refresh	6 columns hidden	Show/Hide Columns	Restore Columns										
Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess																		
3/6/2023	Payment	-85.76	0.00	0.00		Check 165		3/6/2023																				
3/6/2023	Tuition Fee	64.00	0.00	85.76		Check 165		3/6/2023	Cheer																			
3/6/2023	Merchandise	21.76	0.00	21.76	T-Shirt - S	Check 165		3/6/2023	Merchandise Sales																			

## 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. Leave the tuition fee unchecked since it's not being refunded.
5. Check the **Merchandise** and change the **Return Qty** to 1. The *Refund Amt* will adjust to \$10.88. Click **Next**.

**Refund Transaction**

Original Amount : 85.76  
Date : 03/06/2023 Method : Check

Post Date: \* 3/7/2023

Refund Method: \* Check Refund Check #: 10300

Note: Charged for 2 tshirts in error - refunding 1

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	Amt	Amt Pd	Prior Refund	UserID
<input checked="" type="checkbox"/>	<input type="checkbox"/>	3/6/2023	Merchandise	Merchandise Sales				10.88	21.76	21.76	0.00	HBarnhardt
								Item #: 1000	Item Name: T-Shirt - S	Return Qty: 1	Returns / Sold: 0 / 2	
<input type="checkbox"/>	<input type="checkbox"/>	3/6/2023	Tuition Fee	Cheer				0.00	64.00	64.00	0.00	HBarnhardt

Refund Total: 10.88

Next Cancel

6. Click **Next** in the *Are Fees Still Due?* window because Store items cannot be marked as still due, and the tuition fee was not selected for refund.
7. Leave *Add Back Qty on Hand* checked in the *Are Items Going Back Into Inventory?* window. The item will be added back to the inventory count.
8. Click **Submit Refund**.

## Family Transaction Tab View

- A Refund - Merchandise has been added for \$10.88, and a Refund Adjustment has been added so that the family's balance is correct.
- The family balance remains at \$0.00.
- The **R** icon is still visible for the payment because it has not been completely refunded.

Make Sale/Post Fees		Payment/Credit		Refund		Statement		Add Student		Add Contact		Archive Family		Family Name		Email		Push Notification		Email Schedules		Submit Absences											
Summary		Contacts		Classes		Events		Transactions		Billing Info		Misc		Notes (0)		Resources (0)		Policies (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 - 20 of 20		Print		Refresh		5 columns hidden		Show/Hide Columns		Save Columns		Restore Columns																					
				Date	Type	Orig Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1																			
				3/7/2023	Refund - Merchandise	10.00	10.88	0.00	0.00	Return: T-Shirt - S	Check 10300		3/7/2023	Merchandise Sales																			
				3/7/2023	Refund Adjustment	-10.88	-10.88	0.00	-10.88	Charged for 2 tshirts in error - refunding 1	Check 10300		3/7/2023																				
			<b>R</b>	3/6/2023	Payment	-85.76	-85.76	0.00	0.00		Check 165		3/6/2023																				
				3/6/2023	Tuition Fee	64.00	64.00	0.00	85.76		Check 165		3/6/2023	Cheer																			
				3/6/2023	Merchandise	20.00	21.76	0.00	21.76	T-Shirt - S	Check 165		3/6/2023	Merchandise Sales																			

## Sales Detail Report View

The return of the t-shirt is recorded, and the Qty returned has been 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	<a href="#">1000</a>	T-Shirt - S	-1	-10.00	0.00	-0.88	-10.88	Return: T-Shirt - S	Check	<a href="#">Geisinger</a>
3/6/2023	<a href="#">1000</a>	T-Shirt - S	2	20.00	0.00	1.76	21.76	T-Shirt - S	Check	<a href="#">Geisinger</a>