

# Family Purchases 2 Items - 1 Item is Defective and Refunded, Item Not Returned to Inventory (Refund Example)

Last Modified on 03/08/2023 11:48 am EST

A family paid cash for a T-shirt and a pair of tights. They have a \$0.00 current balance. The shirt was returned defective and refunded in full with cash. The family balance will remain at \$0.00. The shirt will not be put back into inventory.

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 (1)			Resources (0)			Policies (0)								
View Transaction History												View Unapplied Credits & Unpaid Fees												Help ?											
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		
View 1 - 20 of 20													Print	Refresh	7 columns hidden			Show/Hide Columns			Save Columns			Restore Columns											
Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1																										
3/6/2023	Payment	-26.18	0.00	0.00		Cash		3/6/2023																											
3/6/2023	Merchandise	10.88	0.00	26.18	T-Shirt - S	Cash		3/6/2023	Merchandise S																										
3/6/2023	Merchandise	15.30	0.00	15.30	Tights	Cash		3/6/2023	Merchandise S																										

## Process a Refund

1. Click the **R** on the payment line.
2. Change the **Post Date** if needed.
3. Select **Cash** from the *Refund Method* drop-down.
4. Leave the Tights unchecked since they are not being refunded.
5. Check the T-Shirt and leave the **Return Qty** set at 1 and click **Next**.

Refund Transaction

Original Amount : 26.18  
Date : 03/06/2023 Method : Cash

Post Date: \*

Refund Method: \*  Refund Check #:

Note:

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

Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
<input checked="" type="checkbox"/>	3/6/2023	Merchandise	Merchandise Sales		John Madigan	<input type="text" value="10.88"/>	10.88	10.88	0.00	HBarnhardt
		Item #: 1000		Item Name: T-Shirt - S	Return Qty: <input type="text" value="1.00"/>			Returns / Sold: 0 / 1		
<input type="checkbox"/>	3/6/2023	Merchandise	Merchandise Sales			<input type="text" value="0.00"/>	15.30	15.30	0.00	HBarnhardt
		Item #: 1005		Item Name: Tights	Return Qty: <input type="text" value="0"/>			Returns / Sold: 0 / 1		

Refund Total: 10.88

6. Click **Next** in the *Are Fees Still Due?* window because Store items cannot be marked as still due.
7. Uncheck **Add Back to Qty on Hand** because the item will not be added back to the inventory.
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 only been partially refunded.

<a href="#">Make Sale/Post Fees</a> <a href="#">Payment/Credit</a> <a href="#">Refund</a> <a href="#">Statement</a> <a href="#">Add Student</a> <a href="#">Add Contact</a> <a href="#">Archive Family</a> <a href="#">Family Name</a> <a href="#">Email</a> <a href="#">Push Notification</a> <a href="#">Email Schedules</a> <a href="#">Submit Absences</a>													
<a href="#">Summary</a> <a href="#">Contacts</a> <a href="#">Classes</a> <a href="#">Events</a> <a href="#">Transactions</a> <a href="#">Billing Info</a> <a href="#">Misc</a> <a href="#">Notes (1)</a> <a href="#">Resources (0)</a> <a href="#">Policies (0)</a>													
<a href="#">View Transaction History</a> <a href="#">View Unapplied Credits &amp; Unpaid Fees</a> <span style="float: right;"><a href="#">Help</a></span>													
<b>Current Balance 0.00</b> <span style="float: right;"> <b>Legend</b> <span style="margin-left: 10px;"><input type="checkbox"/> FEE/CHARGE</span> <span style="margin-left: 10px;"><input type="checkbox"/> PAYMENT/CREDIT</span> <span style="margin-left: 10px;"><input type="checkbox"/> UNPAID FEE</span> <span style="margin-left: 10px;"><input type="checkbox"/> UNAPPLIED CREDIT</span> </span>													
Last 20 (Most Recent) Transactions													
View 1 - 20 of 20 <span style="float: right;"><a href="#">Print</a> <a href="#">Refresh</a> <a href="#">6 columns hidden</a> <a href="#">Show/Hide Columns</a> <a href="#">Save Columns</a> <a href="#">Restore Columns</a></span>													
			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	Cash		3/7/2023	Merchandise Sales
			3/7/2023	Refund Adjustment	-10.88	-10.88	0.00	-10.88	Hole in shirt.	Cash		3/7/2023	
			3/6/2023	Payment	-26.18	-26.18	0.00	0.00		Cash		3/6/2023	
			3/6/2023	Merchandise	10.00	10.88	0.00	26.18	T-Shirt - S	Cash		3/6/2023	Merchandise Sales
			3/6/2023	Merchandise	15.00	15.30	0.00	15.30	Tights	Cash		3/6/2023	Merchandise Sales

## Sales Detail Report View

The return of the item is recorded (the Qty returned is not added back to the item's Qty on Hand).

Sales Detail Report												
<a href="#">← RETURN</a>												
View 1 - 3 of 3 <span style="float: right;"><a href="#">Print</a> <a href="#">Export</a> <a href="#">Refresh</a> <a href="#">Show/Hide Columns</a></span>												
Date	Item Number	Item Name	Qty	Amount	Discount	Tax	Total	Note	Payment Method	Family	Student	
3/7/2023	<a href="#">1000</a>	T-Shirt - S	-1	-10.00	0.00	-0.88	-10.88	Return: T-Shirt - S	Cash	<a href="#">Madigan</a>	<a href="#">John</a>	
3/6/2023	<a href="#">1000</a>	T-Shirt - S	1	10.00	0.00	0.88	10.88	T-Shirt - S	Cash	<a href="#">Madigan</a>	<a href="#">John</a>	
3/6/2023	<a href="#">1005</a>	Tights	1	15.00	0.00	0.30	15.30	Tights	Cash	<a href="#">Madigan</a>		