

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

Last Modified on 03/07/2021 6:53 pm EST

Here is an example of how to process a refund when 2 items are purchased from the Store and 1 item is returned and not placed back into inventory.

- Family paid cash for a T-shirt and a pair of tights.
- They have a \$0 balance.
- The tights were returned defective and refunded in full with cash.
- The family balance will remain at \$0.
- The tights will not be put back into inventory.

Family: Zackmann

← RETURN **SAVE CHANGES** **DELETE**

Make Sale/Post Fees Payment/Credit Refund Statement Add Student Add Contact Archive Family Family Name Email Email Schedules Submit Absences

Merge Family

Summary Contacts Classes Events **Transactions** Billing Info Misc Notes (1) **1** Resources (0)

View Transaction History View Unapplied Credits & Unpaid Fees

Current Balance 0.00

Legend FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT

Last 20 (Most Recent) Transactions

View 1 - 14 of 14 Print Refresh 12 columns hidden Show/Hide Columns Restore Columns

				Date	Type	Orig Amt	Amt	Balance	Pmt Meth	Student	Class/Event
				9/8/2020	Payment	-26.25	-26.25	0.00	Cash		
				9/8/2020	Merchandise	10.00	10.50	26.25	Cash	Cindy Zackmann	
				9/8/2020	Merchandise	15.00	15.75	15.75	Cash	Cindy Zackmann	

Process a Refund

1. Click the **R** on the payment line.
 - If needed change the **Post Date**.
2. Select **Cash** from the *Refund Method* drop-down.
3. Because the T-Shirt is not being refunded, leave it unchecked.
4. Check the **Tights** and leave the **Return Qty** at 1.
5. Click **Next**.

Refund Transaction

Original Amount : 26.25
Date : 09/08/2020 Method : Cash

Post Date: * 9/8/2020

Refund Method: * Cash 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.

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"/>		9/8/2020	Merchandise	Pro Shop			Cindy Zackmann	10.50	10.50	10.50	0.00	CB
			Item #: 9876		Item Name: Tights		Return Qty: 1.00		Returns / Sold: 0 / 1			
<input type="checkbox"/>		9/8/2020	Merchandise	Pro Shop			Cindy Zackmann	0.00	15.75	15.75	0.00	CB
			Item #: 2345		Item Name: T-shirts		Return Qty: 0		Returns / Sold: 0 / 1			

Refund Total: 10.50

Next Cancel

6. Store items cannot be marked as still due. Click **Next** in the *Are Fees Still Due?* window.
 - o Because the item will not be added back to inventory uncheck **Add Back to Qty on Hand**
7. Click **Submit Refund**.

Family Transaction Tab View

- A *Refund - Merchandise* has been added for \$10.50 and a *Refund Adjustment* has been added so that the family's balance is correct.
- The family balance remains at \$0.
- The **R** icon is still visible for the payment because it has only been partially refunded.

Family: Zackmann

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Summary Contacts Classes Events Transactions Billing Info Misc Notes (1) Resources (0)

View Transaction History View Unapplied Credits & Unpaid Fees

Current Balance 0.00

Legend FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT

Last 20 (Most Recent) Transactions

View 1 - 16 of 16 Print Refresh 12 columns hidden Show/Hide Columns Restore Columns

	Date	Type	Orig Amt	Amt	Balance	Pmt Meth	Student	Class/Event
	9/8/2020	Refund - Merchandise	10.00	10.50	0.00	Cash	Cindy Zackmann	
	9/8/2020	Refund Adjustment	-10.50	-10.50	-10.50	Cash		
	9/8/2020	Payment	-26.25	-26.25	0.00	Cash		

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

[← RETURN](#)

View 1 - 3 of 3									
Print		Export		Refresh		5 columns hidden		Show/Hide Columns	Restore Columns
Date	Item Number	Item Name	Qty	Amount	Note	Family	Student		
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>		
9/8/2020	2345	T-shirts	1	15.00	T-shirts	Zackmann	Cindy		
9/8/2020	9876	Tights	1	10.00	Tights	Zackmann	Cindy		
9/8/2020	9876	Tights	-1	-10.00	Return: Tights	Zackmann	Cindy		