

Registration fees not posting for existing families during enrollment

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Issue/Question

I just realized that families are registering for the new session, and existing families are not getting charged the registration fee. How do I fix this quickly? All families (new and existing) should be paying a registration fee.

Resolution

You must update the Registration Fees settings to ensure that new and existing families are charged the registration fee for the current session.

1. Go to the **Gear** icon > **Settings** > **Registration Fees** > **New Families** (left menu).
2. In the **Settings** section, select the current session from the **Session** drop-down.
3. Click **Save Changes**.
4. Go to **Existing Families** (left menu).
5. In the **Settings** section, select the current session from the **Session** drop-down.
6. Optionally, adjust or set the **Detect Registration Fees posted after** date to the start of the current session to prevent duplicate fees if a registration fee has already been posted.
7. Click **Save Changes**.
8. Manually post the registration fee for families who have enrolled and weren't charged, as these changes will only apply to new enrollments.