

Credit card refund recorded as "Not Due" when it should be "Due" [Share](#)

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Issue/Question

I just refunded a payment but I accidentally put "not due" instead of "due". Is there a way to change that?

Resolution

To correct a credit card refund that was incorrectly marked as not due when it should still be due, the original refund will need to be deleted and then a new refund transaction recorded to adjust the family's balance.

To delete the original refund:

1. Go to the **Family** record > **Transactions** tab.
2. Locate the refund transaction and make note of:
 - the date of the original refund
 - the PSP Reference or Trans ID (details can be accessed with the check mark icon in the ePmt column)
3. Use the **Trash Can** icon to delete the refund.
4. In the Delete Transaction window, leave a **Comment/Reason** for deleting the transaction and click **Delete**. Click **OK** to confirm.

To re-record the refund as fees Due:

1. Select the **R** icon on the line with the fee that was originally refunded.
Note: this will only record the refund transaction and won't process a duplicate refund on the credit card.
2. Update the **Post Date** field to the date of the original refund.
3. In the **Note** field, add the PSP Reference or Trans ID from the original refund.
4. Use the checkboxes to select the fees that were refunded originally and click **Next**.
5. In the Are Fees Still Due? window, select **Due** and **Submit Refund**.

A Refund-Overpayment transaction is posted to the family's account to adjust their balance to reflect the fees that are still due.
