Refunding a Cash or Check Payment

To record the refund of a cash or check payment:

1. Be sure you are viewing the correct family's *Transactions* tab and locate the payment you want to refund. (You may need to click **View Transaction History**.)
2. Click the **R** icon on the payment line.
3. Change the **Post Date** if necessary and indicate how you plan to refund the money using the *Refund Method* drop-down list.
4. Optionally, add a **Refund Check #** and/or **Note**.
5. For a partial refund check the fees to be refunded and edit the **Refund Amt** field if you're not refunding the entire fee. Click **Check All Rows** if issuing a full refund.
6. Click **Next**.
7. In the *Are Fees Still Due?* window select **Due** or **Not Due** for each fee being refunded.

   Examples:

   Due - A family accidentally pays a fee that is not due for another 3 months. They would like a refund and will pay the fee when it is due; the fee would be marked as due.

   Not Due - A student drops a class for medical reasons and is eligible for a refund. The fee will not be paid at a later date; the fee would be marked as not due.

   Note: If a payment has not been linked to fees (is unapplied) it cannot be marked as still due. An example would be an account overpayment. Because the payment was for more than the total of the fees owing, there will be an unapplied credit on the account. The unapplied credit cannot be marked as due.
8. Click **Submit Refund**.

If the fees that had been paid by the refunded payment are still owing at a later date (you marked them **Due** in the *Are Fees Still Due?* window):

- A ***Refund Overpayment*** transaction is added to the account and is linked to the original payment.
- The account balance is increased by the amount refunded.
- The previously paid fees are now highlighted as being unpaid.

If the fees that had been paid by the refunded payment are not owing at a later date (you marked them **Not Due** in the *Are Fees Still Due?* window):

- A ***Refund - xxx*** (where x is the type of fee refunded) transaction is added to the account and is linked to both the original payment and the refunded fee.

- A ***Refund Adjustment*** transaction is added to the account for the refunded amount and is linked to the refund transaction(s). The account balance is unchanged.
- The previously paid fees remain showing as paid.

Frequently Asked Questions

Expand/Collapse All

Q. *Why can't I see the column that the R icon is supposed to be in?*

A. In order to see the **R** icon column and refund payments, you need the *Post a Refund* user permission checked for your user ID. User permissions are updated under the *Gear (icon) > Settings > Users & Permissions User IDs (left menu)* and select a user under *Manage Users.*

Q. *I have permission to post refunds, but there is no R icon next to a payment. Why?*

A. If a payment has already been fully refunded, the **R** icon is no longer visible.

Q. *Why is the **Refund** button still available if I'm supposed to use the **R** icon?*

A. As we transition to the new way of handling refunds, we left the *Refund* button in place, however, it now opens with a list of the family's last 20 payments.