

View Unapplied Credits & Unpaid Fees for a Family

An unapplied credit is a credit transaction that is not **linked** to a fee.

There are many reasons why you should ensure that unapplied credits are reviewed regularly:

- Payments that have not been applied cannot be categorized in your revenue reports and will appear as "Unapplied Payments".
- Fees that were paid but were not correctly linked to the payment will appear as unpaid. This can lead to errors when collecting from your customers.
- Unapplied credits can result in the wrong amount being processed during an ePayments batch.

There are **several ways to locate and apply unapplied credits** this article covers how to locate unapplied credits from within a *Family* record.

From the *Transactions* tab of the *Family* record, you can review an individual family's account to locate any credits that have not been applied to fees.

If there are any unapplied credits on the family's account, the **View Unapplied Credits & Unpaid Fees** button is highlighted (in green) to allow you to quickly identify all unapplied credits and apply them to unpaid fees. The unapplied credits are also highlighted (in green) in the family's transaction listing.

The screenshot shows the 'Transactions' tab of a family record. The 'View Unapplied Credits & Unpaid Fees' button is highlighted in green. The 'Current Balance' is \$235.00. The table below shows the last 20 transactions, with unapplied fees highlighted in yellow and a payment highlighted in green.

Date	Type	Orig Amt	Disc Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	Date Paid	Student	Class/Event
10/1/2021	Tuition Fee	100.00		100.00	100.00	235.00	October			Anne Bailey-Skidmore	Ballet - Foundations - Th
9/1/2021	Tuition Fee	100.00		100.00	100.00	135.00	September			Anne Bailey-Skidmore	Ballet - Foundations - Th
7/1/2021	Tuition Fee	100.00		100.00	100.00	35.00	July			Anne Bailey-Skidmore	Ballet - Foundations - Th
5/25/2021	Payment	-200.00		-200.00	0.00	-65.00		Discover	5/25/2021		
5/1/2021	Tuition Fee	100.00		100.00	0.00	135.00	May, Class=1.00hrs,	Discover	5/25/2021	Anne Bailey-Skidmore	Ballet - Foundations - Th
9/1/2020	Tuition Fee	100.00	15.00	85.00	0.00	25.10	Student=1.00hrs, 100.00, Addl Disc=15.00 Virtual	Discover	9/11/2020	Anne Bailey-Skidmore	Ballet - Foundations - Th



The *Transactions* tab of the family record displays the most recent 20 transactions; older transactions may not display in the grid. Use the **View Transaction History** button to view the family's entire history.

Let's step through how to apply the credit to the unpaid fees in the example shown above.

The family has a balance of \$235 but the total of unpaid fees is \$300 and the **View Unapplied Credits & Unpaid Fees** button is highlighted.

1. Click **View Unapplied Credits & Unpaid Fees**.

- The report shows that there is an unapplied credit from 9/15/2019 in the amount of \$65 that is available to link to an unpaid fee.

Search Transactions

← RETURN

Legend FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT

		Date	Type	Amt	Applied Amt	Unapplied Amt	Unpaid Amt	Family/Acct	Balance	Note	Pmt Method	Student	Class/Event
			10/1/2021	Tuition Fee	100.00	0.00	100.00	Bailey-Skidmore	235.00	October		Anne Bailey-Skidmore	Ballet - Foundations - Th
			9/1/2021	Tuition Fee	100.00	0.00	100.00	Bailey-Skidmore	235.00	September		Anne Bailey-Skidmore	Ballet - Foundations - Th
			7/1/2021	Tuition Fee	100.00	0.00	100.00	Bailey-Skidmore	235.00	July		Anne Bailey-Skidmore	Ballet - Foundations - Th
			9/15/2019	Class Credit	-65.00	65.00		Bailey-Skidmore	235.00	Anne broke her wrist and only took 1 class	Class Credit		
				235.00	0.00	65.00	300.00						

2. Click the **Pencil** next to the unapplied credit.

3. Click **ReApply Payment**.

- Locate one of the unpaid fees and click in the **Apply Amt** field.

Re-Apply Payment/Credit Transaction

Cash, Checks, Other Credits

Save Payment

Family/Acct **Bailey-Skidmore** [View Transaction History](#)
 10098 Poppy Lane
 Huntersville, NC 28078
 Home Phone (999) 999-2688

Trans Date: 9/15/2019 Receipt

Transaction Type: Payment Subtype: Method: Class Credit

Note: Anne broke her wrist and only took 1 class Chk#:

Balance: 235.00

Original Payment: 65.00
 Unapplied Amount: 65.00
 Applied Amount: 65.00
 Unapplied Amount: 0.00

Apply to Newest Fees First
 Apply to Oldest Fees First (within last 12 months)
 Apply to Oldest Fees First

Date	Type Subtype	Note	Student	Class/Event	Orig Amt	Discount	Tax	Amt	Unpaid	Apply Amt
10/01/2021	Tuition Fee	October	Anne Bailey-Skidmore	Ballet - Foundations - Th	100.00	0.00	0.00	100.00	100.00	0.00
09/01/2021	Tuition Fee Sep	September	Anne Bailey-Skidmore	Ballet - Foundations - Th	100.00	0.00	0.00	100.00	100.00	0.00
07/01/2021	Tuition Fee	July	Anne Bailey-Skidmore	Ballet - Foundations - Th	100.00	0.00	0.00	100.00	100.00	35.00

4. Click **Save Payment**.

The report now shows only the 3 unpaid fees totaling \$235 which is the balance on the family's account.

Search Transactions

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Legend FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT

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		Date	Type	Amt	Applied Amt	Unapplied Amt	Unpaid Amt	Family/Acct	Balance	Note	Pmt Method	Dt Paid	Student	Class/Event
			10/1/2021	Tuition Fee	100.00	0.00	100.00	Bailey-Skidmore	235.00	October			Anne Bailey-Skidmore	Ballet - Foundations - Th
			9/1/2021	Tuition Fee	100.00	0.00	100.00	Bailey-Skidmore	235.00	September			Anne Bailey-Skidmore	Ballet - Foundations - Th
			7/1/2021	Tuition Fee	100.00	65.00	35.00	Bailey-Skidmore	235.00	July	Class Credit		Anne Bailey-Skidmore	Ballet - Foundations - Th
				300.00	65.00	0.00	235.00							