The View Unapplied Credits & Unpaid Fees Button (Family record)

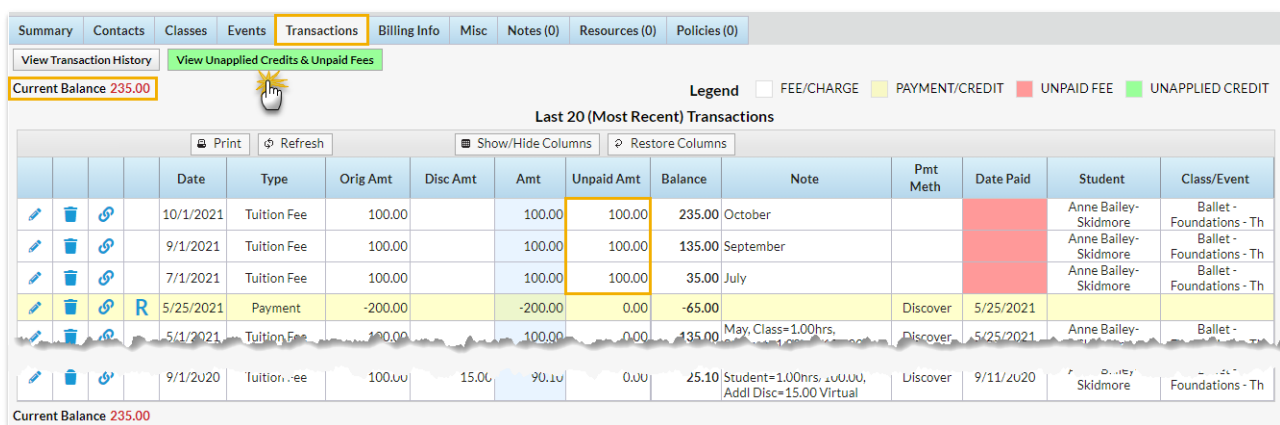An unapplied credit is a credit transaction that is not **linked** to a fee.

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 *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

🖨 Print   ↗ Export   ↻ Refresh   ▦ Show/Hide Columns   ⇄ Restore Columns

			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	0.00	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**
10098 Poppy Lane
Huntersville, NC 28078
Home Phone (999) 999-2688

Balance   235.00

Payment details are not editable when ReApplying.

Original Payment   65.00

Trans Date* 9/15/2019   ☐ Receipt
Transaction Type Payment ▾   Subtype ▾   Method* Class Credit ▾

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

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

Unapplied Amount: 65.00
Applied Amount: 65.00
Unapplied Amount   0.00

All Unpaid Charges/Fees

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	65.00

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

Legend | FEE/CHARGE | PAYMENT/CREDIT | UNPAID FEE | UNAPPLIED CREDIT

View 1 - 3 of 3   🖨 Print   ↗ Export   ↻ Refresh   **15 columns hidden**   ▦ Show/Hide Columns   ↻ Restore Columns

			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							