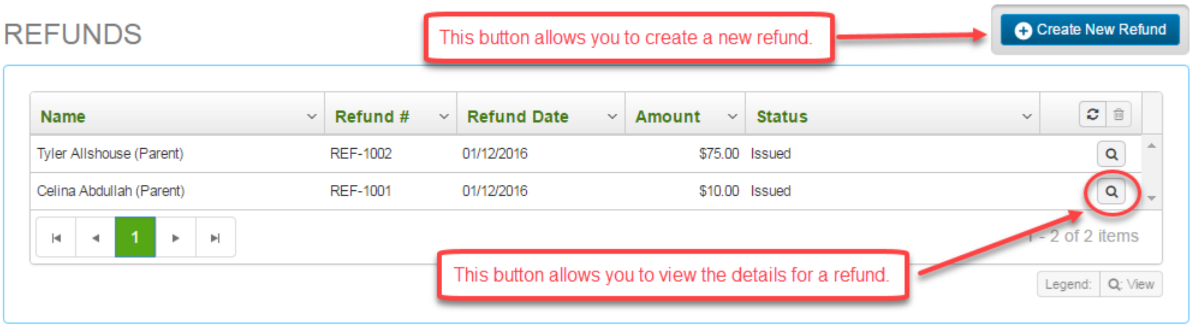
Refunds

If a contact, such as a parent or guardian, has paid you too much money, you can refund money back to the contact to adjust their balance. For example, if a parent has paid for their child care fees in advance and they reduce their child's hours, you can refund all or part of the advance payment.

To display the list of refunds

Click "***Accounts***"

Click "***Refunds***"



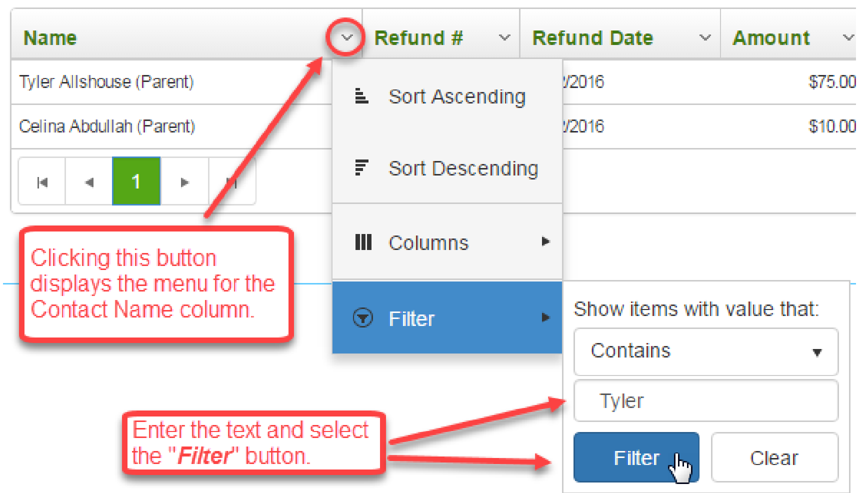
To locate one or more refunds in the list

The list of refunds may become long; however, apart from browsing through the list, you can change the view so you only see the refunds that you are interested in by applying one or more filters.

For example, to see all the refunds with the word "Tyler" in their Contact Name:

Click on the "***Down Arrow***" button in the "***Contact Name***" column header.

Click on "***Filter***" to display the filter details



Select "***Contains***" from the list of filter options.

Enter the text "tyler" (it doesn't matter if you enter the text in upper, lower, or mixed case).

Click on the "***Filter***" button to display the records that match the filter.

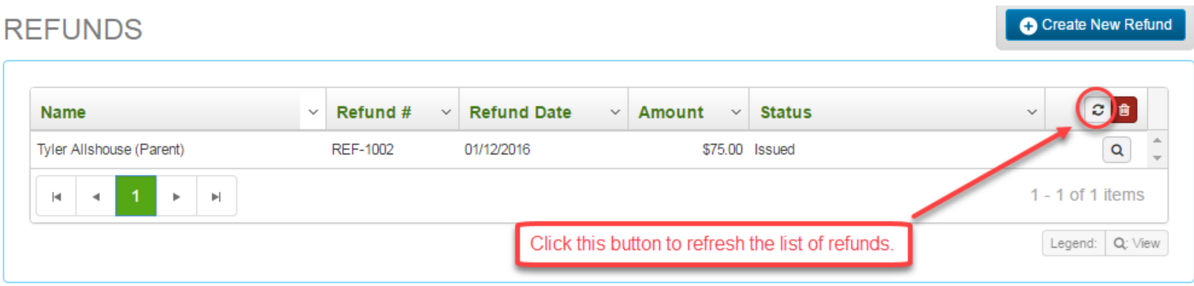
To remove all the filters

Click the "*Clear all Filters*" button.

All the filters will be removed, all the refunds will be displayed, and the "*Clear all Filters*" button will be disabled and displayed in light grey.

To refresh the list of refunds

If you set filters for multiple columns, you will need to select the "*Search*" button to apply all the filters to the list of refunds.



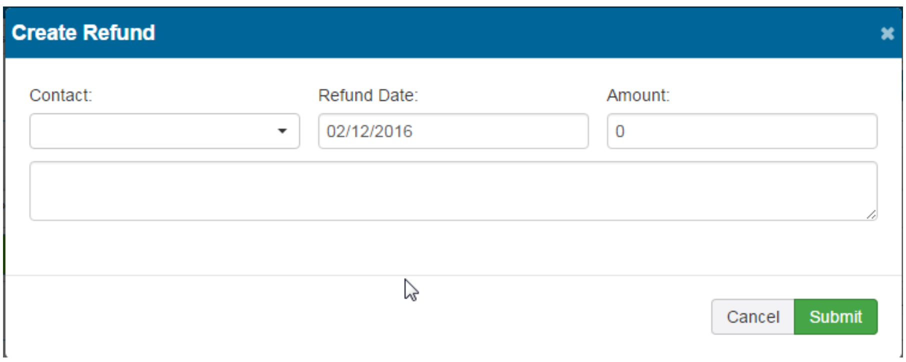
NOTE:

The filters are remembered, which means if you close the window, the next time you open the Refunds window the filters will still be applied to the list of refunds. To clear the filters, you will need to click the "Clear all Filters" button.

To create a new Refund

Click the *"**Create New Refund**" button.*

The following window will be displayed:



You must select a "***Contact***", "***Refund Date***", and enter a refund "***Amount***" before you can select the "**Save"** button to save the refund details.

If you have a Standard subscription, the "***Contact***" list will only include parent and guardian names; however, if you have subscribed to the Cash Book subscription, other debtor names may also be included in the list.

Although you can type in a "***Refund Date***", it is easier to select a date from the calendar that is displayed when you click on the date.

The refund "***Amount***" you enter must be greater $0.00.

You can optionally enter a comment in the "***Description***" field to remind you why the refund was made.

Once you have entered the details, click the ***"Save"*** button to save the refund details.

NOTE:

Once you save a refund, you CANNOT change the details of that refund or delete the refund. All you can do is to view the details of the refund.

If the refund amount was incorrect, you can create an "Account Balance Adjustment" entry for the parent to adjust their balance to the correct amount. See the tip sheet on "Educator Accounts Account Balance Adjustment" for details.

To view the details of a refund

From the list of refunds, click the ***"View"*** button for the refund and a window will be displayed containing the refund details.

For example: