

Financial- How to process a refund

Last Modified on 06/14/2023 7:54 am EDT

To process a refund go to the family's financial page and select the payment corrections icon.

Boyd Family
Family ID 130868
Internal Note:

1
Student(s)

Regular
Statement Type

347.00
Balance Outstanding
[Add/View Journal Notes](#)

Summary Family Children Parents Third Party Volunteers Communication Auto-Pay Vacation Financials Receipts Merge

Year: 2017

Total Outstanding: **\$ 347.00**

[Actions](#)

Normal Statement List

User	Post Date	Description	Fee	Payment	Balance
Statement ID: 4321859 - Date Range: 11/01/2017 to 11/30/2017					
	12/26/2017	Tuition Previous Balance Owed -	605.00		605.00
	ckulick 01/02/2018	Debit Card - 11:07 AM		300.00	305.00
	ckulick 01/02/2018	Late Fee <u>Late Fee Adjustment</u>	10.00		315.00
		Create A Payment Correction	20.00		335.00
	ckulick 01/02/2018	Late Fee Late Fee Adjustment	12.00		347.00
		Total	647.00	300.00	347.00

If the refund is a credit card refund select Gateway Refund/Void-

Summary Family Children Parents Third Party Volunteers Communication Auto-Pay Vacation Financials Receipts Merge

Payment Correction

Action: *

- Please Select Action --
- Please Select Action --
- Return Payment
- Payment Correction
- Payment Recovery
- Payment Void
- Refund
- Gateway Refund/Void**

Save

If the refund is a check or cash refund select Refund-

Summary Family Children Parents Third Party Volunteers Communication Auto-Pay Vacation Financials Receipts Merge

Payment Correction

Action: *

-- Please Select Action --

-- Please Select Action --

Payment Correction

Payment Recovery

Payment Void

Refund

Save

Enter amount being refunded, then select Save-

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Payment Correction

Action: * Payment Amount: \$ 300.00

Refund Amount:

Note:

Allocated Fees				
Post Date	Description	Amount Due	Allocation	
<input checked="" type="checkbox"/>	04/05/15 Samantha Boyd-After School - 04/05/2015 to 04/11/2015	75.00	50.00	
<input checked="" type="checkbox"/>	10/01/15 Samantha Boyd-Infant 1 - 10/01/2015 to 12/11/2015	100.00	100.00	
<input type="checkbox"/>	12/14/15 Samantha Boyd-Infant 1 - 12/14/2015 to 12/17/2015	100.00	100.00	
<input type="checkbox"/>	12/20/16 Samantha Boyd-Central Falls BC - After Care Rooms - Test Fun Rooms - 2	25.00	25.00	

Save

- If the payment was made by cash or check, the refund will need to be created outside of our system after the Refund option has been selected and added to the financial ledger.
- If the payment was made electronically, and the credit card and Gateway Refund/Void option is selected, the refund will automatically go back to the parent's credit card.
- If using Unity, ACH refunds must be processed outside of the system.
- If using Tuition Express, full and partial ACH refunds be be issued within the system.