

# Processing 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**      **1**      **Regular**      **347.00**  
Family ID 130868      Student(s)      Statement Type      Balance Outstanding  
Internal Note:      [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 Late Fee Adjustment	10.00		315.00
		<b>Create A Payment Correction</b>	20.00		335.00
ckulick	01/02/2018	Late Fee Late Fee Adjustment	12.00		347.00
<b>Total</b>			<b>647.00</b>	<b>300.00</b>	<b>347.00</b>

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

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### 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-

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

### 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.