Financial- How to mark a payment as returned

Last Modified on 12/07/2020 7:18 am EST

When a payment is returned by the bank and you would like to take the payment off of the family financial ledger and add a fee, you can mark the payment as a returned payment.

- In order to return a payment you must have a type- payment valid value payment return, short code PYRT setup.
- You must also mark the type-payment as Yes for the Allow Return Payment field on the valid value setup screen.

Go to the family financial ledger and click the payment corrections icon next to the payment line that was returned.

	Baker Family Family ID 23533 Internal Note:	2 Student(s)	Split Statement Type	-7467.51 Balance Outstanding Add/View Journal Notes	

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

Year		Sponsor		Total Outstanding:	Actions ▾
📅 2018		✴ Combined		$ 2,292.49	

Normal Statement List

		User	Post Date	Description	Fee	Payment	Balance
⌄ Statement ID: 4560008 - Date Range: 12/25/2017 to 12/30/2017							
ℹ			01/08/2018	Tuition Previous Balance Owed -	9,760.00		9,760.00
ℹ ✎ 🏷		bakerid	01/08/2018	test Second - Registration - Central Falls Central Falls Preschool 1 - Preschool - 2017-2018 - 01/09/2018 to 06/13/2018 Registration Fee	60.00		9,820.00
ℹ ✎ 🏷		bakerid	01/08/2018	test Second - Tuition - Central Falls Pre-Bill:Central Falls Preschool 1 - Preschool - 2017-2018 - 01/09/2018 to 01/09/2018	325.00		10,145.00
ℹ ✎ ✛		bakerid	03/22/2018	Credit Card - Payer: fg hh Online Payment ID: 1001615886 - Invoice #: 3649961 - 10:37 AM		1,778.77	8,366.23
ℹ ✎ 🏷		bakerid	03/22/2018	Tuition Convenience Fee (non-refundable)	592.92		8,959.15
ℹ ✎ ✛		bakerid	03/22/2018	Credit Card - Payer: test test Online Payment ID: 1001615890 - Invoice #: 3650290 - 12:51 PM		3,333.33	5,625.82
ℹ ✎ 🏷		bakerid	03/22/2018	Tuition Convenience Fee (non-refundable)	1,111.11		6,736.93
ℹ ✎ ✛		bakerid	03/22/2018	ACH Draft - Payer: Test Test Online Payment ID: 1000370769 - Invoice #: 3650324 - 12:59 PM		4,445.43	2,291.50
ℹ ✎ 🏷	Create A Payment Correction	bakerid	03/22/2018	Tuition Convenience Fee (non-refundable)	0.99		2,292.49
📄				Total	11,850.02	9,557.53	2,292.49

From the corrections drop down list, select Return Payment-

Enter a note and press save- the note will display on the family ledger and statements.

If a returned payment fee has been setup under setup > fees the fee will be added to the ledger and the payment will be marked as negative.

		User	Post Date	Description	Fee	Payment	Balance
Normal Statement List							
				Statement ID: 5267700 - Date Range: 04/22/2018 to 04/28/2018 - Current Period			
ℹ			05/11/2018	Tuition Previous Balance Owed -	2,292.49		2,292.49
ℹ	✎ ✛	ccarline2	05/11/2018	Payment Return - Payer: Test TestReturned on 5/11/18 ID: 1000370769 - Invoice #: 3650324 - 7:47 AM		-4,445.43	6,737.92
				Total	2,292.49	-4,445.43	6,737.92
				Statement ID: 4560008 - Date Range: 12/25/2017 to 12/30/2017			