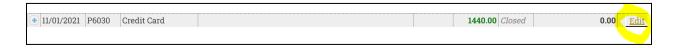


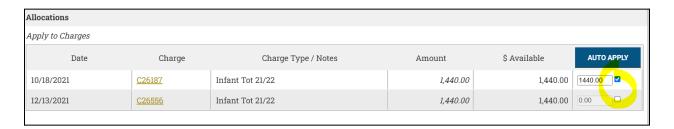
Refund an Online Payment

Navigate to the payment either through the household account and their transaction list or through Admin Menu> Online Payments or Transaction.

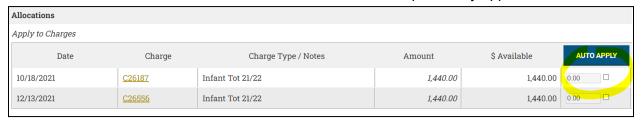
When you have found the payment you wish you refund, click Edit on the far right side.



On the Edit window, scroll down to "Allocations" and UNcheck the line where the money has been applied.



The Allocations should now show zero in the line where it was previously applied.



Scroll down to "Prepayments, Reversals or New Donations and click the small blue plus sign on the far right side of the box.



Enter:

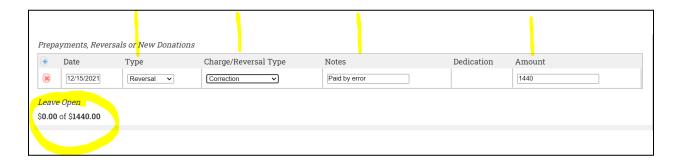
Type: Reversal

Charge/Reversal Type: Select the one that is most appropriate. Reversal types are

customizable in Admin Menu>My Lists>Reversal Types

Notes: Include any notes to explain the reversal **Amount:** Enter the amount to be refunded.

The "Leave Open" amount at the bottom should now show \$0.00



Click "Save Payment" at the bottom of the screen.