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.

| + | 11/01/2021 | P6030 | Credit Card | | 1440.00 | Closed | 0.00 | Edit |

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

Allocations

Apply to Charges

Date	Charge	Charge Type / Notes	Amount	$ Available	AUTO APPLY
10/18/2021	C26187	Infant Tot 21/22	1,440.00	1,440.00	1440.00 ☑
12/13/2021	C26556	Infant Tot 21/22	1,440.00	1,440.00	0.00 ☐

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

Allocations

Apply to Charges

Date	Charge	Charge Type / Notes	Amount	$ Available	AUTO APPLY
10/18/2021	C26187	Infant Tot 21/22	1,440.00	1,440.00	0.00 ☐
12/13/2021	C26556	Infant Tot 21/22	1,440.00	1,440.00	0.00 ☐

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

Prepayments, Reversals or New Donations

+	Date	Type	Charge/Reversal Type	Notes	Dedication	Amount

Leave Open
$1440.00 of $1440.00

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.