



How to Process an ACH Refund

Here are the instructions on how to process a refund.

1. Go to the Parent account and choose the “Transactions” tab.
2. Locate the invoice you would like to refund, click on “actions” for that invoice and choose “refund”.

Breanna [redacted] Family

Associated Family [redacted]

Breanna At-A-Glance
All caught up!

Profile Relationships Billing Transactions

Invoice Date Range: 11/06/2022 - 01/05/2023

Payment Statement Send Balance Notice

Invoice	Description	Status	Actions
#104 1/01/2023	[redacted] - Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#77 1/01/2023	[redacted] - Monthly period beginning 01/01/2023	Paid Amount: [redacted]	View Receipt Refund Quick View Invoice Ledger
#21 12/28/2022	[redacted] - Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#9 12/28/2022	[redacted] - Monthly period beginning 01/01/2023	Paid Amount: \$1,825.28	Actions

3. On the Refund Charge page, you will
 - a. enter the amount you want to refund
 - b. choose a refund reason (billing error, service issue or other)
 - c. add notes (optional)
 - d. then click save

Refund Charge

Invoice Number: 9
Original Amount: \$1,825.28
Open Amount: \$0.00
Total Refundable Amount: \$1,825.28
Refundable Charges

Payment by Breanna [redacted] \$1825.28 on 01/01/2023

Refund Amount: 1825.28

Refund Reason:

Note:

Save Cancel



- After clicking save you will now see that invoice shows the refunded amount. You will also see the amount refunded is now due to the parent.

Breanna [redacted] Family

BJ

Associated Family [redacted]

Breanna At-A-Glance
All caught up!

Profile Relationships Billing Transactions

Invoice Date Range: 11/06/2022 - 01/05/2023

Payment Statement Send Balance Notice

Invoice	Description	Status	Actions
#104 1/01/2023	[redacted] Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#77 1/01/2023	[redacted] Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#21 12/28/2022	[redacted] Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#9 12/28/2022	[redacted] Monthly period beginning 01/01/2023	\$1,825.28 due Amount: \$1,825.28 Refunded: \$1,825.28	Actions

- To remove the amount due, click on the “actions” tab for that invoice and choose “Credit”

Breanna [redacted] Family

BJ

Associated Family [redacted]

Breanna At-A-Glance
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Profile Relationships Billing Transactions

Invoice Date Range: 11/06/2022 - 01/05/2023

Payment Statement Send Balance Notice

Invoice	Description	Status	Actions
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#77 1/01/2023	[redacted] Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#21 12/28/2022	[redacted] Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#9 12/28/2022	[redacted] Monthly period beginning 01/01/2023	\$1,825.28 due Amount: \$1,825.28 Refunded: \$1,825.28	Actions

- Pay
- Credit**
- Void
- Quick View
- Invoice Ledger



6. On the Credit Invoice page, you will
 - a. enter the open amount
 - b. credit reason choose "write off: bad debt"
 - c. add notes (optional)
 - d. then click save

Credit Invoice ✕

Invoice Number: 9
Original Amount: \$1,825.28
Open Amount: \$1,825.28

Credit Amount

1825.28

Credit Reason

Write Off - Bad Debt

Note

Save Cancel

7. After you click save you will now see for that invoice the amount due now shows as paid completing the refund process.

Breanna [redacted] Profile Relationships Billing Transactions

BJ Family

Associated Family [redacted]

Breanna At-A-Glance
All caught up!

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Invoice	Description	Status	Actions
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#77 1/01/2023	[redacted] Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#21 12/28/2022	[redacted] Monthly period beginning 01/01/2023	Paid Amount: [redacted]	Actions
#9 12/28/2022	[redacted] Monthly period beginning 01/01/2023	Paid Amount: \$1,825.28 Refunded: \$1,825.28	Actions