



## How to Process a Check or Cash 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 “invoice ledger”.

The screenshot shows the parent account for monica jones. The Transactions tab is selected. An invoice date range filter is set to 01/29/2023 - 03/30/2023. A table lists three invoices:

Invoice	Description	Status
#392 3/24/2023	Brown, Joey New Weekly Plan - Weekly period 03/27/2023 - 03/31/2023	Paid Amount: \$1,250.00
#391 3/17/2023	Brown, Joey New Weekly Plan - Weekly period 03/20/2023 - 03/24/2023	Voided Amount: \$0.00
#390 3/10/2023	Brown, Joey New Weekly Plan - Weekly period 03/13/2023 - 03/17/2023	Voided Amount: \$0.00

An 'Actions' dropdown menu is open for invoice #392, showing options: View Receipt, Quick View, and Invoice Ledger (highlighted).

3. On the Invoice Ledger page, click on “refund” next to the payment line.

The Invoice Ledger page for invoice #392 shows the following details:

Invoice Number: 392  
 Invoice Date: 3/24/2023  
 Due Date: 3/31/2023

Invoice For: Brown, Joey  
 Covers: Weekly period 03/27/2023 - 03/31/2023

Invoice Ledger:

Date	Description	Debit	Credit	Balance
03/24/2023	Total invoiced amount	\$1,250.00		\$1,250.00
03/28/2023	Manual payment - check - monica jones - refund		\$1,250.00	\$0.00

A 'Close' button is located at the bottom right of the page.



- The Refund Manual Payment page will appear. This is where you can add notes regarding the refund and add the check number of the refund check if needed. Then click “Refund Payment”.

**Refund Manual Payment**

This will mark the payment as refunded and increase the balance due on the invoice. Please enter any notes regarding the refund:

Enter notes here

Refund Payment
Cancel

- After clicking Refund Payment you will see in the Invoice Ledger the payment has been refunded.

Invoice Ledger

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Invoice Number: 392  
 Invoice Date: 3/24/2023  
 Due Date: 3/31/2023

Invoice For: Brown, Joey  
 Covers: Weekly period 03/27/2023 - 03/31/2023

Invoice Ledger:

Date	Description	Debit	Credit	Balance
03/24/2023	Total invoiced amount	\$1,250.00		\$1,250.00
03/28/2023	Manual payment - check - monica jones - <span style="background-color: yellow;">Refunded: 03/30/2023 - ck#1234</span>			\$1,250.00

Close

- When you close the Invoice Ledger, you will see the amount refunded is now due on the invoice.

**monica jones**

MJ

Family

Associated Family

Profile
Relationships
Billing
Transactions

Invoice Date Range

01/29/2023 - 03/30/2023

Payment Statement
Send Balance Notice

Invoice	Description	Status	Actions
#392 3/24/2023	Brown, Joey New Weekly Plan - Weekly period 03/27/2023 - 03/31/2023	\$1,250.00 due Amount: \$1,250.00	<span style="background-color: #800000; color: white; padding: 5px 10px; border-radius: 5px;">Actions</span>



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

monica jones Family

MJ

Associated Family

monica At-A-Glance  
All caught up!

Profile Relationships Billing Transactions

Invoice Date Range: 01/29/2023 - 03/30/2023

Payment Statement Send Balance Notice

Invoice	Description	Status	Actions
#392 3/24/2023	Brown, Joey New Weekly Plan - Weekly period 03/27/2023 - 03/31/2023	\$1,250.00 due Amount: \$1,250.00	Credit
#391 3/17/2023	Brown, Joey New Weekly Plan - Weekly period 03/20/2023 - 03/24/2023	Voided Amount: \$0.00	Void
#390 3/10/2023	Brown, Joey New Weekly Plan - Weekly period 03/13/2023 - 03/17/2023	Voided Amount: \$0.00	Quick View Invoice Ledger

8. 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: 392  
Original Amount: \$1,250.00  
Open Amount: \$1,250.00

Credit Amount

1250.00

Credit Reason

Write Off - Bad Debt

Note

Refunded ck#1234

Save Cancel



9. After you click save you will now see that invoice shows as paid completing the refund process.

monica jones Family

**MJ**

Associated Family

Profile Relationships Billing **Transactions**

Invoice Date Range: 01/29/2023 - 03/30/2023

[Payment Statement](#) [Send Balance Notice](#)

Invoice	Description	Status	
#392 3/24/2023	Brown, Joey New Weekly Plan - Weekly period 03/27/2023 - 03/31/2023	<b>Paid</b> Amount: \$1,250.00	<a href="#">Actions</a> ✓