



Issue a Partial Refund

1. In RegWerks, navigate to the **Person** menu option under the **Main** menu. Search for the last name of the registrant receiving the refund. Click into the **Person's** profile.

ID	Name	Age	Email	Address	City	State
	Lamb					
2967606	Lamb, Alec	0	Mslamb1@noemail.com	1234 Street Dr	Minneapolis	CT
2967608	Lamb, Alex	0	matthew.lamb@noemail.com	123 Street Dr	Minneapolis	ND
3461029	Lamb, Bill	0	matthew.lamb2@noemail.com	1234 Street Dr	Minneapolis	GE
3558887	Lamb, Bill	0	matthew.lamb@revtrak.com	1234 Street Dr	Minneapolis	MN
2746334	Lamb, Billy	0	matthew.lamb@noemail.com	123 Street Dr	Minneapolis	ND
2778542	Lamb, Billy	0	mslamb@noemail.com	1234 Street Dr	Minneapolis	MN
3276871	Lamb, Billy	0	matthew.lamb@revtrak.com	555 Street Dr.	Bloomington	MN
2967611	Lamb, Billy1	0	matthew.lamb@noemail.com	123 Street Dr	Minneapolis	ND
3626087	Lamb, Bob	0	matthew.lamb@revtrak.com	1234 Street Dr	Atlanta	GA
2967614	Lamb, Bobby	0	matthew.lamb@noemail.com	123 Street Dr	Minneapolis	ND
2975907	Lamb, Ed	10	matthew.lamb@revtrak.com	555 Street Dr.	Bloomington	MN
3143896	Lamb, Frank	0	matthew.lamb@revtrak.com	555 Street Dr.	Bloomington	MN

2. Double-click into the **Registration** that will receive the refund.

[355887] Person

Pre, First, Last, Suffix: Bill Lamb

Email: matthewlamb@revtrak.com

Address: 1234 Street Dr

City, State, Zip: Minneapolis MN 55555

Birthdate, Age, Grade: 0 1st Male Female

Suspend Account Suspend Parent Portal RT Cust ID 0

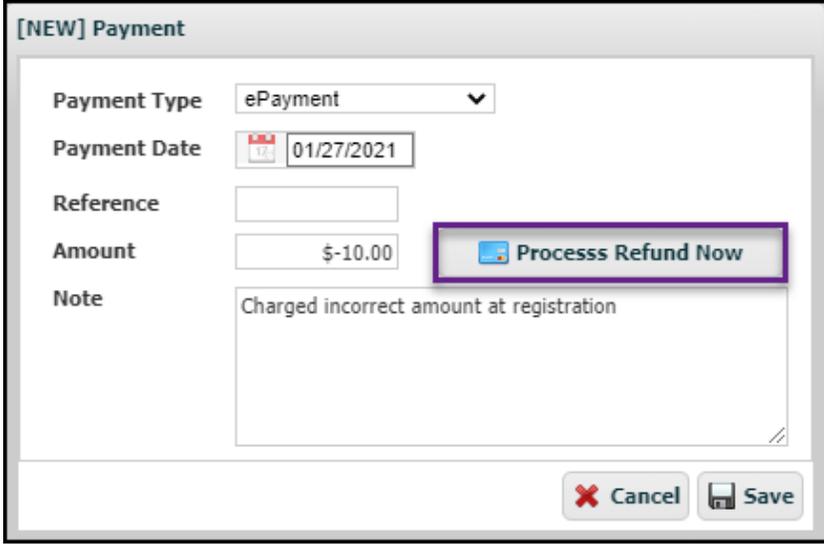
Registrations: Phones Emergency Remarks Payments Account Register Pickup

Registrations For: Lamb, Bill

Date	Title	Location	Status	Ref.	Balance
10/28/2020	20/21 ARC Lifeguard	Community Center	Cancelled	15837079	\$0.00
3/9/2020	Daily Child Care 2019-2020	Pinewood	Enrolled	15837066	\$66.00
2/10/2020	19/20 Weight Lifting &	Community Center	Enrolled	15837021	\$0.00
11/15/2019	ALG II (Summer 2020) -	High School	Enrolled	15837048	\$0.00
11/5/2019	Pick-a-Day Child Care 2020-	Community Center	Enrolled	15837048	\$80.00

Reports Cancel Save

3. Click the **Add** button () in the **Payments** tab to add a negative payment.



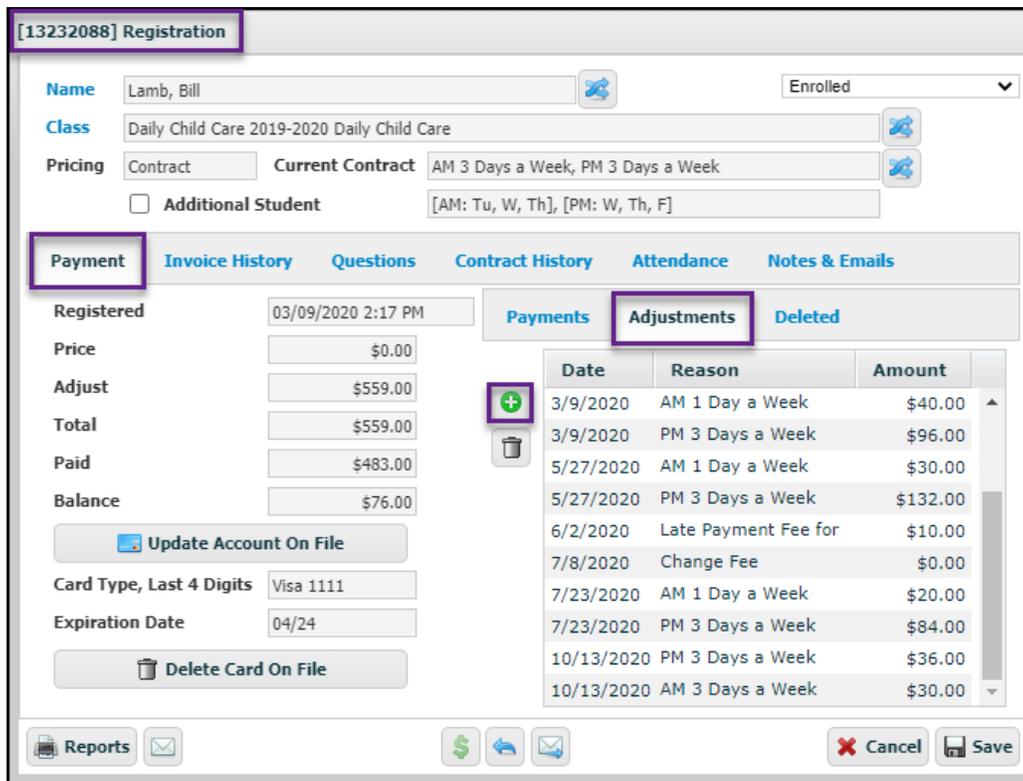
The screenshot shows a form titled "[NEW] Payment" with the following fields and values:

- Payment Type:** ePayment (dropdown menu)
- Payment Date:** 01/27/2021 (calendar icon)
- Reference:** (empty text box)
- Amount:** \$-10.00 (text box)
- Note:** Charged incorrect amount at registration (text area)

A button labeled "Process Refund Now" is highlighted with a purple border. At the bottom of the form are "Cancel" and "Save" buttons.

- Select **ePayment** as the payment type in the **Payment Type** drop-down menu.
- Enter the amount of the refund in the **Amount** field as a negative number (e.g. -\$10).
- Add a note explaining the reason for the refund in the **Note** field.
- Once these fields are completed, click the **Process Refund Now** button to process the ePayment refund back to the account on file.
 - Note: Refunds will process to the customer's bank account within 3-5 business days, typically.

- Once the refund has been processed, if the account needs to be adjusted to \$0 balance, you may also add an adjustment on the **Adjustments Tab** by following these steps. Click on the **Add** button ().



[13232088] Registration

Name: Lamb, Bill Enrolled

Class: Daily Child Care 2019-2020 Daily Child Care

Pricing: Contract Current Contract: AM 3 Days a Week, PM 3 Days a Week

Additional Student [AM: Tu, W, Th], [PM: W, Th, F]

Payment Invoice History Questions Contract History Attendance Notes & Emails

Registered: 03/09/2020 2:17 PM Payments **Adjustments** Deleted

Date	Reason	Amount
3/9/2020	AM 1 Day a Week	\$40.00
3/9/2020	PM 3 Days a Week	\$96.00
5/27/2020	AM 1 Day a Week	\$30.00
5/27/2020	PM 3 Days a Week	\$132.00
6/2/2020	Late Payment Fee for	\$10.00
7/8/2020	Change Fee	\$0.00
7/23/2020	AM 1 Day a Week	\$20.00
7/23/2020	PM 3 Days a Week	\$84.00
10/13/2020	PM 3 Days a Week	\$36.00
10/13/2020	AM 3 Days a Week	\$30.00

Registered: 03/09/2020 2:17 PM

Price: \$0.00

Adjust: \$559.00

Total: \$559.00

Paid: \$483.00

Balance: \$76.00

Update Account On File

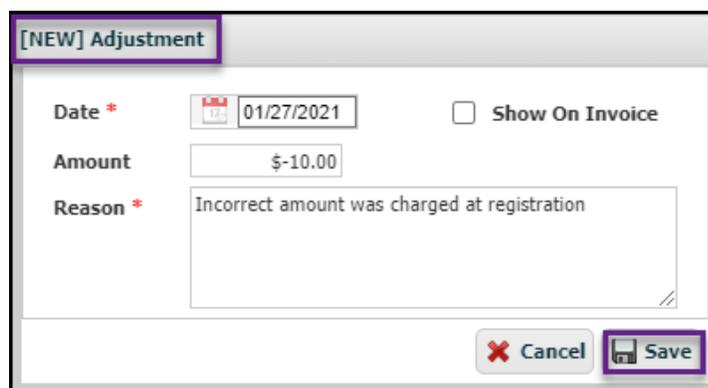
Card Type, Last 4 Digits: Visa 1111

Expiration Date: 04/24

Delete Card On File

Reports Cancel Save

- In the **NEW Adjustment** window, enter the amount of the refund in the **Amount** field (e.g. -\$10).



[NEW] Adjustment

Date * 01/27/2021 Show On Invoice

Amount \$-10.00

Reason * Incorrect amount was charged at registration

Cancel **Save**

- Enter the reason for the refund in the **Reason** field.
- Once you are finished, click **Save**, and then save out of the registration to sync the system.