



How to Issue and Notate a Partial Refund

To issue a partial refund for an ePayment without cancelling a registrant out of a class, you must have the necessary user permissions in the RevTrak Portal as well as the RegWerks system. For assistance with issuing a partial refund, please call the RegWerks support line at 888-847-9470 or send an email to ezhelp.regwerks@revtrak.com.

1. In RegWerks, go to the **Person** menu option under the **Main** menu and search for the last name of the registrant that is to receive the refund.

| Main | Name | Age | Gender | Address |
|----------|---------------|-----|--------|------------------------------|
| Schedule | McQueen, Joey | 17 | Male | 9201 East Bloomington Avenue |

2. Click into his profile, and see if he is the account holder by checking for a string of numbers in the “RT Cust ID” field.

- If there are numbers in the field, proceed to the next step.

RT Cust ID:

- If there is only a 0, click on the **Registrations For** drop-down menu to see what other accounts are associated with this profile. You will need to go to each person profile until you identify the account holder and write his name down for future reference.

3. Double-click into the registration that will receive the refund.
4. Click into the payment that is to be partially refunded and write down the reference number.
5. Go to your RevTrak **Portal** in a new tab and log in.
6. Click on the **Contacts** button and search for the account holder’s last name.

| FIRST NAME ^ | LAST NAME ^ | PHONE |
|----------------------|---------------------------------|----------------------|
| <input type="text"/> | setterfeld <input type="text"/> | <input type="text"/> |
| Lance | Setterfeld | (888) 847-9470 |

- Double-click on the account holder's name, click on the **Orders Placed** tab, and then click on the **Order Number** that corresponds to the reference number you wrote down earlier.
- In the **Order Items** list, identify the payment for the registration that you are wanting to refund and click the corresponding **View/Refund** button.

| ORDER ITEMS | | | | | | | |
|------------------|---|-----------|----------|-----|----------|----------|-------------|
| SKU | ITEM | STATUS | PRICE | QTY | TOTAL | REFUNDED | |
| Daily (15/16) | Daily Child Care - Billy Bob Comment: Bob, Billy AM Part Time (3 Days) - Beginning 07/24/2014 - \$33.00 | Completed | \$33.00 | 1 | \$33.00 | \$0.00 | VIEW/REFUND |
| Drop-In (15/1... | Drop-In Child Care - Joey McQueen Comment: McQueen, Joey Drop-in p/u 6pm - Days: 3 - \$60.00 | Completed | \$110.00 | 1 | \$110.00 | \$0.00 | VIEW/REFUND |
| Monthly (15/... | Monthly Child Care - Joey McQueen Comment: McQueen, Joey AM (3 Days/Week) - Beginning 03/10/2015 - \$275.00 | Completed | \$275.00 | 1 | \$275.00 | \$0.00 | VIEW/REFUND |
| Pick-a-Day (1... | Pick-a-Day Child Care - Billy Bob Comment: Bob, Billy Registration Fee - Attending PM - \$45.00 | Completed | \$45.00 | 1 | \$45.00 | \$0.00 | VIEW/REFUND |

- In the "Cost" field, enter the amount that you are refunding and then select the **Refund** button.

| REFUND HISTORY | | | | | | |
|------------------|---------|----------|----------|----------|--------|--|
| TRANSACTION DATE | COST | SHIPPING | HANDLING | CONV FEE | TAX | |
| 04/01/2016 | \$45.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | |

Cost

- On the next screen, verify that the amount is correct before clicking the **Process Refunds** button. Once the refund has processed, write down the refund's **Order Number** that will appear after the "This order has been refunded or voided" message in the center of the page.
- Click back into the RegWerks system and navigate to the registration that is being refunded.

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

- Select **ePayment** as the payment type in the **Payment Type** drop-down menu.

- Enter the refund's **Order Number** in the "Reference" field.

- Enter the amount of the refund in the "Amount" field (e.g. -\$15).

- You may add a note explaining the reason for the refund in the "Note" field.

Payment - [NEW]

Payment Type: **ePayment**

Payment Date: 08/09/2016

Reference: 19917031

Amount: -15

Note: Charged incorrect amount at registration.

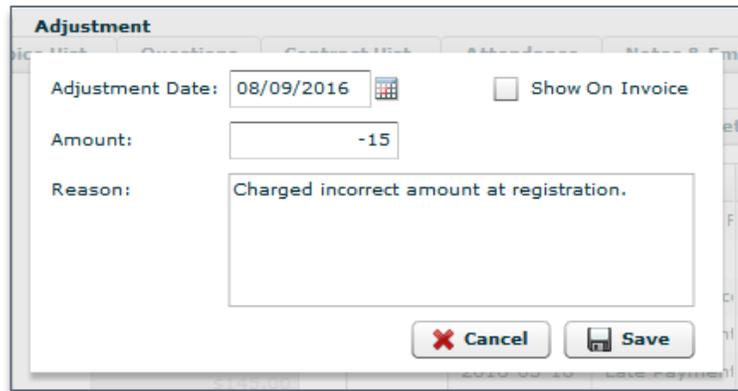
17. Click **Save**.

18. Go to the **Adjustments** tab, and click the **Add** button () to add a negative adjustment.

19. Enter the amount of the refund in the "Amount" field (e.g. -\$15).

20. You will need to enter the reason for the refund in the "Reason" field.

21. Once you are finished, click **Save**, and then save out of the registration to sync the system.



Adjustment

Adjustment Date: 08/09/2016 Show On Invoice

Amount: -15

Reason: Charged incorrect amount at registration.