



Refunds

1. Navigate to the registration you want to refund. After opening the **Registration** window, and within the **Payment** tab, click the **Add** (+) button in **Payments** tab.

[14095144] Registration

Name: Lopez, Tianna (Enrolled)

Class: FA21-11

Pricing: Standard

Additional Student

Payment Invoice History Questions Contract History Attendance Notes & Emails

Registered: 09/18/2020 12:58 PM

Price: \$40.00

Adjust: \$0.00

Total: \$40.00

Paid: \$40.00

Balance: \$0.00

Update Account On File

Card Type, Last 4 Digits: Visa 1111

Expiration Date: 04/24

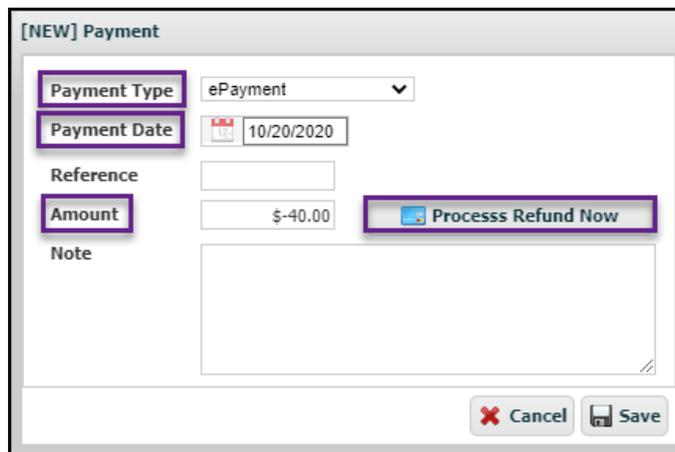
Delete Card On File

Payments Adjustments Deleted

Date	Method	Amount
9/18/2020	ePayment	\$40.00

Reports Cancel Save

2. The **NEW Payment** window will open.



[NEW] Payment

Payment Type: ePayment

Payment Date: 10/20/2020

Reference:

Amount: \$-40.00

Note:

Process Refund Now

Cancel Save

- To process refunds for credit card and eCheck payments, select **ePayment** as the payment type in the **Payment Type** drop-down menu.
 1. Leave the Payment Date as current. Leave the Reference field blank. Enter the amount of the refund as a **negative** in the **Amount** field (e.g. -\$15).
 2. Add a note explaining the reason for the refund in the **Note** field, as needed.
 3. Click **Process Refund Now** (DO NOT CLICK **SAVE**).

NOTE: If **Process Refund Now** does not automatically appear after completing the fields listed above, click in the white space just above **Process Refund Now** to refresh the system. When **Process Refund Now** appears, click on it to process the refund. Then **Save**.

- To notate refunds in RegWerks for all other types of payments, select the appropriate Payment Type, entering the refund Amount as a negative number. When refunding with a check, note in the Reference field the number of the check that will disburse the refund to the client.

[NEW] Payment

Payment Type: Check

Payment Date: 11/16/2020

Reference: check #2122

Amount: \$-45.00

Note:

Cancel Save

- If the registrant's balance also needs adjusting, go to the **Adjustments** tab, and click the **Add** button () to add a negative adjustment.

14095144] Registration

Name: Lopez, Tianna

Class: FA21-11

Pricing: Standard

Additional Student:

Payment Invoice History Questions Contract History Attendance Notes & Emails

Registered: 09/18/2020 12:58 PM

Price: \$40.00

Adjust: \$0.00

Total: \$40.00

Paid: \$80.00

Payments Adjustments Deleted

Date Reason Amount

- Enter the amount of the refund as a **negative** in the **Amount** field (e.g. **-\$15**).
 - Providing the reason for the refund is required for reporting purposes. Enter these notes in the **Reason** field.
- Select **Save**, and then **Save** again to finalize these changes in the system.