

F116: Credit, Refund, and Get Payment Options

(Explains account credits, refunds, partial refunds, refunds exceeding payment amounts, viewing a refund list, and options for getting payment for amounts that are due.)

1. Credit
2. Refunds
3. Partial Refunds and Account Credits
4. Viewing Refunded Items
5. Get Payments

Credit

To issue a credit to a member's account, follow these steps:

1. Click **Customer** > **Search**, then enter the member's name; this takes you to their record.
2. Click the **Credit / Refund** button in the Relate bar:



3. Select Credit to Account, then choose the category and enter the amount. In the example shown below, the member is being issued a \$4.00 credit, and it is being placed under the Food & Beverage category:

Refund

Type Credit To Account Refund

Category

Amount(\$) *

Post Date 2/16/2016

Employee Andrea Hagen

[Check Out](#)

4. Click **Check Out**. You will receive a note indicating the process was completed successfully. Click **OK**.

Note: Currently, there is no way to receive a payment when you perform an account credit. In other words, all account credits are considered to be as if by "owner complimentary." If a member actually makes a payment, which they wish to consider as a credit to their account, the following work-around is suggested:

1. Create an inventory product called "Account Credit." (For details on how to create inventory products, please see course [F106](#).)
2. Sell the member one "Account Credit," changing the price to reflect the amount they are paying into their account.
3. Credit the account by the same amount using the procedure outlined above.

Refunds

To issue a refund to a member's account, follow these steps:

1. Click **Customers > Search**, then enter the member's name; this takes you to their record.
2. Click the **Credit / Refund** button in the Relate bar:



3. Next, click on the Refund radio button and enter the category of the refund, if applicable. You can then enter the refund amount into the text box next to the appropriate Invoice. Then scroll to the bottom of the page and click Check Out

Member Credit/Refund

General | Contact Info | History | Billing | PT Scheduling

TEST 4 DIG
Nickname : -
Phone: 3216547947
Birthday: 7/8/2001
Group : -
Insurance Company : -

Bar Code : 42262234503
Source: Anniversary
Gender : Female
Member since: 10/9/2014
Last Visited : 7/9/2015
My Profile : Activated [\[reset\]](#)
Contract End Date: 6/6/2017

Agreement ID : 22681993
Membership Plan : Single - Reciprocal - Monthly (Anniversary Billing)
Membership Category : Reciprocal
Number of Members : 1
Is Primary : Yes
Billing Type : Recurring
Current Status : Terminated - Other

Refund

Type: Credit To Account Refund

Category: Custom

Post Date: 1/16/2018
Employee: Noelle Badon

Total to Apply(\$): 0.00 Credit To Account(\$): 0.00

| Item | Receipt | Post Date | Due Date | Paid(\$) | Refunded Amount(\$) | Payment Method | Refund Now(\$) |
|-----------------------------|----------|-----------|-----------|----------|---------------------|----------------|----------------|
| INV86082196 | 72281235 | 1/16/2018 | 1/16/2018 | 3.00 | 0.00 | VISA 1111 | 3.00 |
| INV80095755 | 67622960 | 8/5/2017 | 8/5/2017 | 1.00 | 0.00 | VISA 2508 | |

4. For details on the invoice, you can click on the link under Item as show above.
5. Click the **Check Out** button at the very bottom-right part of the screen.

Invoice Item Detail

Invoice Number: INV86082196

| Item Name | Quantity | Amount | Tax Amount | Total Amount |
|-------------|----------|--------|------------|--------------|
| 5 HR Energy | 1 | 3.00 | 0.00 | 3.00 |

[Close](#)

6. Once you click Check Out, you will then be taken to the Refund page. You will see that the Refund Method is prepopulated. Click Process to complete the refund.

Refund

Sales Person

TEST 4 DIG

| Refund Method | Refunded Amount(\$) | Refund Status | Delete |
|---------------|---------------------|---------------|--------|
| VISA 1111 | 3.00 | Processing | |

Total Refund(\$): 3.00

0.00

[Process](#)

7. You will then review the Refund Receipt and click Finish to complete the refund process.

Refund Receipt

⏪
<
1
of 1
>
⏩

📄
🖨

Receipt Number : 72281239

Chanhassen [957]

2411 Galpin Court,

Chanhassen,
Minnesota,
55317,
United States

Contact Email : chanhassen@snapfitness.com

Contact Phone : 952-567-5800

Date : Tuesday, January 16, 2018 9:28:10 AM

Paid On Date: Tuesday, January 16, 2018 3:24:53 PM

TEST 4 DIG

| No. | Invoice Number | Invoice Amount(\$) | Refund Amount(\$) |
|--------------------------|----------------|--------------------|-------------------|
| 1 | INV86082198 | 3.00 | 3.00 |
| Total Paid Amount | | 3.00 | 3.00 |

| Amount(\$) | |
|---------------------|-------------|
| Tax | 0.00 |
| Credit to Account | 0.00 |
| Total Refund | 3.00 |

| Payment Method | Amount(\$) |
|---------------------------|------------|
| Credit Card [*****1111] | 3.00 |

Sales Person : Ariel Lindahl

Finish

8. In the case where the payment method will not accept a refund, the user will be presented an error message below. The options would be to 1) delete this refund using the delete button or 2) apply the refund as a credit to the member's account, cash, or check refund by using the drop down

Refund

A payment method was not processed successfully, please select another payment method.

Sales Person Ben Dupont

TEST 4 DIG

| Refund Method | Refunded Amount(\$) | Refund Status | Delete |
|-------------------------|---------------------|---------------|--------|
| VISA 2508 | 1.00 | Fail | - |
| Total Refund(\$) | | 0.00 | |

1.00

Credited to account

Process

Refunds to Cash or Check

Fitware will still support a refund to a cash or check payment by allowing the user to select: 1) refund with cash, 2) refund with check, 3) apply credit to member's account. Changes have been made to the Credit/Refund page under Member Billing to support this update.

Steps to Process a Refund Cash or Check

1. Follow steps 1 – 5 as outlined above.
2. Enter in the refund amount and click Check Out.

Refund

Type Credit To Account Refund

Category

Post Date 1/16/2018

Employee Noelle Badon

Total to Apply(\$)
0.00

Credit To Account(\$)
0.00

| Item | Receipt | Post Date | Due Date | Paid(\$) | Refunded Amount(\$) | Payment Method | Refund Now(\$) |
|-------------|---------|-----------|-----------|----------|---------------------|----------------|----------------|
| INV11155855 | 9931599 | 1/29/2014 | 1/29/2014 | 25.00 | 0.00 | Check | 15.00 |
| | | | | 25.00 | 0.00 | | |

Check Out

3. Then select how you would like to apply this refund. The options would be to credit to the member's account, provide a cash refund, or provide a check refund. To complete, click Process.

Refund

Sales Person

TEST 4 DIG

| Refund Method | Refunded Amount(\$) | Refund Status | Delete |
|-------------------------|---------------------|---------------|--------|
| Remaining refund amount | 1.00 | | |

Refund Method dropdown menu:

- Credited to account
- Credited to account
- Cash
- Check

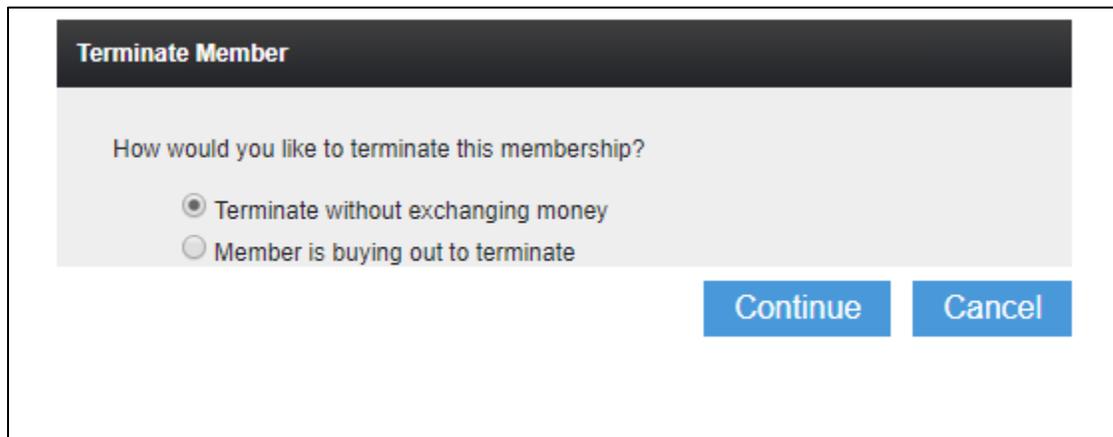
Process

Credit to Fitware Member Account

The Credit to Fitware account functionality remains the same.

Terminate and Refund

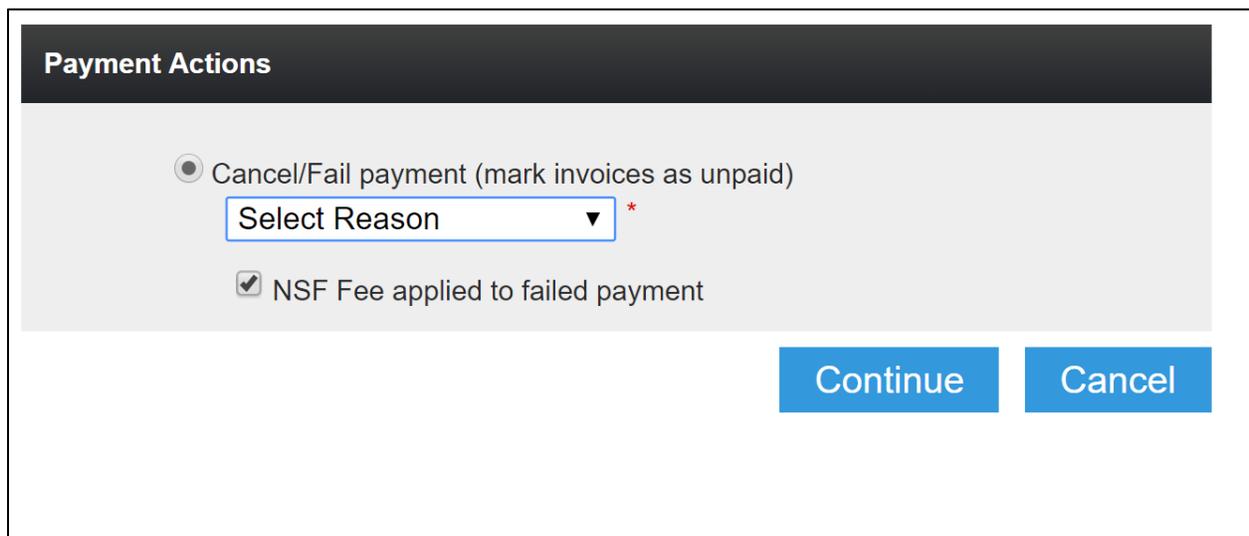
When terminating a member, the option to Terminate and Issue a Refund has been removed. Process the Termination using the option “Terminate without exchanging money.” Once that process is complete, you can issue a refund by following the steps above.



The screenshot shows a dialog box titled "Terminate Member". The main question is "How would you like to terminate this membership?". There are two radio button options: "Terminate without exchanging money" (which is selected) and "Member is buying out to terminate". At the bottom right, there are two blue buttons: "Continue" and "Cancel".

Removal of Refund during Void Process

Lastly, on the Billing Tab under Payment History, the option to refund using the Actions button has been removed. The only supported action is now to Cancel or Fail a payment, as shown below.



The screenshot shows a dialog box titled "Payment Actions". The main option is "Cancel/Fail payment (mark invoices as unpaid)", which is selected. Below this is a dropdown menu labeled "Select Reason" with a downward arrow and an asterisk. Below the dropdown is a checked checkbox labeled "NSF Fee applied to failed payment". At the bottom right, there are two blue buttons: "Continue" and "Cancel".

Get Payment

If a member has any outstanding payments, the Get Payment function can be used to collect those funds.

1. Click **Customers > Search**, then enter the member's name; this takes you to their record.
2. Click on the **Billing** tab, then click the **Account Adjustment** button:

| | | | |
|-------------------|----------|---------------------------|----------|
| Current Due: | \$200.00 | Next Dues Post Date: | 3/1/2016 |
| Future Due: | \$800.00 | Last Billing Date: | - |
| Unapplied Amount: | \$-50.00 | Membership Price: | \$42.70 |
| Total: | \$950.00 | Wellness Account Balance: | \$0.00 |

Payment History Invoice History Current Due Future Due Customer Account Payment Methods Statement

■ = Void Payment

Account Adjustment

3. Select *Get Payment* and click **Continue**:

Account Adjustment ✕

Please choose the action you would like to take?

Add Invoice

Credit/Refund

Get Payment

Cancel

4. Enter the amount you wish to collect, then click **List Invoice**:

Get Payment

Amount(\$) *

Payment Status ▼

Member ▼

Post Date 2/16/2016

Employee Andrea Hagen

[List Invoice](#)

- You will see a listing of all outstanding items.
- Note:** If there is more than one item, you can click in the check box next to *Manually Apply Amounts*, than check off the specific item(s) you wish to collect on.
- In the example below, there is only one unpaid item, which is now being collected on: a New Year's Special for \$70.00:

Manually Apply Amounts Total to Apply(\$) 70.00 Unapplied Amount(\$) 0.00

= Failed Invoice(s)

| <input type="checkbox"/> | Member Name | Posted | Date Due | Item | Amount | Unpaid | Pay Now |
|-------------------------------------|-------------|-----------|-----------|--------------------|---------|---------|---------|
| <input checked="" type="checkbox"/> | John Smith | 2/16/2016 | 2/24/2016 | New Year's Special | 1000.00 | 1000.00 | 70.00 |
| <input type="checkbox"/> | John Smith | 2/16/2016 | 2/24/2016 | New Year's Special | 1000.00 | 1000.00 | 0.00 |
| <input type="checkbox"/> | John Smith | 2/16/2016 | 2/24/2016 | New Year's Special | 1000.00 | 1000.00 | 0.00 |
| <input type="checkbox"/> | John Smith | 2/16/2016 | 2/24/2016 | New Year's Special | 1000.00 | 1000.00 | 0.00 |
| <input type="checkbox"/> | John Smith | 2/16/2016 | 2/24/2016 | New Year's Special | 1000.00 | 1000.00 | 0.00 |
| | | | | | 5000.00 | 5000.00 | 70.00 |

[Check Out](#)

- Click the **Check Out** button at the very bottom-right part of the screen.
- You will be taken to the Point of Sale screen. Click **Add Payment Method** and complete the point-of-sale process as usual.