Refunds

About Receipts

When a payment is received, it is recorded in CASCE as a receipt, and CASCE identifies it by a unique receipt number. All or part of the receipt can applied to pay fees or "supports" associated with events. If a receipt has an unused balance (receipt_balance), the balance can be refunded.

To work with a receipt, you must open the receipt page. Here are several ways you can do that.

- In the Main Menu (left sidebar) click the folder icon beside Person. Click Receipt in the list that displays under Person. Click the Find button to Search for a specific Receipt by name, number, or payor.
- Quick Registration Page: With the desired event and Person_ID selected, click the receipt number.
- Person Page: At the bottom of the page, click the blue arrow beside "Receipts" and select a receipt from the list that displays.
- Organization: At the bottom of the page, click the down arrow beside "Receipts" and select a receipt from the list that displays.

Basic Steps of the Refund Procedure

Instructions are given for processing a full refund, a partial refund, and a support refund. The steps fit into these primary tasks:

1. Create a cancellation fee, if applicable.
2. Select the type of registration cancellation. DO NOT DROP the registration itself. (It still counts in our program statistics.)
3. Record the receipt number.
4. Edit or drop the registration fee.
5. Edit the payment amount. (For full a refund, enter "0" [zero]. Alternatively, some AHECs "drop" the payment.)
6. Create the refund for the receipt.
7. Associate a specific payment with the refund.
8. Enter documentation in comment boxes.

Issuing a Voucher as a Form of Refund

To grant a voucher, follow the refund instructions below under the title "Prepare for a Full Refund of a Fee" **up to**, but **not including**, “Create a Refund for a Receipt.” **DO NOT** process a refund when issuing a voucher; leave the receipt balance in CASCE. When the customer returns the voucher in payment for a future event, the receipt balance will be applied as payment for the event registration.

CAUTION! Enter corresponding documentation of the voucher, as needed, in the Comments box on the Quick Registration Page, the Receipt Page, and Payment Page for this transaction. CASCE financial reports selectively display Comments from one page or another, but not all. Comments on one page may not appear in some financial reports.

Prepare for a Full Refund of a Fee

Action	**Result**
Open the event associated with the refund.	The event page displays.
In the Main Menu, click Quick Registration.	Quick Registration for the event displays. Beneath the Event ID, registration information is displayed for any registered person selected in the white registration box.
Click the down arrow on the right of the white registration box.	A list of all registered persons displays (listed alphabetically by Person_ID).
Select from the list the Person_ID whose registration you want to work with.	The person's registration information displays in Quick Registration.
In the top section of the Event page, on the far right, click the Select button beside "event_fees."	A list of all the event fees displays.
In the list of event fees, find the fee associated with the refund you want to make. Click the Drop button beside the fee.	You are returned to the Quick Registration page. The fee you dropped is no longer charged to the person's registration. The Event page displays event_fees as $0.00, registration_fee as as $0.00, and registration_payments as, for instance, $(-95.00).
Under "Payments toward his registration," **find and write down the blue, underlined Receipt number** (example, #361996) for reference. Near the Receipt number, click the **OTHER** blue, underlined number, which is the Payment number.	The Payment page displays the payment details.
Click the Edit button.	The Payment page displays in edit mode.
Change the payment amount to "0" (zero). In the Comment box at the bottom of the page, enter your note to document the refund. For instance, record the receipt number, the date, and your identity. Click the Save Edit button.	The revised Payment page displays.
Click the Quick Registration button at left in the main menu.	You are returned to the Quick Registration page for registrant and event you are working with.
Click the Edit button beside the Registration Comment box near the	Your revisions are displayed on the Quick Registration page.

bottom of the page. In the Registration Comment box, enter your note to document the refund. For instance, record the receipt number, the date, and your identity. Click the Save Edit button.	
Beneath the Person_ID in the pink area near the top of the Quick Registration page, click the On Time button beside "Cancel." **Do not drop the registration!** (It counts in your AHEC's attendance statistics.)	The new status "Canceled" displays in the yellow area to the right.
Now skip the next section and proceed directly to the section entitled "Create a Refund for a Receipt."	

Prepare for a Partial Refund of a Fee (Apply a Lower Fee and Refund the Difference)

Open the event associated with the refund.	The event page displays.
In the Main Menu, click Quick Registration.	Quick Registration for the event displays. Beneath the Event ID, registration information is displayed for any registered person selected in the white registration box.
Click the down arrow on the right of the white registration box.	A list of all registered persons displays (listed alphabetically by Person_ID).
Select from the list the Person_ID whose registration you want to work with.	The person's registration information displays in Quick Registration.
In the top section of the Event page, on the far right, click the Select button beside "event_fees."	A list of all the event fees displays.
In the list of event fees, find the fee currently applied. Click the Drop button beside the fee.	You are returned to the Quick Registration page. The fee you dropped is no longer charged to the person's registration.
Now click the Select button beside "event_fees" to add a new fee.	A list of all the event fees displays.
Find the new fee you want to apply. Click the Add button beside the new fee.	The new fee is charged to the person's registration. The Event page displays the new amount beside event_fees and registration_fee.
Under "Payments toward this registration," click the Edit button (located beneath the blue, underlined Receipt number).	The Edit Existing Payment popup window displays the current payment amount.
Change the amount to reflect the actual payment you want to receive. In the Comment box at the bottom of the page, enter your note to document the refund,	The Edit Existing Payment popup window closes and the new payment amount displays beside payment_amount on the Quick Registration page.

record the receipt number, and document the date and your identity. Click the Save button.	
Continue to the next section entitled "Create a Refund for a Receipt."	

Create a Refund for a Receipt

CAUTION: A refund is not completely recorded until you associate it with **specific payments**, the last step in this instruction! Otherwise, the refund will not appear on the Profit and Loss report or on the Event Revenue and Expense reports!

Open the event associated with the refund.	The event page displays.
In the Main Menu, click Quick Registration.	Quick Registration for the event displays. Beneath the Event ID, registration information is displayed for any registered person selected in the white registration box.
Click the down arrow on the right of the white registration box.	A list of all registered persons displays (listed alphabetically by Person_ID).
Select from the list the Person_ID whose registration is associated with the refund.	The person's registration information displays in Quick Registration.
Under "Payments toward his registration," locate the receipt associated with the refund and click the blue, underlined receipt number beside it.	The receipt page displays the receipt information and the receipt_balance amount (amount eligible for refund).
Click the Refund button to the right of receipt_balance, about midway down the page.	A dialog box displays, requesting you to confirm that you want to add (create) a refund. (A refund is a CASCE record with a unique ID number that allows it to be tracked and associated with a payment and a receipt.)
Click OK.	The Find Receipt for Refund page displays. A Person_ID is automatically displayed in the search field. You can change the Person_ID, or you can remove it and use one of the other search fields to search for the receipt by another criteria, such as organization or receipt number.
Click the Search button at the top right of the page.	A popup window displays a list of receipts.
Click the numbered button beside the desired receipt to select it.	A dialog box displays the receipt amount and requests confirmation that you want to refund it. **Do not change** the amount!
Click OK to accept the amount for refund.	The Refund page displays the refund number at the top of the page and the refund information beneath it.

Write down the refund number for reference.	
Now you must associate the refund with specific payments. Near the refund amount, locate the white box beside the word "For." In the white box, "Entire Receipt" is highlighted by default. Below it, payments associated with the receipt are displayed. Click on one or more payments being refunded. (Select multiple payments in the list by holding down the Control button on your keyboard and clicking on your selections.) Your selections should be highlighted now and "Entire Receipt" should no longer be highlighted. Click the Save Edit button.	Your selections are displayed on the Refund page. This refund is complete.
Enter documentation of the refund, as needed, in the Comments box on the Quick Registration Page, the Receipt Page, and Payment Page for this transaction. CASCE financial reports selectively display Comments from one page or another, but not all. Depending on which page you entered your Comments, they may not show on some financial reports.	
To obtain a refund report, open any Refund Page and click on the Related Views icon in the top right corner of the page.	The Refund Report page displays.
Specify the refund report you want by entering either the time period, the event, or the Person_ID associated with the refund(s). Enter only one of these criteria. Click the Download Excel button.	A dialog box allows you to open or save the Excel file on your local computer.
Select to open the Excel file or save it to your computer.	

Refund Support Monies

Support money comes from organizations that support events. Like other payments, support money is recorded as a receipt.

Action	Result
First, make a note of the exact organization name as it exists in CASCE and the correct CASCE receipt number!	
Open the event associated with the refund.	The event page displays.
Scroll to the bottom of the page. Click the down arrow beside Supports.	A list of supports for the event displays.

Locate the support to be refunded and click the numbered button at left of it.	The Support page displays.
Click the Delete button.	A dialog box requests confirmation for the deletion.
Click OK to delete.	
Navigate to the Organization page. Scroll to the bottom of the page.	
Click the down arrow beside Receipts.	A list of receipts displays.
Click the blue, underlined Receipt number (Receipt #). This is a link that opens the Receipt Page.	The Receipt Page displays.
Click the Refund button at right, about midway down the page. **CAUTION:** Do not change the amount!	A dialog box displays, requesting you to confirm that you want to add (create) a refund. (A refund is a CASCE record with a unique ID number that allows it to be tracked and associated with a payment and a receipt.)
Click OK to create the refund.	The Find Receipt for Refund page displays. Enter information to one of the search fields to specify how you want to search for the receipt, such as organization or receipt number.
When you have entered the search criteria to find the receipt, click the Search button at the top right of the page.	A popup window displays a list of receipts.
Click the numbered button beside the desired receipt to select it.	A dialog box displays the receipt amount and requests confirmation that you want to refund it. Do not change the amount!
Click OK to accept the amount for refund.	The Refund page displays the refund number at the top of the page and the refund information beneath it.
Write down the refund number for reference.	
Now you must associate the refund with specific payments. Near the refund amount, locate the white box beside the word "For." In the white box, "Entire Receipt" is highlighted by default. Below it, payments associated with the receipt are displayed. Click on one or more payments being refunded. (Select multiple payments in the list by holding down the Control button on your keyboard and clicking on your selections.) Your selections should be highlighted now and "Entire Receipt" should no longer be highlighted. Click the Save Edit button.	
CAUTION: A refund is not completely recorded until you associate it with **specific payments**!	Your selections are displayed on the Refund page. This refund is complete.

Otherwise, the refund will not appear on the Profit and Loss report or on the Event Revenue and Expense reports!	
Enter documentation of the refund, as needed, in the Comments box on the Quick Registration Page, the Receipt Page, and Payment Page for this transaction. CASCE financial reports selectively display Comments from one page or another, but not all. Depending on which page you entered your Comments, they may not show on some financial reports.	
To obtain a refund report, open any Refund Page and click on the Related Views icon in the top right corner of the page.	The Refund Report page displays.
Specify the refund report you want by entering only one search criterion associated with the refund(s). Click the Download Excel button.	A dialog box allows you to open or save the Excel file on your local computer.
Select to open the Excel file or save it to your computer.	