

[VIDEO] Record Refunds

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With KidKare Accounting, you can issue refunds to payers. Refunds can be issued as cash, checks, or account credits. Refunded credit card payments must be issued as one of the aforementioned methods of payment, as Stripe does not issue refunds. Watch the quick video below or scroll down for step-by-step instructions to learn more.

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1. From the menu to the left, click **Accounting**.
 2. Click **Income**.
 3. Enter your Accounting PIN and click **Go**.

Note: If you do not have an Accounting PIN set, you are prompted to set one.

4. Locate the invoice for which to record a refund. Filter suggestions are below.
 - Click the **Status** drop-down and select **Paid** and/or **Partial** to view only those invoices that are paid or partially paid.
 - Click the **Participant(s)** drop-down menu and select the participant(s) to view.
 - If you know the invoice number, click the **Invoice #** box and type it.
5. Click the row for the invoice to refund. The View Invoice page opens.
6. Click the **Invoice Actions** drop-down menu and select **Record Refund**. The Refund for Invoice pop-up opens.
7. Click the **Payer** drop-down menu and select the payer to which you are issuing a refund.

Refund for Invoice #10031 ✕

Payer:

| | | |
|------|-------|-----------------------|
| Cash | Check | Account Credit |
|------|-------|-----------------------|

Credit Balance \$1,247.05

Total Paid \$544.00

Amount

Refund Date

Notes

8. Select **Cash**, **Check**, or **Account Credit**.
9. Click the **Amount** box and enter the amount you are refunding. This defaults to the total amount paid on the invoice. If you selected **Check** in **Step 7**, you can also enter the check number in the **Check Number** box.
10. Click the **Refund Date** box and enter the date the refund was issued. This defaults to today's date.
11. Click the **Notes** box and enter any comments about this refund.
12. Click **Record Refund**. The invoice status moves back to **Unpaid** or **Partial**.