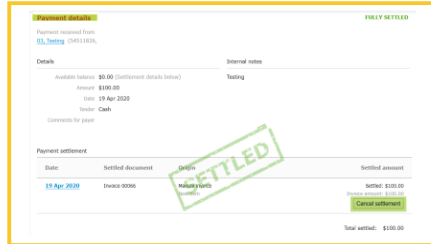


Wild Apricot Cheat Sheet #11

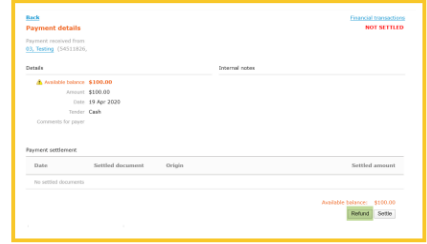
Issuing a Full Refund on a Paid Invoice



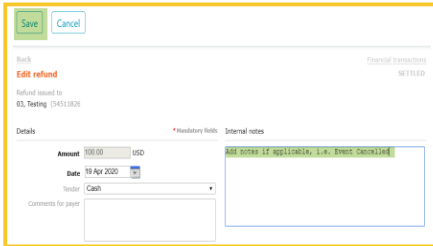
1 Open invoice to be refunded. Click the Settlement details link near the bottom of the invoice.



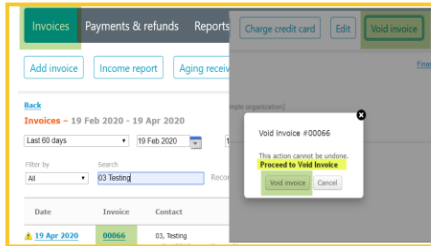
2 Click the Cancel settlement details button. This will "undo" the payment that was applied.



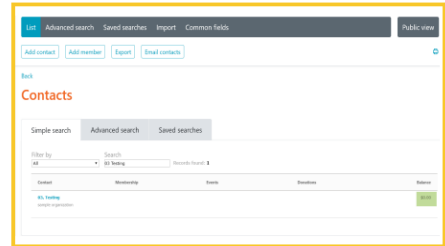
3 Click the Refund button on the payment. This will create a full refund on the payment that was made.



4 Review the refund. Add any internal notes and/or comments to payer. Click the Save button.



5 Find the invoice that was fully refunded, and void the invoice. Do not delete or modify the invoice.



6 The Contact's balance attached to the invoice will now reflect the refund that was applied.