

How to Record a Refund Through TouchNet T-Link

Here are the instructions:

- 1) First find the person you are wanting to cancel their registration form either through the "People" menu at the top or through the class.
- 2) Once you are on the "Registration" window for that person click the "Charges & Payments" tab. Here is an example screenshot:

- 3) Next under "Admin Actions" click the "Cancel Registration" link and do not send them any of the emails that might pop-up. Do not use the "Cancel and Refund" option.
- 4) Next on the "Charges & Payments" tab click the "Admin Adjustment" and then type in a reason for the admin adjustment and the dollar amount. This will be subtracted from any credit they have.
- 5) Lastly, you can click the "Record and Pay a Refund Through TouchNet" and enter the remaining amount you want to refund and then fill in all the fields.

At this point you should have retained any cancellation fee along with refunding the remaining credit.