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:

Reservation Char	ges & Payments Mes	sages (1) Documents			
Summary of Charges	Reservation Statu	Reservation Status			
Reservation Form Sat, Oct 9 10a-11:00am		\$9.00	Submitted	Submitted	
		Free	Price		
Total	il \$9.00		Visitor Center Res	ervation Form	
Visa		-\$9.00	Sat, Oct 9 10a-11:0	0am \$9.00	
Remaining Balance		Fully Paid	Children Under 5	Free	
			Total	\$9.00	
Payment Method on confirmation			Visa	-\$9.00	
Pay now by credit card			Remaining Balance	e Fully Paid	
Edit			Reservation Actio	Reservation Actions	
Discounts, Fees, and Charges			Print Reservation	Print Reservation	
Visitor Center Reservation Form			Print Schedule	Print Schedule	
			Print Confirmation	Print Confirmation	
	- Add	Discount + Add Lee + Admin Ad	tiustment View/Print Invoice		
				Resend Email Confirmation	
+ Record a Refund Paid + Record and Pay a Refund through TouchNet			TouchNet Print Consent Form	Print Consent Forms	
			Download to Caler	idar (.ics)	
Payments for this Reserva	tion		Admin Actions		
Oct 6, 2021 1:18pm	Visa Online Payment	\$9.00 Total	Z Edit Reservation	Z Edit Reservation	
	Fayment		New Note or Ta	🖑 New Note or Task	
\$9.00 Applied Payment Details			+ Record a Payme	nt	
			Adjust Balance		
Dthay Astions	Send Email Messag	Send Email Message			
other Actions	View Reservation H	View Reservation History			
+ Record a Refund Paid			Cancel Reservation	Cancel Reservation	
			Cancel and Refund		

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 substracted 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.