

# Refunds

You must do a refund if someone has overpaid their account.

## Overpayment:

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If you receive a check or credit card payment for more than the person owes, you can add a Refund Requirement to make up the difference.


In this example Jamie Marshall owes \$102.00 in court costs but has mailed in a money order for \$150.00. When you take a payment, it must be for the exact amount of the check since you will be depositing that check into your checking account.

## Add a Refund Requirement

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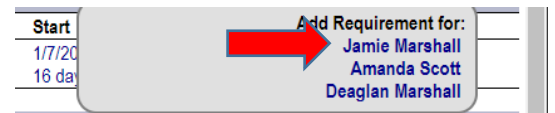
We must add a Refund Requirement to make up the difference for the \$48.00 overpayment.

To add a new requirement, click the **Add** or **Options** link at the end of the line. If there are multiple names associated with the case, you will need to select which party to add the refund to. Select the person who owes the fee.





- Requirements		Top				Options
Name	Assigned	Requirement	Start	Status	Status date	
Jamie Marshall	1/7/2019	Court Costs	1/7/2019 16 days	(Balance: \$102.00)		

Click the name of the person to whom you are adding the requirement:



## Requirement Detail

 Requirement type:\* SANC - Sanction / Financials

 Requirement code:\* REF - Refund



Provider: -- Select --


Assigned date:  Start date:


Scheduled end date:  New end date:

Status: -- Select -- Status date:

Assessment frequency: -- Select -- Type: -- Select -- Amount:

 Initial type: A001 - Assess Refund Amount:  48.00

 Cases:\*  Jamie Marshall: Case 1 - Petitioner - 81JC1-2019-PAT-1 (Active; Case Filed)  
 Amanda Scott: Case 1 - Petitioner - 81JC1-2019-PAT-1 (Active; Case Filed)  
 Deaglan Marshall: Case 1 - Child - 81JC1-2019-PAT-1 (Active; Case Filed)

 Default payee:

Notes:

- **Requirement type** – Select your financial requirement type.
- **Requirement code** – Select refund
- **Initial type** – should already say “assess refund.”
- **Amount** – Enter the amount of the refund.
- **Cases** – The person for whom you added the requirement should be selected.
- **Default payee:** Click the **Get name** button to select the person to whom the refund check will be made payable.

Default payee: Jamie Edwin Marshall

Click the **Update** button to save your work.

- Requirements Top						Options
Name	Assigned	Requirement	Start	Status	Status date	
Jamie Marshall	1/22/2019	Refund	1/22/2019 1 day	(Balance: \$48.00)		
Jamie Marshall	1/7/2019	Court Costs	1/7/2019 16 days	(Balance: \$102.00)		

If for some reason the Court Costs requirement status shows “paid in full”, this is a closed requirement status and you must remove that or you won’t be able to take a payment.

- Requirements Top						Options
Name	Assigned	Requirement	Start	Status	Status date	
Jamie Marshall	1/22/2019	Refund	1/22/2019 1 day	(Balance: \$48.00)		
Jamie Marshall	1/7/2019	Court Costs	1/7/2019	Paid in Full (Balance: \$102.00)	1/22/2019	

Click on the **Assigned date** link to get into the requirement detail screen.

Change the Status back to -select- by clicking on the word – select-.

### Requirement Detail

Cases | Attributes | Alerts | Balances | Transactions

Requirement type: Sanction / Financials  
 Requirement code: Court Costs  
 Provider: -- Select --  
 Assigned date: 1/7/2019 Start date: 1/7/2019  
 Scheduled end date: New end date:  
 Status: PAID - Paid in Full Status date: 1/22/2019  
 Assessment request: -- Select --  
 Default payee:  
 Notes:

-- Select --

ABS - Absconded

MOD - Child Support Modified

TERM - Child Support Terminated

FAIL - Failed to Complete Successfully

PAID - Paid in Full

DONE - Successfully Completed

W - Waived

Click the **Update** button to save your work.

The person now owes \$150.00 and you can take a payment as normal.