REFUNDING A BOND

Services may create bonds as a holding fee when parents join the center. When the family finishes with the centre services can refund this bond.   When the bond is refunded it will apply a credit to the families account.

This tipsheet will walk you through:

- **Refunding a bond**
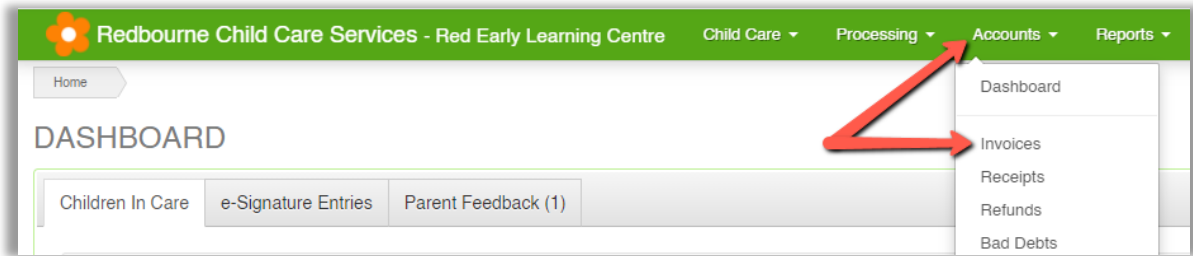- **Troubleshooting**

Summary

1. Click on Accounts
2. Click on Invoices
3. Find the Bond Invoice in question
4. Click on the pencil in the right corner
5. Click on Adjust Line Item box in the right side
6. Change the Price Each back to zero
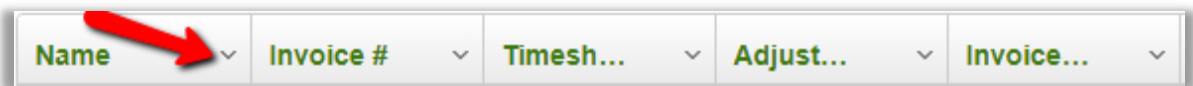7. Save

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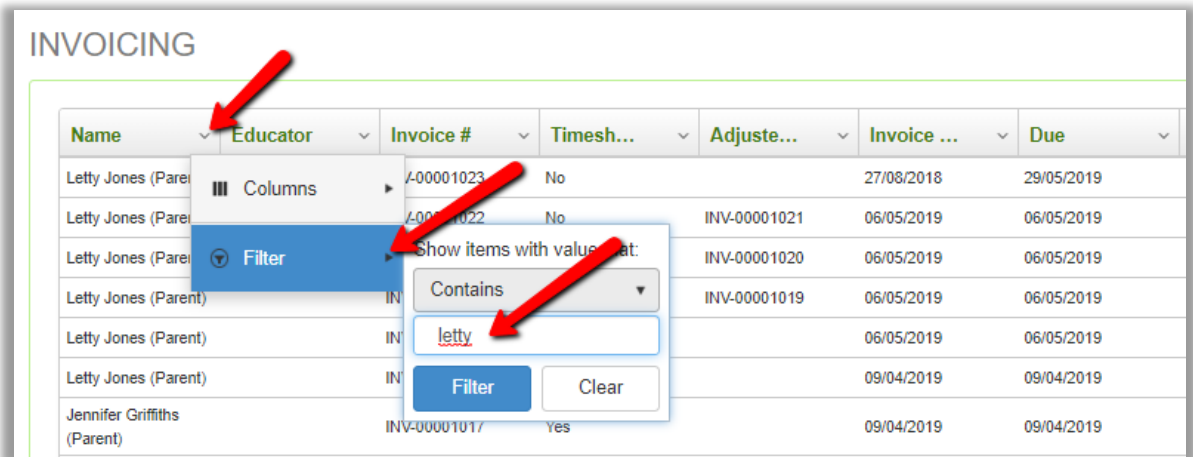
Detailed

First, you need to find the bond invoice.

Click on the **accounts** menu and select **invoices**

You may search for invoices via the column headings.

Clicking the arrow on each column will provide you with search options. You may the select the filter option to type a keyword:

Once you click the **Filter** button only invoices relating to your search will display:

Detailed cont.

Once you find the invoice which relates to the bond click on the pencil button to open the invoice in edit mode.

Tick **adjust line item** and change the price each to **zero** then click save.

Once saved the system will create an adjustment invoice showing account has been credited.

REFUNDING A BOND

Troubleshooting

Issue: I am having trouble finding the initial bond invoice. What would you recommend?

Resolution: The Bond invoice will always be created against the primary guardian's name. There are 3 ways to find the invoice:

1. Print a parent/guardian statement. Make sure you change the dates back to when the child started and view the **invoice** transactions.
2. Run a bond report. Reports – Financial – Invoice Transactions.
   a. Select Parent
   b. Select Charge (what charge you used when creating the invoice)
   c. Select Date (date back to when the family started care)
   d. Click download

This report will show you each invoice created under that charge along with any adjustments made.

3. While in accounts – invoices, open the filters on the **Name** column and enter either the first or surname then click filter. When the results display go back to the oldest invoice created and view each invoice.

Issue: The child has changed primary guardians since they began care and there is no bond invoice for the new guardian. Where can I find it?

Resolution: The Bond invoice will still be against the guardian which it was created for. Follow the options above and search using the old primary guardian's name.

Issue: I created a bond for 2 children and need to refund only 1 child what do I do?

Resolution: If the charges are on the same invoice, you cannot adjust the invoice twice