

# Changing Registrations

# Types of Changes

- Non-Financial

Change the registration, but not the invoice

- New trip price will not be paid in full.

1. Change the registration
2. Update the invoice
3. Email the updated invoice to the registrant

- New trip price will be overpaid.

1. Change the registration
2. Update the invoice - payments settlement will be removed
3. Manually settle payments
4. Email the updated invoice to the registrant
5. Refund or transfer the remaining credit in WA and with an IET to the Treasurer

## Non-Financial

1. Find the registration in the Registrants List.
2. Click on the registration to view the details
3. Click “Edit”
4. Make the change and click “Save”
5. Now you see the invoice. Click “Cancel invoice update”

## **New trip price will not be paid in full.**

1. Find the registration in the Registrants List.
2. Click on the registration to view the details
3. Click “Edit”, make the change and click “Save”
4. Now you see the invoice. Click the green “Update invoice” button near the top left.
5. Click the green “Email” button near the top of the page.
6. Type a “personal message” to the registrant and click the green “Send email” button.

## **New trip price will be overpaid.**

1. Find the registration in the Registrants List.
2. Click on the registration to view the details
3. Click “Edit”, make the change and click “Save”
4. Now you see the invoice. Click the green “Update invoice” button near the top left.
5. Since the payments exceed the new total invoice, WA will show a message that the settlement will be removed, click “OK
6. The payments have been separated from the invoice for the trip. You have to find the payments and manually settle them.

**This rest of the steps will be covered in more detail on the following slides.**

# On the invoice - click on the registrants name

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings


Preview & print Email Record payment Charge credit card Edit Delete invoice

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**Invoice details (01799)** **UNPAID**

Invoiced to  
[Gary Roth](#) (6083840, groth@austin.rr.com)



Details Internal notes

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 Balance due **\$941.00**

Amount \$941.00

Invoice # 01799

Origin [Event registration](#)

Date 07/28/2014

Comments for payer

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Item	Amount, \$
Registration for "Sample Trip 2016" (01/02/2016 - 01/16/2016, Park City, Utah), Ground Only	\$650.00
Lift Tickets - Adult/ Sr. 5 days	\$291.00

[Record payment](#) [Charge credit card](#)

# On the registrants Contact info page, click on Financial Transactions

Dashboard **Contacts** Website Events Members Donations Finances Emails Settings

List Advanced search Saved searches Import Common fields

Account statement Send email Merge


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**Gary Roth (6083840)** ★ Full administrative access [Financial transactions](#)  
**Balance: \$58.00 (overpaid)**  
1 open invoice(s)  
1 unsettled payment(s)

[groth@austin.rr.com](mailto:groth@austin.rr.com) Last login 08/01/2014 Profile last updated Never

Membership	Past President, renewal: Never
Events	Not paid (07/27/2014)
Donations	-

[Contact details](#) **Membership**  [Events](#) [Donations](#) [Email settings and log](#) [Privacy](#) [Photos](#)

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Membership Edit Suspend Bundle Add member

Membership level	Past President	Role	Bundle administrator
Membership status	Active	Bundle limit	6
Member since	09/12/2000	Used so far	2
Renewal due on	Never	Administrator	★ Gary Roth
Renewal date last changed	12/21/2011	Members	<a href="#">Nancy Roth</a>
Level last changed	01/10/2012	Group participation	<span>Edit</span>

Membership fields Group participation [Board Members](#)

# On the Invoices list, click on Payments & refunds

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Add invoice Income report Aging receivables Account statement Export to Excel Export to QuickBooks

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**Finances filtered by Contact** Balance: \$58.00 (overpaid)

[Gary Roth](#) (6083840, groth@austin.rr.com)

**Invoices** **Payments & refunds** [Audit log](#)

Filter: All Search: Records found: 7

Date	Invoice	Contact	Origin	Amount	Status
<a href="#">07/28/2014</a>	<a href="#">01799</a>	Gary Roth groth@austin.rr.com	Event registration	Balance due: \$941.00	Unpaid <a href="#">Record payment</a>
<a href="#">08/11/2013</a>	<a href="#">01039</a>	G g		\$707.00	Fully paid

When WA removed the settlement, the invoice for the trip is now unpaid

Do not click "Record payment here."



# On the Payments & refunds list - settle the payments with available balances

In the following example there is only 1 payment for the full amount of the trip. Normally there are at least 2 payments, the deposit and then one or more additional payments. Settle the smallest ones first.

The screenshot shows a web application interface for financial management. At the top, there is a navigation bar with tabs for Dashboard, Contacts, Website, Events, Members, Donations, **Finances**, Emails, and Settings. Below this is a sub-menu with options like Invoices, Payments & refunds, Reports, Audit log, Taxes, Tenders, QuickBooks, Payment receipt, and Invoice settings. A row of action buttons includes Record payment, Add refund, Payments report, Account statement, Export to Excel, and Export to QuickBooks.

The main content area shows 'Finances filtered by Contact' for 'Gary Roth (6083840, groth@austin.rr.com)'. A balance of '\$58.00 (overpaid)' is displayed. There are three tabs: Invoices, **Payments & refunds**, and Audit log. A search filter is set to 'All' and shows 'Records found: 18'.

The table below lists payments:

Date	Contact	Details	Amount	Status
<a href="#">07/27/2014</a>	Gary Roth groth@austin.rr.com	Payment: Austin Skiers Officer Credit	\$999.00	Available balance: \$999.00 <a href="#">Settle</a>
<a href="#">10/26/2013</a>	Gary Roth groth@austin.rr.com	Payment: Check Event registration	\$207.00	Payment settled

A red box with the text 'Click on Settle' and a red arrow points to the 'Settle' button in the first row of the table.

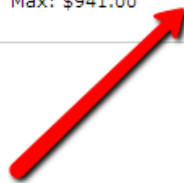
# Payment settlement window - repeat this process for the 2nd payment

If there are unpaid invoices from other trips, be sure to “settle” the one from your trip.

**Payment settlement - Gary Roth**

Select document to settle: Available balance: \$999.00

Date	Document	Amount to settle
07/28/2014	Invoice 01799 Event registration: "Sample Trip 2016" (01/02/2016 - 01/16/2016) Invoice total \$941.00, due \$941.00	<input type="text" value="941.00"/> <input type="button" value="Settle"/> Max: \$941.00



# Refund the remaining available balance - click the refund button

If you don't do the refund in WA, then the registrant will have a credit they don't deserve

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Preview & print Email Refund Settle Edit Delete

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**Payment details** **PARTIALLY SETTLED**

Payment received from  
[Gary Roth](#) (6083840, groth@austin.rr.com)

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Details Internal notes

 Available balance **\$58.00**

Amount \$999.00

Date 07/27/2014

Tender Austin Skiers Officer Credit

Comments for payer

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Payment settlement

Date	Settled document	Origin	Settled amount
<a href="#">07/28/2014</a>	Invoice 01799	<a href="#">Event registration</a> Sample Trip 2016 (01/02/2016 - 01/16/2016, Park City, Utah)	Settled: \$941.00 Invoice amount: \$941.00 <a href="#">Cancel settlement</a>

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Total settled: \$941.00  
Available balance: **\$58.00**

[Refund](#) [Settle](#)



# Add the refund - choose tender, add notes, click the green Save button

Save   Cancel

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## Add refund on payment

Refund issued to  
Gary Roth (6083840, groth@austin.rr.com)


Details

\* Mandatory fields

Internal notes

Amount  USD

Refunded payment: 07/27/2014 on \$99.00

Date  

Tender  ▼

Comments for payer

Tender

Notes

originally ordered a 6 day lift, but now wants a 5 day lift

## **Email the Refund details and complete an IET**

Click on the green Email button and enter a Personal message

Email the IET to the VP Trips ([trips@austinskiers.org](mailto:trips@austinskiers.org)) and the Treasurer ([treasurer@austinskiers.org](mailto:treasurer@austinskiers.org))

Ask the VP Trips to approve the IET

Note: All refunds to trip registrants must be approved by the VP Trips.

# You are Done!