



Handling a Guest Event Purchase Refund

Keywords
refund
credit
invoice
cancel

Applies to: *Auction! V3*

Background: *Auction! V3* does not have inherent capability to reflect refunds to guests when a purchase is cancelled for some reason, such as missing or broken items, etc.

Step by Step in Auction! V3

1. Create a **Silent (or Live) Item with Short Description** "Refund to Guest for Overpayment" or similar. Give the item a number that separates it from routine items, such as 7999.
2. **Categorize** the item as "REFUND" so reports by category will reflect the totals.
3. Check the box "**Pledge/Multiple Buyer Item**" in case more than one instance is needed.
4. For the bidder, enter a **Winning Bid** for the Item "Refund to Guest for Overpayment" in the amount to be refunded.
5. **Pay** the refund to the guest.
6. Enter an **Expense (Insert, Expense)** for the amount of the refund.

Workaround nuances: This workaround balances guest accounts, and balances the event books. It is particularly helpful when a payment has been processed, such as a credit card transaction, or a bank deposit, and cannot be directly changed or returned to the guest.

It does result in an overstatement of Purchases and of Payments. The easiest way to keep track of the amount of overstatement is to run a report of Items by Category. The total for category "REFUND" is the amount of overstatement.

The expense will be reflected on the Report, Financial Statement, and will offset the Overstated Purchases and Payments.