


Reallocating funds within EventsAIR


Recommended method



Occasionally you will need to reallocate funds within EventsAIR. The attendee want to attend a different function than they initially chose, or they may cancel then decide they do wish to attend.

In this scenario you want them to only pay the difference in cost or for you to refund the difference, rather than refunding them the cost item and charging them the full amount. You also don't want this to affect the reporting for the event. For the sample below we have two costs that are identical, however this will also work for items which have a difference in cost. We have also made the assumption that the new cost item has been added and the old removed.


To do this the most accurate method is the following:

1. Open the attendee record within EventsAIR
2. Click on the "Payments, refunds, invoices and audit trail button located on the right side of the screen, it will look like the image on the right 
3. Within the financial section, you will see the two items with the costs you wish to reallocate. An alternative method is to simply select both and process as an internal transaction, however this may cause an issue with your reporting



Financials					
<div>NEW PAYMENT NEW REFUND INVOICES MISC. CHARGE AUDIT TRAIL</div>					
Payment Due				SHOW ALL	ADD ATTENDEE
<input type="checkbox"/>	Details		Required	Outstanding	Payment
<input type="checkbox"/>	 Sample Registration 1	Canceled	0.00	-100.00	0.00
<input type="checkbox"/>	 Sample Registration 2	Purchase	100.00	100.00	0.00
Total			100.00	0.00	0.00

4. Select the tab of the Financials window labelled "Audit Trail". It is here that we will be making the alteration to the information



Financials

NEW PAYMENT

NEW REFUND

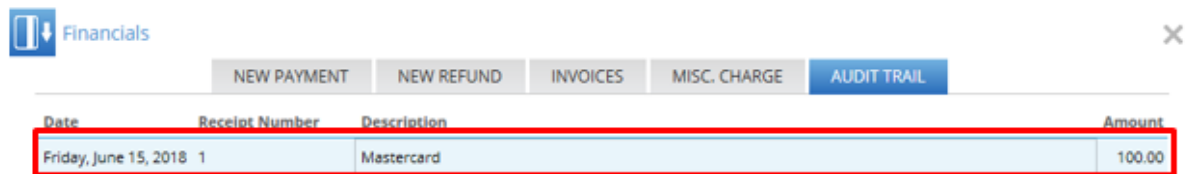
INVOICES

MISC. CHARGE

AUDIT TRAIL

Date	Receipt Number	Description	Amount
Friday, June 15, 2018	1	Mastercard	100.00

5. You need to select the financial transaction containing the original payment

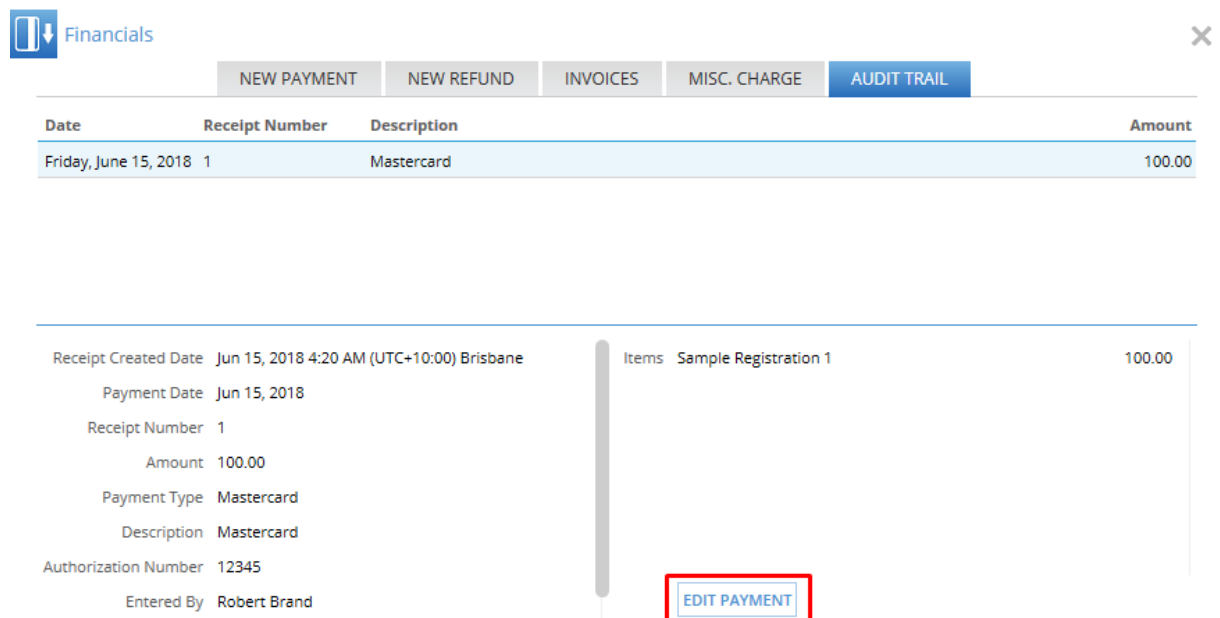


Financials

NEW PAYMENT NEW REFUND INVOICES MISC. CHARGE AUDIT TRAIL

Date	Receipt Number	Description	Amount
Friday, June 15, 2018	1	Mastercard	100.00

6. When you have selected the payment, click the “Edit Payment” Button at the bottom of the screen



Financials

NEW PAYMENT NEW REFUND INVOICES MISC. CHARGE AUDIT TRAIL

Date	Receipt Number	Description	Amount
Friday, June 15, 2018	1	Mastercard	100.00

Receipt Created Date Jun 15, 2018 4:20 AM (UTC+10:00) Brisbane
Payment Date Jun 15, 2018
Receipt Number 1
Amount 100.00
Payment Type Mastercard
Description Mastercard
Authorization Number 12345
Entered By Robert Brand

Items Sample Registration 1 100.00

EDIT PAYMENT

7. It will show a confirmation window, you will need to click “Edit” to continue

The screenshot shows the 'Financials' application interface. At the top, there are tabs: 'NEW PAYMENT', 'NEW REFUND', 'INVOICES', 'MISC. CHARGE', and 'AUDIT TRAIL'. Below these is a table with columns: 'Date', 'Receipt Number', 'Description', and 'Amount'. The table contains one row: 'Friday, June 15, 2018', '1', 'Mastercard', '100.00'. A 'Confirm' dialog box is overlaid on the table. The dialog has the title 'Confirm' and the text 'Are you sure that you want to edit this payment?'. It contains two buttons: 'EDIT' (highlighted with a red box) and 'CANCEL'. Below the dialog, there is a section for 'Receipt Created Date' (Jun 15, 2018), 'Payment Date' (Jun 15, 2018), 'Receipt Number' (1), 'Amount' (100.00), 'Payment Type' (Mastercard), 'Description' (Mastercard), 'Authorization Number' (12345), and 'Entered By' (Robert Brand). An 'EDIT PAYMENT' button is located at the bottom right of the dialog.

Date	Receipt Number	Description	Amount
Friday, June 15, 2018	1	Mastercard	100.00

Confirm
Are you sure that you want to edit this payment?

EDIT **CANCEL**

Receipt Created Date Jun 15, 2018
Payment Date Jun 15, 2018
Receipt Number 1
Amount 100.00
Payment Type Mastercard
Description Mastercard
Authorization Number 12345
Entered By Robert Brand

EDIT PAYMENT

8. The window will show the initial payment only, click “Show All” to see a complete list of transactions

The screenshot shows the 'Financials' application interface. At the top, there are tabs: 'NEW PAYMENT', 'NEW REFUND', 'INVOICES', 'MISC. CHARGE', and 'AUDIT TRAIL'. Below these is a section titled 'Editing Previous Payment'. It contains a 'Payment Due' section with a 'SHOW ALL' button (highlighted with a red box) and an 'ADD ATTENDEE' button. Below this is a table with columns: 'Details', 'Required', 'Outstanding', and 'Payment'. The table contains one row: 'Sample Registration 1', 'Canceled', '0.00', '0.00', '100.00'. A 'Total' row is also present. Below the table is a 'Payment Details' section with fields for 'Payment Date' (14/06/2018), 'Payment Type' (Mastercard), 'Description' (Mastercard), and 'Authorization Number' (12345). At the bottom right, there are two buttons: 'UPDATE PAYMENT' and 'CANCEL'.

Editing Previous Payment

Payment Due

SHOW ALL **ADD ATTENDEE**


Details	Required	Outstanding	Payment
<input checked="" type="checkbox"/> Sample Registration 1 Canceled	0.00	0.00	100.00
Total	0.00	0.00	100.00

Payment Details

Payment Date * 14/06/2018
Payment Type * Mastercard
Description Mastercard
Authorization Number * 12345

UPDATE PAYMENT **CANCEL**

9. Check the payment you are *transferring the funds to*



 Financials ✕

NEW PAYMENTNEW REFUNDINVOICESMISC. CHARGEAUDIT TRAIL

Editing Previous Payment

Payment Due

ONLY SHOW ORIGINAL ITEMSADD ATTENDEE

<input type="checkbox"/>	Details		Required	Outstanding	Payment
<input checked="" type="checkbox"/>	 Sample Registration 1	Canceled	0.00	0.00	100.00
<input type="checkbox"/>	 Sample Registration 2	Purchase	100.00	100.00	0.00
Total			0.00	0.00	100.00

Payment Details


Payment Date *15/06/2018

Payment Type *Mastercard

DescriptionMastercard

Authorization Number *12345

10. Transfer the payment from the first registration to the second



 Financials ✕

NEW PAYMENTNEW REFUNDINVOICESMISC. CHARGEAUDIT TRAIL

Editing Previous Payment

Payment Due

ONLY SHOW ORIGINAL ITEMSADD ATTENDEE

<input type="checkbox"/>	Details		Required	Outstanding	Payment
<input checked="" type="checkbox"/>	 Sample Registration 1	Canceled	0.00	0.00	0.00
<input checked="" type="checkbox"/>	 Sample Registration 2	Purchase	100.00	100.00	100.00
Total			0.00	0.00	100.00

Payment Details


Note:

This step needs a little care if there are different amounts between the two.

If the first is greater, i.e. the first has 120 and the second is only 100, then you can transfer 100 to the second, but the payment for the first needs to remain at 20 so that a refund can be processed

If the second is greater, i.e. the first has 100 and the second is 120, then you can transfer 100 to the second, so that the first has 0 as the payment and the second will be 100, meaning that 20 will still be outstanding

11. Once you have adjusted the payments as required, you can click the “Update Payment” button to complete the transaction

 Financials ✕

NEW PAYMENTNEW REFUNDINVOICESMISC. CHARGEAUDIT TRAIL

Editing Previous Payment

Payment Due

ONLY SHOW ORIGINAL ITEMSADD ATTENDEE

<input type="checkbox"/>	Details		Required	Outstanding	Payment
<input type="checkbox"/>	Sample Registration 1	Canceled	0.00	0.00	0.00
<input checked="" type="checkbox"/>	Sample Registration 2	Purchase	100.00	100.00	100.00
Total			0.00	0.00	100.00

Payment Details

Payment Date *15/06/2018

Payment Type *Mastercard

DescriptionMastercard

Authorization Number *12345

Amount100.00

Payment Received *100.00

Currency Expense0.00

Credit Card Fee0.00

Tax0.00


Total100.00

Comment

UPDATE PAYMENT

CANCEL

As you can see from the below image, the outstanding amounts will be correct, as will the reporting.

 REGISTRATIONS +

			Required	Outstanding
Sample Registration 1	Canceled	1	0.00	0.00
Sample Registration 2	Purchase	1	100.00	0.00

EVENT STATISTICS

PAYMENT TRANSACTION DEMONSTRATION

Bank		Receipts	Refunds	Net
Mastercard		100.00	0.00	100.00
Total		100.00	0.00	100.00
		Still Outstanding:		0.00
		Sub Total:		100.00
		Less To Be Refunded		0.00
		TOTAL INCOME:		100.00

Alternative Method

An alternative way of doing this is to select both the payment options, then process this as a cash payment. This has the negative result of showing the transactions as a cash balance in the event statistics report, even if the total of the transaction is 0.

Financials

NEW PAYMENT
NEW REFUND
INVOICES
MISC. CHARGE
AUDIT TRAIL

Payment Due

SHOW ALL

ADD ATTENDEE

<input checked="" type="checkbox"/>	Details		Required	Outstanding	Payment
<input checked="" type="checkbox"/>	Sample Registration 1	Canceled	0.00	-100.00	-100.00
<input checked="" type="checkbox"/>	Sample Registration 2	Purchase	100.00	100.00	100.00
Total			100.00	0.00	0.00

Payment Details

Payment Date * 15/06/2018

Payment Type * Cash

Description Cash

Amount -0.00

Payment Received * 0.00

Currency Expense -0.00

Total -0.00

Comment

SAVE PAYMENT

Bank	Receipts	Refunds	Net
Cash	0.00	0.00	0.00
Mastercard	100.00	0.00	100.00
Total:	100.00	0.00	100.00
	Still Outstanding:		0.00
	Sub Total:		100.00
	Less To Be Refunded		0.00
	TOTAL INCOME:		100.00