ClubRunner

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How do I cancel transactions within Dues & Billing?

Michael C. - 2021-02-23 - Dues & Billing

Cancel Transactions inside the **Dues & Billings** page will return an amount of money back to the member. This is used if the member paid by mistake or other issues. Please follow the instructions below to learn how to use **Cancel Transactions**.

1. To access the Cancel transactions page you must go to your club homepage and login. Then, click on **Member Area** on the top right.

			۹	Edward Chu	Member Area	Logout
Rotary	Home	About our Club 🗸	Calendar -	Dona	ate Co	ntact Us

2. After that click on the Organization tab on the grey menu bar, then click the Dues & Billing link.

Admin	My ClubRunner	Communic	ation	Bulletin	Contacts (E	Beta)	Mem	pership	Organization	
Executiv	es and Directors	Committees	Dues	& Billing	Documents	Venu	e Map	Manage	e Barcodes (Add-or	

3. Click Cancel Transactions on the left.



4. This will take you to the **Cancel Transactions** page. From here you will be able to select which member you wish to void/cancel a payment. Click the **Select Member** dropdown box to select the member you want to void/cancel a payment for.

Add a Void/Cancel	Transaction Entry
Select Member	Select Member 💙 🗌 Show All Types
Comment	Void/Cancel Transaction
	~
Amount (\$)	0.00
	Enter either a positive or negative number that will appear on the member's Account Statement as a Void or Cancelled Transaction.
	Positive amounts will act as payments to decrease balance owed and negative amounts will act as charges to increase balance owed.
Transaction Date	Apr 26 2016
Post Cancel	

5. If the member is not shown, checkmark the Show All Types to show Other Users, Active and Inactive members. Account Balance displays the current balance of the member. If it is a positive number, that is what the Club owes them. If it is a negative number, that is how much the member owes the Club. View Statement shows the past charges and payments of the member. The Comment field lets you put a comment in why you are voiding/canceling the transaction. The Amount (\$) is the amount you would like to void/cancel. Transaction Date is the date you want to void/cancel the transaction.

Add a Void/Cancel T	Transaction Entry
Select Member	Kornbluth, Cyril 🗸 🗌 Show All Types
Account Balance	\$10.00 View Statement
Comment	Void/Cancel Transaction
Amount (\$)	0.00 Enter either a positive or negative number that will appear on the member's Account Statement as a Void or Cancelled Transaction. Positive amounts will act as payments to decrease balance owed and negative amounts will act as charges to increase balance owed.
Transaction Date	Apr 26 2016
Post Cancel	

6. Once you have filled in all of the fields you can click **Post** to complete it. You will then get a message asking you if you are sure you want to void/cancel the transaction. Click **OK**.

IT diffection Date	Apr 20 20 10	

Post

Cancel

7. This will take you to the **Billing Transactions** page to view the member's account balance. From this page you could send the member a statement by email by clicking **Send Statement by Email** or if you click **Print Report** it will print.



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