REPORTS – ASSOCIATION - REFUNDS - HELP GUIDE

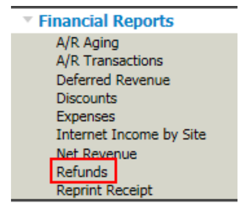
This guide provides the recommended filters to produce certain/intended report outputs. Using different filter combinations may result in different outputs from ActiveNet.

To access, print or create a **Refunds** report, click the **Reports** icon **Reports**

Refund Report

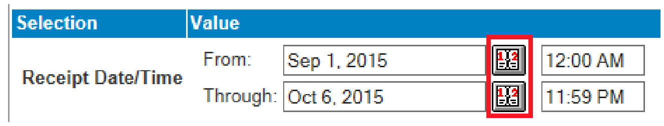
Reports Menu

1. From the Reports menu on the left hand side, go to Financial Reports, click **Refunds**



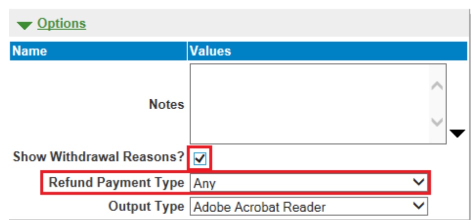
Select Receipt Date/Time

2. Click calendar icons to set receipt date range
3. Enter times in the boxes, if applicable



Options

4. Check **Show Withdrawal Reasons?** To add withdrawal reasons to the report.
5. Select **Refund Payment Type** from the drop down list. For all payment types, select **Any.**



Produce Report

6. Click **Run Report**

How to read the report

- **Receipt #:** Receipt numbers for refund transactions always begin with ‘2’.
- **Date:** Date of refund transaction
- **Time:** Time of refund transaction
- **Payer:** Customer to receive refund
- **Payment Type:** Refund payment method.
- **Refund Details:** Gives withdrawal reasons and further transaction information
- **Amount Paid:** Total amount refunded
- **Receipt Total:** Total amount on receipt

For more information or to get assistance, please contact us at:

- 3-1-1 (within Vancouver)
- 604-873-7000 (outside of Vancouver)