Revised: May 9, 2016



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 Menu1. From the Reports menu on the left hand side, go to Financial Reports, click Refunds	Financial Reports A/R Aging A/R Transactions Deferred Revenue Discounts Expenses Internet Income by Site Net Revenue Refunds Reprint Receipt
Select Receipt Date/Time	Selection Value
 Click calendar icons to set receipt date range Enter times in the boxes, if applicable 	Receipt Date/Time From: Sep 1, 2015 II 12:00 AM Through: Oct 6, 2015 III 11:59 PM
Options	- Ordinar
 Check Show Withdrawal Reasons? To add withdrawal reasons to the report. Select Refund Payment Type from the drop down list. For all payment types, select Any. 	Values Notes Show Withdrawal Reasons? Refund Payment Type Any Output Type Adobe Acrobat Reader
Produce Report	
6. Click Run Report	Run Report Cancel

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)



