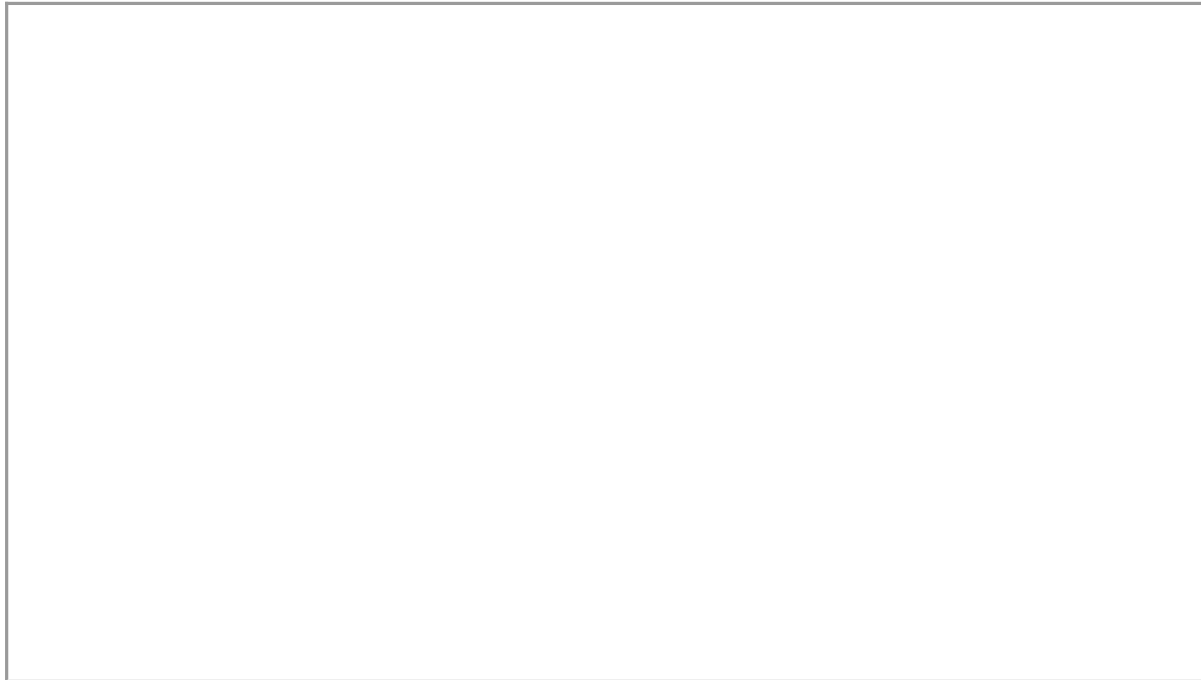


How do I transfer a payment from one item to another (same record)?

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HOW-TO:

i NOTE: Sometimes an attendee wants to cancel an item and add a new one to replace it. In this situation, the original item may have been fully or partly paid for, or unpaid. In all cases, you need to transfer the balance (paid or owing) from the original item to the new item. Use the steps below to record this correctly in the double-entry accounting system.

Attendee Panel

1. Search for the Attendee and select the original item.
2. Mark the Payment Status as 'Canceled' on the attendee record. (Do not delete the item.)
3. Select **Financials** (credit card icon) and issue a 'refund', although you will just be transferring this money across to the new item.
4. Exit **Financials** .
5. Add the new item, marking the Payment Status as "Purchase".

6. Select **Financials** and manually process a payment for the amount you just 'refunded'.
7. Issue the new invoice.

NOTE: Doing the above will result in no net **difference** to the total payment balance (paid or owing). You still need to invoice for the remaining amount.

OR if the new item costs less than the canceled item, the payment balance will show as negative, and you need to process a refund for the difference.

(See separate FAQ on how to manually process a refund.)

ALTERNATIVE METHOD:

Your accounting team may prefer you to use this method, which ensures you don't have a 'receipt', 'refund', and 'payment', when in reality there was just one payment.

Attendee Panel

1. Search for the **Attendee**.
 2. Select **Financials** (credit card icon), then **Audit Trail** , and go to the receipt for the original item.
 3. Select “ **Edit Payment** ” and remove the previously paid amount, then “ **Save Payment** ”.
 4. Now go back to the Attendee Record and cancel the original item.
 5. Add the new item.
 6. Go back to **Financials** and process a new 'payment', using the same previously paid amount you'd removed from the original item.
 7. This will automatically create a credit note and new invoice.
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