



Adjusting the Balance of a Registration or Store Order

User Brief

Doubleknot, Inc.
20665 Fourth Street, Suite 103
Saratoga, California 95070
Telephone: (408) 971-9120
Email: Doubleknot@doubleknot.com

EM/SM-AB-UB-1.0

Adjusting the Balance of a Registration or Store Order

Sometimes you may need to adjust a balance without making any changes to event registration information or other items in the order. For example, if a registration owner mails in an offline payment, you must adjust the balance to show the amount that was paid. After you adjust a balance for any reason, you should send a new receipt to the customer that shows the updated balance.

If an order contains more than one item, you can apply a portion of the total payment to different items in the order. For example, if a customer registered for two events that are several months apart and they make a payment that only covers the amount due for the first event, you can apply the payment directly to the first event so that the customer meets their obligations and doesn't incur any late fees.

The following topics are covered in this document:

- [Understanding credits and debits](#)
- [Adjusting the balance](#)
- [Sending a confirmation receipt that reflects the adjusted balance](#)

Understanding Credits and Debits

When you are posting an adjustment, the adjustment is a credit or a debit. Doubleknot offers the following common types of adjustments as options on the Adjust Balance page:

- **Offline Check Payment**—applies a credit
- **Offline Credit Card Payment**—applies a credit
- **Offline Refund**—applies a debit
- **Offline Cash Payment**—applies a credit

When you choose one of those adjustment types, the adjustment is automatically posted as a credit or debit. However, sometimes you will post an adjustment that does not fall into one of those categories. In these cases, you must determine whether the adjustment is a credit or a debit.

A **credit** applies a payment or payment equivalent to the balance on the customer's behalf. If you are manually reducing the amount that a customer owes—for example, if you are applying a scholarship or other manual discount to the balance due—you are applying a credit. When entering this kind of adjustment, select **Misc Credit** from the Type menu.

A **debit** increases the amount that the customer owes you. If you owe a balance to the customer, a debit decreases the amount that you owe the customer. For example, if you're adjusting a balance to reflect that a customer's check was returned by the bank, you'll enter the amount of the returned check and the service fee and select **Misc Debit**. Do not enter the amount as a negative number—when you select **Misc Debit**, the system will automatically increase the amount the customer owes you.

Adjusting the Balance

Follow the procedures in this section to adjust the balance of a registration or store order.

Getting Started

To begin adjusting a balance, follow these steps:

1. Locate the registration or order.
2. In the Action column, choose one of the following:
 - If you selected a store order, click **View Details**. The View Order page will be displayed.
 - If you selected a registration, click **View Payments**. The Payment Details page will be displayed.
3. At the bottom of the page, click **Adjust Balance**. The Adjust Balance page will be displayed. All of the purchases that are part of the order will be listed at the bottom of the page.

NOTE: The **Adjust** button will be grayed out until you enter the total adjustment amount, a description of the adjustment, and the amount(s) that should be applied to each item in the Adjustment fields.

The Adjust Balance page allows you to apply the adjustment to one or more items in the customer's transaction.

The screenshot displays the 'Adjust Balance' interface for Order 12814. At the top, there is a 'Transaction History for Order 12814' table with columns for Transaction Time, Account, Posting Date, Type, Details, and Amount. A single transaction is listed: 3/27/2014 11:50:13 AM - General, 3/27/2014 - Online Purchase, new registration, with a balance of \$90.00.

Below the history, the 'Order 12814' section contains adjustment fields: Total Adjustment: \$ (input field), Adjustment Type: Offline Check Payment (dropdown), Posting Date: 3/27/2014, and Adjustment Description: (input field).

The main table lists items for adjustment:

Item #	Description	Amount	Payments and Adjustments	Balance	Adjustment
2030606	One-Day Learning Symposium	\$90.00	\$0.00	\$90.00	\$
Adopt2	1 Plush Penguin	\$10.00	\$0.00	\$10.00	\$
	3 Carnival Tickets	\$15.00	\$0.00	\$15.00	\$
	Total	\$115.00	\$0.00	\$115.00	

At the bottom, there are buttons for 'Done', 'Adjust', and 'Issue Receipt'.

Entering the Adjustment Total and Identifying the Adjustment Type

To enter the adjustment total and identify the type of adjustment, follow these steps:

1. In the Total Adjustment field, enter the amount of the adjustment
2. In the Adjustment Type pop-up menu, select one of the following:
 - **Offline Check Payment**
 - **Offline Credit Card Payment**
 - **Offline Refund**
 - **Offline Cash Payment**
 - **Misc Debit**
 - **Misc Credit**

- By default, the posting date is today's date. To post the payment on another date, enter the date or select it from the calendar in the Posting Date field.

NOTE: Be sure to enter the correct posting date for each payment. If the customer is paying for an event that has early registration discounts, late fees, or payment schedules, entering the correct posting date can make a difference in the total balance due.

- In the Adjustment Description field, enter a description of the adjustment.

Applying the Adjustment to the Correct Item(s)

When you enter an adjustment amount, the full amount is automatically applied to the first item in the list that has a balance due and any remaining funds are applied to the next item in the list. If you want to allocate some or all of the payment differently, follow these steps:

- In the Adjustment field for each item, enter the amount that should be applied to that item. If the adjustment should be applied to only one item in the order, enter the full amount in the Adjustment field for that item.

NOTE: The sum of the amounts in the Adjustment fields must equal the amount entered in the Total Adjustment field. If the amounts are not equal, the **Adjust** button will be grayed out and you will not be able to complete the adjustment.

- Click **Adjust**. A confirmation dialog box will be displayed.
- In the dialog box, click **OK**. The Transaction History at the top of the page will be updated to show the adjusted balance.

NOTE: Once an adjustment is posted, no changes can be made. If you need to correct an error, you must post an offsetting adjustment.

- If you need to enter further adjustments, repeat the steps to do so.
- If you need to issue a receipt, follow the steps in the next section.
- If you are done, click **Done**.

Adjusting the balance to reflect an offline check payment for \$100. \$90 is applied to the registration fee for the One-Day Learning Symposium event and \$10 is applied to the purchase of the plush penguin.

Transaction Time	Account	Posting Date	Type	Details	Amount
3/27/2014 11:50:13 AM	General	3/27/2014	Online Purchase	New registration	\$90.00
Balance					\$90.00

Item #	Description	Amount	Payments and Adjustments	Balance	Adjustment
2850606	One-Day Learning Symposium	\$90.00	\$0.00	\$90.00	\$ 90
Adopt2	1 Plush Penguin	\$10.00	\$0.00	\$10.00	\$ 10.00
	3 Carnival Tickets	\$15.00	\$0.00	\$15.00	\$ 0.00
Total		\$115.00	\$0.00	\$115.00	\$100.00

After clicking **Adjust**, the Transaction History is updated to reflect the adjusted balance. The payment for the three carnival tickets is still outstanding.

Adjust Balance						
Transaction History for Order 12814						
Transaction Time	Account	Posting Date	Type	Details	Amount	
3/27/2014 11:50:13 AM	General	3/27/2014	Online Purchase	New registration	\$90.00	
3/27/2014 11:55:43 AM	General	3/27/2014	Offline Check Payment	Offline Check Payment (Check #6814) made through store order 12814	(\$90.00)	
3/27/2014 11:55:43 AM	Development	3/27/2014	Online Purchase	Purchased Plush Penguin	\$10.00	
3/27/2014 11:55:43 AM	Development	3/27/2014	Offline Check Payment	Offline Check Payment (Check #6814) made through store order 12814	(\$10.00)	
Balance					\$0.00	

Order 12814						
Total Adjustment: \$ <input type="text"/>						
Adjustment Type: <input type="text" value="Offline Check Payment"/>						
Posting Date: <input type="text" value="3/27/2014"/>						
Adjustment Description: <input type="text"/>						

Item #	Description	Amount	Payments and Adjustments	Balance	Adjustment
2830606	One-Day Learning Symposium	\$90.00	(\$90.00)	\$0.00	\$ <input type="text"/>
Adopt2	1 Plush Penguin	\$10.00	(\$10.00)	\$0.00	\$ <input type="text"/>
	3 Carnival Tickets	\$15.00	\$0.00	\$15.00	\$ <input type="text"/>
Total		\$115.00	(\$100.00)	\$15.00	

Sending a Confirmation Receipt that Reflects the Adjusted Balance

To send a new receipt that reflects the adjusted balance, follow these steps:

1. Click **Issue Receipt**. The updated receipt will be displayed.
2. At the top of the page, enter the email address where the confirmation receipt should be sent. (By default, the field contains the address of the registration owner or purchaser.)
3. Click **Send**. The confirmation receipt will be emailed.