



How to issue a refund in Koha

1. Look up the patron and click on the **Fines** tab
2. Click the **Account** tab under Fines

The screenshot shows the Koha interface for a patron's account. The 'Account' tab is highlighted with a red box. Below the tabs, there is a search bar and navigation controls. A table of transactions is displayed, with the following data:

Date	Description of charges	Note	Amount	Outstanding	Actions
03/12/2019	Payment, thanks		-25.00	0.00	Print Details Reverse Void
03/12/2019	Lost item , Lost Item Life is too short / 3196602960410 Life is too short /		25.00	0.00	Print Details
03/12/2019	Writeoff , Writeoff		-1.00	0.00	Print Details
03/12/2019	Payment, Voided		0.00	0.00	Print Details
03/12/2019	Lost , Lost Card	Fee for lost library card	1.00	0.00	Print Details
Total due				0.00	

3. Click the **Void** button next to the payment that you want to refund. This will put the bill back on the patron's **Pay fines** tab

The screenshot shows the same Koha interface as above, but with the 'Void' button in the 'Actions' column of the first row highlighted with a red box. The 'Pay fines' tab is now selected.

Date	Description of charges	Note	Amount	Outstanding	Actions
03/12/2019	Payment, thanks		-25.00	0.00	Print Details Reverse Void
03/12/2019	Lost item , Lost Item Life is too short / 3196602960410 Life is too short /		25.00	0.00	Print Details
03/12/2019	Writeoff , Writeoff		-1.00	0.00	Print Details
03/12/2019	Payment, Voided		0.00	0.00	Print Details
03/12/2019	Lost , Lost Card	Fee for lost library card	1.00	0.00	Print Details
Total due				0.00	



4. Issue the refund from you cash drawer
5. Go back to the **Pay fines** tab, you will now see an **Apply credits** button

The screenshot shows the 'Pay fines' interface. At the top, there are several action buttons: Edit, Add child, Change password, Duplicate, Print, Search to hold, Add message, and More. Below these are tabs for Account, Pay fines (highlighted with a red box), Create manual invoice, and Create manual credit. The main area contains a table with columns: Fines & charges, Description, Payment note, Account type, Amount, and Amount outstanding. A row is selected with a checkbox, showing a fine of 25.00 for a lost item. Below the table, there is a button 'Apply credits' (highlighted with a red box) and a 'Total due: 0.00' summary. At the bottom, there are buttons for 'Pay amount', 'Write off all', 'Pay selected', and 'Cancel'.

Fines & charges	Description	Payment note	Account type	Amount	Amount outstanding
<input checked="" type="checkbox"/> Pay Write off	Lost item , Lost Item Life is too short / 3196602960410 (Life is too short !)		L	25.00	25.00
Outstanding credits could be applied				Apply credits	-25.00
Total due:					0.00

6. Click the **Apply credits** button to “zero out” the account.