Manage GrEst and after-school fees and refunds

Check the edition's balances, record a payment, amend or cancel a registration with the adjustment, and refund the credit to the family.

5 min · Available · 2026-09-26

Before you begin

- ✓ You need Manage summer camp payments (for after-school, Manage after-school payments).
- ✓ The summer camp (or after-school) feature must be on for the community.
- ✓ Amending or cancelling a registration also needs Manage summer camp enrolments (or Manage after-school enrolments).

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Read the edition's balances

Open **Oratorio**, then GrEst, and the **Payments** tab. **Payments and balances** sums up **Total due**, **Net collected**, **Outstanding** and **Refunded**. Filter by **All**, **Outstanding**, **With credit**, **Settled** or **Payment in progress**, or search for a participant. Select a row to open **Items** and **Payments**.

After-school

After-school has the same Payments tab, with Prepare monthly fee for the monthly fees.

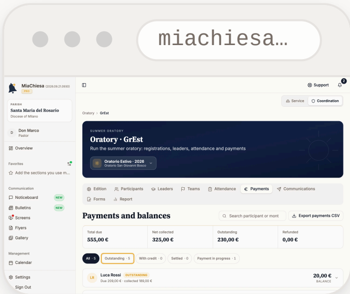

Fig. 1 The filters show how many participants are in each state.

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Record a payment

Open a participant with a balance and select **Record payment**. Check **Amount (€)**, choose **Cash**, **POS**, **Bank transfer** or **Other**, add the **Existing receipt number (optional)** if needed and select **Confirm payment**. With Forms turned on, **Issue receipt** creates the receipt and fills in its number.

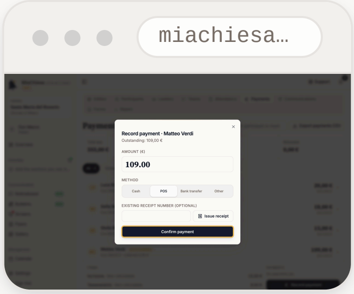

Fig. 2 Confirm payment records the payment against the balance.

3

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Amend or cancel a registration

Amend registration opens **Registration adjustment**: change **Weeks**, **Meals**, **Extras and trips**, or tick **Cancel registration**. Write the **Reason**, select **Calculate difference** and check **Previous total**, **New total** and **Difference**, then **Confirm amendment**.

Non-refundable items

Recorded payments remain in the history and non-refundable items, such as registration and membership, remain payable.

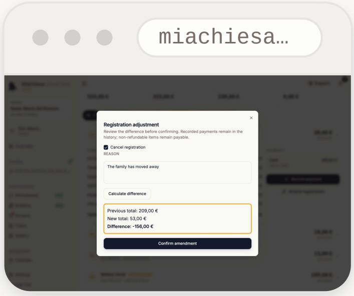

Fig. 3 Check the difference before confirming.

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Refund the credit

If the family paid more than is due, the row shows the credit and **Refund credit** appears on the payment. Enter the amount, up to the maximum available, and the **Reason**, then select **Confirm refund**. The outcome appears under the payment: **Refund completed**, **Refund processing** or **Refund failed** with **Retry refund**.

Export payments CSV downloads every payment of the edition.

Cash or bank transfer payments

For a payment not made by card, confirm only after returning the amount to the family.

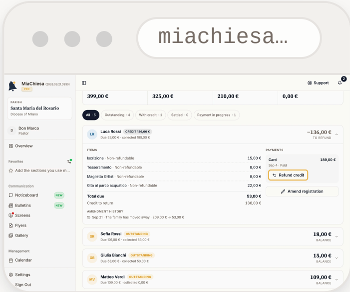

Fig. 4 The credit comes from cancelling the registration.

What you have achieved

- ✓ Every payment, amendment and refund is recorded on the participant's balance.
- ✓ You know which families still have to pay and who is owed a credit.

Troubleshooting

Record payment is disabled ×

An online payment is in progress for that participant: wait for its outcome before recording other payments.

I see "Check the fields and available amount. Enter a reason of at least 3 characters." ×

The amount is higher than the balance or credit available, or the reason is too short.

I see “Operation not completed. Refresh and retry: the fee or permissions may have changed.”

Someone changed the fee in the meantime or your permissions changed: reload the page and try again.

I see “This refund needs reconciliation with the payment provider. No new refund was started.”

Do not repeat the refund: check the payment’s outcome first.