iLab Refund Feature

How to Initiate a Refund

1. Open up the invoice with the charges you wish to refund.
2. Hover your cursor over the dollar bill icon and the text box will appear, Initiate Refund. Click on the dollar bill icon.
3. Click on the drop-down menu and select the reason for the refund.
4. Put in the quantity that is to be refunded for that charge. Click on initiate refund. This will put the refund in the billing queue. Initiate a billing event for the refund as you would for charges. Click on the Send to JHU button.