



LINQ Pay Refund Process

Updated 8/19/2024

With the transition to LINQ Pay, the refund process has been improved! This document details how users should process refunds in TITAN.

What's Changed?

Refunds will now be initiated from the student's individual transaction record instead of the district portal Dashboard.

Processing a Refund

Dashboard > Students > Student Search > Student Management

99000071: Marco Bell
5th Grade at TITAN Elementary School
No Application on File

Account Balance: \$70.00 [Activity Report](#)

Select date range: [] [Reset]

Date	Student	Item	Price	Balance	Paid By	Voided
Jul 25, 2024	System Account	Online Payment 1 LINQ Connect Meal Account Payment	\$20.00	\$70.00	Morgan Student	
Jul 25, 2024	System Account	Online Payment 1 LINQ Connect Meal Account Payment	\$50.00	\$50.00	Morgan Student	
Jul 23, 2024	Rieggie Gray		\$0.00	\$0.00		
Jul 18, 2024	System Account	Online Payment 1 LINQ Connect Meal Account Payment	\$50.00	\$72.50	Morgan Student	
Jul 18, 2024	Marco Bell	1 Balance Transfer	\$0.00	\$22.50		
Jul 18, 2024	System Account	Online Payment 1 LINQ Connect Meal Account Payment	\$10.00	\$32.50	Morgan Student	

1. Log in to TITAN and locate the person to be refunded in Student or Staff Management.
2. Click Transactions.
3. Locate the transaction to be refunded and click the pencil.
4. Click Refund or Void to return funds to the credit card used for payments.

Note

Refunds will be available for transactions batched during the 9:30 PM EST batch time. Once the batch has closed, the refund button will be accessible. The void transaction button will be accessible for transactions that have not yet been batched.

Point Of Service Transaction

Document Number: 9EF11D34095F338C
Created Date: Aug 12, 2024, 8:18:25 PM
Date: 8/12/2024
Serving Session: Lunch
Building: District Office
Device: DO - Admin Terminal
Person: System Account
Total: \$70.00
Eligibility:

Account Owner(s)	Item	Quantity	Price	Total	Reimbursement
Sterling Jones	LINQ Connect Meal Account Payment	1	\$50.00	\$50.00	
Sullivan Jones	LINQ Connect Meal Account Payment	1	\$20.00	\$20.00	
	Online Payment	1	-\$70.00	-\$70.00	

Cashier: System Account
Note: []
[Cancel] [Refund]

Point Of Service Transaction

Document Number: A1B9541A31DA1B1D
Created Date: Aug 13, 2024, 1:14:35 PM
Date: 8/13/2024
Serving Session: Lunch
Building: Harmony Middle
Device: HMS Terminal 2
Person: Sterling Jones
Total: \$9.70
Eligibility: Paid

Account Owner(s)	Item	Quantity	Price	Total	Reimbursement
	Lunch Meal	1	\$3.00	\$3.00	Paid
	Extra Potato Serving	2	\$1.25	\$2.50	
	BEV- MS Bottled Juice Snpl Juice or ENVY	1	\$1.85	\$1.85	
	Snack- \$1.50 Snack Item	1	\$1.50	\$1.50	
	Snack- \$0.85 Snack Item	1	\$0.85	\$0.85	
Sterling Jones	Prepaid Account	1	-\$9.70	-\$9.70	

Cashier: Jeff Hayes
Void Reason*: Incorrect Item/Quantity
Note: []
[Cancel] [Refund] [Void Transaction]

