

LINQ Pay Refund Process

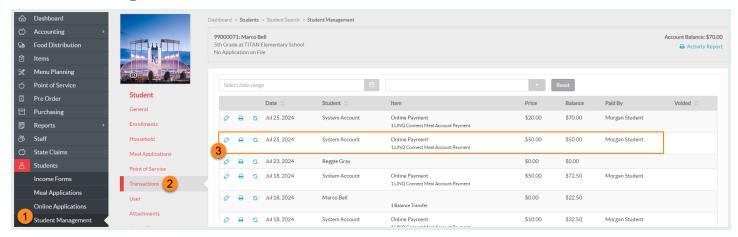
Updated 8/19/2024

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



- 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.

