

Unapplied Payments and Credits

Payments and Credits

As payments and credits are applied to billing accounts in TADS, various circumstances can result in them being listed as “unapplied”. For example, a family may have overpaid, or a prior balance may have been removed that had payments/credits applied to it. When this occurs, the family’s balance due might not be reflected accurately. Additionally, TADS cannot remit payments to the school until they are applied to school charges. For these reasons, it is important that schools monitor their accounts and resolve unapplied payments and credits as soon as possible.

Reports

Two billing reports, the [Unapplied Payments Report](#), and the [Unapplied Credits Report](#), will help you monitor these situations. We recommend regularly reviewing both reports in each academic year your school has used TADS. If available funds are listed on a family's account, click into the payment/credit to apply it or transfer it to another school year. If no balance is due, a refund can be issued by TADS or by your school directly. Here are helpful support articles to assist you with these processes:

- [Apply/Reapply a Payment](#)
- [Apply/Reapply a Credit](#)
- [Transfer Payments to Another Account](#)
- [Refunds](#)
- [Tuition Management/Billing Best Practices](#)