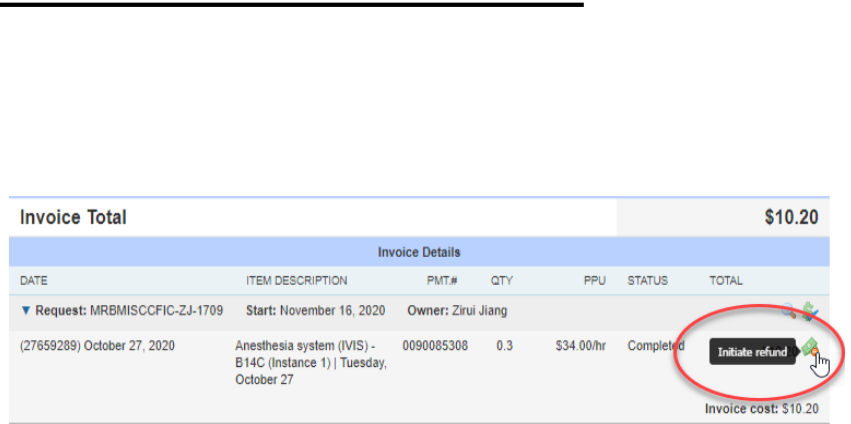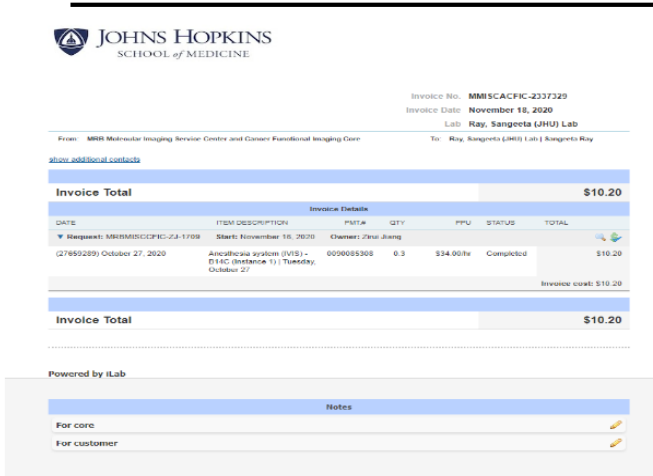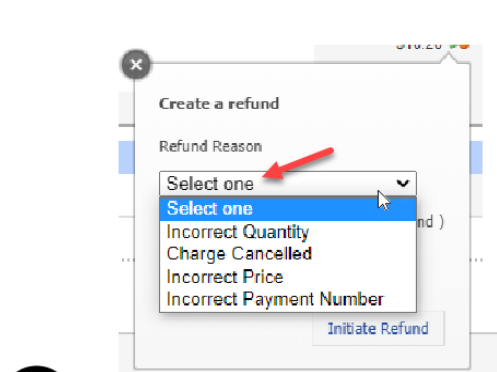# iLab Refund Feature

How to Initiate a Refund
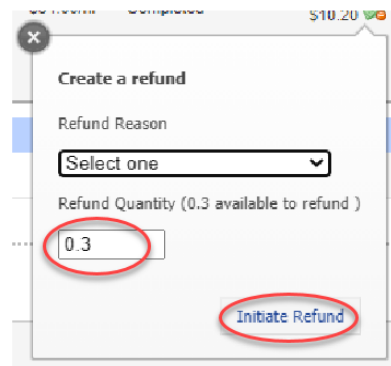

1 Open up the invoice with the charges you wish to refund

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.