

TO DROP CLASSES

A student may **DROP** a class at any point in the month. A parent must notify the office directly. They cannot just tell a coach.

All the administrative tasks must be completed (Office book, Coaches Book, and Computer).

Parents can either:

1. leave a credit on their account to be used at a later date or
2. refund the money completely for a FEE of \$15.00.

To calculate the amount of Refund or Credit:

1. Pull original enrollment to determine the amount paid and how many *classes paid for*.
2. Find the Cost of Classes to date by dividing the amount paid by the number of classes paid for. This will give you the price per class. Multiply the price per class by the numbers of classes *already taken*.
3. Subtract step 2 from step 1 (tuition paid - price of classes taken)
4. The amount left is the refund/credit amount.
 - There is a \$15 processing fee that must be charged in order to receive a refund. Explain that a Refund goes to the accountant and could take at least a week.
 - There is no charge to receive a credit on their account. It will remain forever.
5. Double check to see that all payments were of monetary value and not coupons, Monarchs generated credits or referral bonuses.

To DROP in the computer:

1. Click on Student's Name
2. Double click on currently enrolled class
3. Click arrow next to drop date box. Enter drop date and drop reason. It is important to put the drop reason on the actual Gold drop form as well. Monarchs wants to know why student is dropping. Enter refund amount in Rebate box. Save. The student's enrollment should appear in RED on previous page. Make sure class charges are what they should have paid to date. If they did not owe anything, make sure amount now says zero.
4. Change status of student to "inactive." Save.
5. On main page, go to "Account", change account status to "inactive." Save.
6. In Custom 1 box, put a + sign and explanation of credit (i.e. + Drop).
7. Leave detailed notes on account and Credit amount in notes.
8. Give drop slip to office manager for approval.

Drop student in Office & Coach books.