## Bank Draft/ACH Payment Refunds

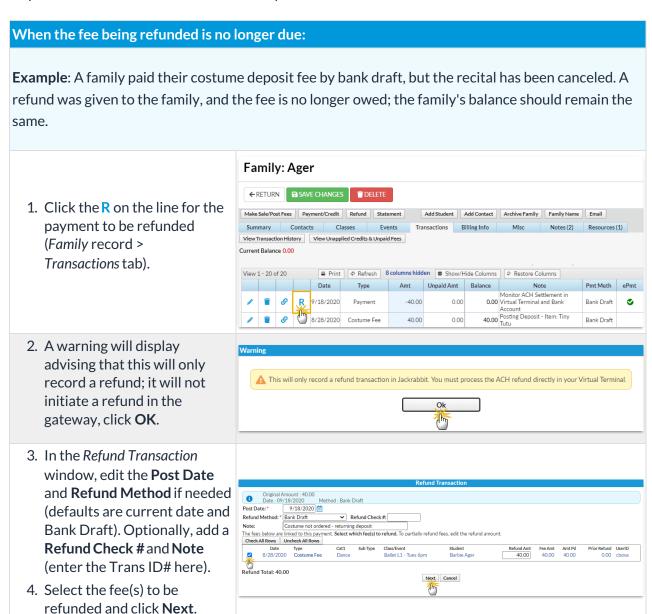
Last Modified on 06/08/2023 3:01 pm EDT

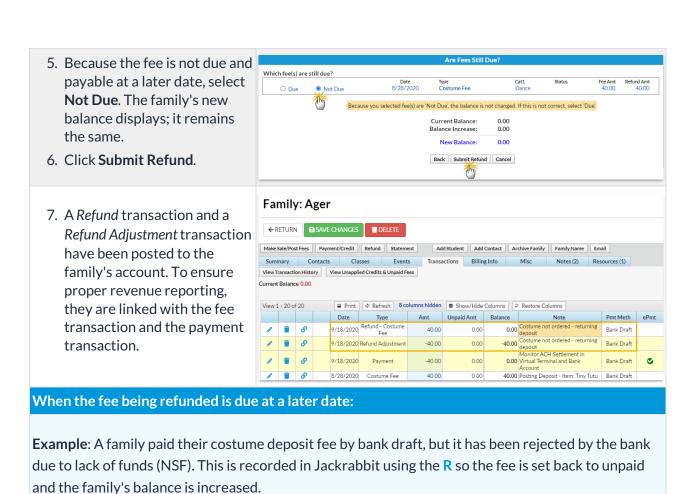


Bank draft/ACH payments must be voided or refunded through your gateway irtual terminal or with your ePayment provider; this cannot be done from within Jackrabbit.

## Record a Bank Draft/ACH Payment Refund in Jackrabbit

Once you have completed the refund of the bank draft/ACH payment in your gateway, follow these steps to record the transaction in the family's record in Jackrabbit.

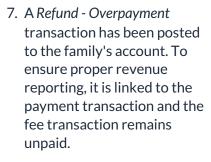


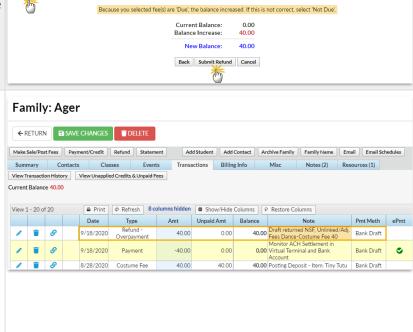


1. through 4. are the same as stepped out above.

Which fee(s) are still due?

- 5. Because the fee is due and payable at a later date, select **Due**. The family's new balance displays; it has increased by the amount of the fee.
- 6. Click Submit Refund.





Type Costume Fee Status Fee still due

