Refund/Void ePayments - An Overview   Share

Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward review User Permissions Required to Refund or Void an ePayment .

You are able to process **credit card** voids and refunds from within Jackrabbit!

When you are set up for ePayments in Jackrabbit, click the **R** on the payment line of a credit card payment to:

- Send the refund/void transaction to the gateway for settlement to the credit card.
- Record the void/refund in the family's account with the transaction ID from the merchant processor added to a link in the *ePmt* column.

Bank draft/ACH payments cannot be voided or refunded from within Jackrabbit. Contact your ePayment provider, or log into your virtual terminal, to void the payment or issue a refund. Use the R to record that transaction on the family's account.

Learn more about Credit Card Voids/Refunds

Learn more about Bank Draft/ACH Voids/Refunds

AU and NZ Voids

Banks in Australia (AU) and New Zealand (NZ) do not support voids for ePayments. You can only refund a payment manually once it has been settled.

Expand/Collapse All

Frequently Asked Questions

Q. *How do I know the ePayment void or refund "went through" and ended up on the customer's credit card?*

A. You can confirm the void or refund by logging into your Virtual Terminal. You should have been provided login information by your gateway provider.

You can access your Virtual Terminal login page in Jackrabbit by going to the **Gear** (icon) > **Settings** > **ePayments** > **Credit Cards/Bank Accounts Settings** > **Manage Settings** (button). Click on the **Virtual Terminal** button. Learn more about ePayments by going to ePayments in Jackrabbit (Credit Card & Bank Account Draft).

Q. *I voided/refunded a credit card in my Virtual Terminal. How can I record it in Jackrabbit?*

A. If you void or refund an ePayment in your Virtual Terminal, you can still record it in Jackrabbit. Click the **R** icon in Jackrabbit, and you'll notice an alert that indicates if the ePayment has already been voided, fully refunded, or partially refunded in your Virtual Terminal. Follow the steps you'd use for refunding a cash/check payment to record the refund in the customer's transactions. See Refund a Payment Made by Cash/Check.