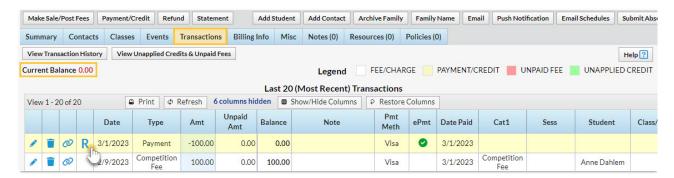# Family Paid with Credit Card and is Eligible for Refund, Original Credit Card Cancelled (Refund Example)
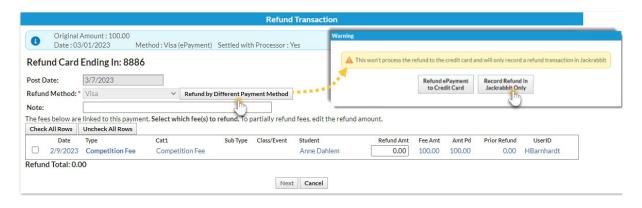
Last Modified on 03/08/2023 10:59 am EST

A family paid a $100 competition fee with a Visa credit card. The student is not able to participate, and the family is eligible for a full refund. The refund cannot be issued back to the Visa because it has since been canceled. Organization check #420 will be issued. They have a $0.00 current balance. The family balance will remain at $0.00.

Process a Refund

1. Click the **R** on the payment line.
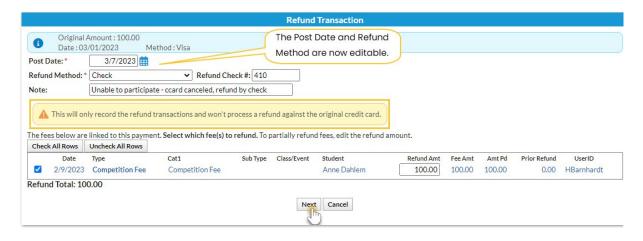2. Click the **Refund by Different Payment Method** button. In the warning window, click the **Record Refund in Jackrabbit Only** button.

3. Change the **Post Date** if needed and select the **Refund Method** (the *Post Date* and *Refund Method* are now editable).
4. Optionally add a **Note**.
5. Check the **Competition Fee** and leave the amount at 100.00. Click **Next.**

Refund Transaction

Original Amount : 100.00
Date : 03/01/2023   Method : Visa

The Post Date and Refund Method are now editable.

Post Date: *   3/7/2023

Refund Method: *   Check   Refund Check #: 410

Note: Unable to participate - ccard canceled, refund by check

⚠ This will only record the refund transactions and won't process a refund against the original credit card.

The fees below are linked to this payment. **Select which fee(s) to refund.** To partially refund fees, edit the refund amount.

Check All Rows   Uncheck All Rows

	Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
☑	2/9/2023	Competition Fee	Competition Fee			Anne Dahlem	100.00	100.00	100.00	0.00	HBarnhardt

Refund Total: 100.00

Next   Cancel

6. Click **Not Due** in the *Are Fees Still Due?* window because the fee is no longer owed.
7. Click **Submit Refund**.

Family Transaction Tab View

- A *Refund - Competition Fee* transaction has been added for $100.00 and is linked to the original payment and the original fee.
- A *Refund Adjustment* has been added so that the family's balance is correct. It is linked to the refund transaction.
- The family balance does not change.
- The **R** icon is no longer visible for the payment because it has been completely refunded.

Make Sale/Post Fees | Payment/Credit | Refund | Statement | Add Student | Add Contact | Archive Family | Family Name | Email | Push Notification | Email Schedules | Submit Absences | Merge Family

Summary | Contacts | Classes | Events | Transactions | Billing Info | Misc | Notes (0) | Resources (0) | Policies (0)

View Transaction History   View Unapplied Credits & Unpaid Fees   Help ?

Current Balance 0.00   Legend   FEE/CHARGE   PAYMENT/CREDIT   UNPAID FEE   UNAPPLIED CREDIT

Last 20 (Most Recent) Transactions

View 1 - 20 of 20   🖶 Print   ⟳ Refresh   6 columns hidden   ⊞ Show/Hide Columns   ⟲ Restore Columns

There is no symbol in the ePmt column for this refund because it was done by check.

			Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date	Student
✎	🗑	🔗	3/7/2023	Refund - Competition Fee	100.00	0.00	0.00	Unable to participate - ccard canceled, refund by check	Check 410		3/7/20...	Anne Dahlem
✎	🗑	🔗	3/7/2023	Refund Adjustment	-100.00	0.00	-100.00	Unable to participate - ccard canceled, refund by check	Check 410		3/7/2023	
✎	🗑	🔗	3/1/2023	Payment	-100.00	0.00	0.00		Visa	✔	3/1/2023	
✎	🗑	🔗	2/9/2023	Competition Fee	100.00	0.00	100.00		Visa		3/1/2023	Competition Fee	Anne Dahlem