

Bank Draft/ACH Payment Refunds

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Bank draft/ACH payments must be voided or refunded through your gateway virtual 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.

When the fee being refunded is no longer due:

Example: A family paid their costume deposit fee by bank draft, but the recital has been canceled. A refund was given to the family, and the fee is no longer owed; the family's balance should remain the same.

1. Click the **R** on the line for the payment to be refunded (Family record > Transactions tab).

Family: Ager

← RETURN **SAVE CHANGES** DELETE

Make Sale/Post Fees Payment/Credit Refund Statement Add Student Add Contact Archive Family Family Name Email

Summary Contacts Classes Events Transactions Billing Info Misc Notes (2) Resources (1)

View Transaction History View Unapplied Credits & Unpaid Fees

Current Balance **0.00**

View 1 - 20 of 20 Print Refresh 8 columns hidden Show/Hide Columns Restore Columns

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt
	9/18/2020	Payment	-40.00	0.00	0.00	Monitor ACH Settlement in Virtual Terminal and Bank Account	Bank Draft	
	8/28/2020	Costume Fee	40.00	0.00	40.00	Posting Deposit - Item: Tiny Tutu	Bank Draft	

2. A warning will display advising that this will only record a refund; it will not initiate a refund in the gateway, click **OK**.

Warning

This will only record a refund transaction in Jackrabbit. You must process the ACH refund directly in your Virtual Terminal.

OK

3. In the *Refund Transaction* window, edit the **Post Date** and **Refund Method** if needed (defaults are current date and Bank Draft). Optionally, add a **Refund Check #** and **Note** (enter the Trans ID# here).

Refund Transaction

Original Amount : 40.00
Date : 09/18/2020 Method : Bank Draft

Post Date: * 9/18/2020

Refund Method: * Bank Draft Refund Check #:

Note: Costume not ordered - returning deposit

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
8/28/2020	Costume Fee	Dance		Ballet L1 - Tues 6pm	Barbie Ager	<input type="text" value="40.00"/>	40.00	40.00	0.00	cbova

Refund Total: 40.00

Next **Cancel**

4. Select the fee(s) to be refunded and click **Next**.

- Because the fee is not due and payable at a later date, select **Not Due**. The family's new balance displays; it remains the same.
- Click **Submit Refund**.

Are Fees Still Due?

Which fee(s) are still due?

Which fee(s) are still due?	Date	Type	Cat1	Status	Fee Amt	Refund Amt
<input type="radio"/> Due <input checked="" type="radio"/> Not Due	8/28/2020	Costume Fee	Dance		40.00	40.00

Because you selected fee(s) are 'Not Due', the balance is not changed. If this is not correct, select 'Due'.

Current Balance: 0.00
Balance Increase: 0.00
New Balance: 0.00

- A *Refund* transaction and a *Refund Adjustment* transaction have been posted to the family's account. To ensure proper revenue reporting, they are linked with the fee transaction and the payment transaction.

Family: Ager

Make Sale/Post Fees | Payment/Credit | Refund | Statement | Add Student | Add Contact | Archive Family | Family Name | Email

Summary | Contacts | Classes | Events | Transactions | Billing Info | Misc | Notes (2) | Resources (1)

View Transaction History | View Unapplied Credits & Unpaid Fees

Current Balance **0.00**

Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt
9/18/2020	Refund - Costume Fee	40.00	0.00	0.00	Costume not ordered - returning deposit	Bank Draft	
9/18/2020	Refund Adjustment	-40.00	0.00	-40.00	Costume not ordered - returning deposit	Bank Draft	
9/18/2020	Payment	-40.00	0.00	0.00	Monitor ACH Settlement in Virtual Terminal and Bank Account	Bank Draft	✓
8/28/2020	Costume Fee	40.00	0.00	40.00	Posting Deposit - Item: Timy Tutu	Bank Draft	

When the fee being refunded is due at a later date:

Example: A family paid their costume deposit fee by bank draft, but it has been rejected by the bank due to lack of funds (NSF). This is recorded in Jackrabbit using the **R** so the fee is set back to unpaid and the family's balance is increased.

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

- 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.
- Click **Submit Refund**.

Are Fees Still Due?

Which fee(s) are still due?

Which fee(s) are still due?	Date	Type	Cat1	Status	Fee Amt	Refund Amt
<input checked="" type="radio"/> Due <input type="radio"/> Not Due	8/28/2020	Costume Fee	Dance	Fee still due	40.00	40.00

Because you selected fee(s) are 'Due', the balance increased. If this is not correct, select 'Not Due'.

Current Balance: 0.00
Balance Increase: **40.00**
New Balance: 40.00

- A *Refund - Overpayment* transaction has been posted to the family's account. To ensure proper revenue reporting, it is linked to the payment transaction and the fee transaction remains unpaid.

Family: Ager

Make Sale/Post Fees | Payment/Credit | Refund | Statement | Add Student | Add Contact | Archive Family | Family Name | Email | Email Schedules

Summary | Contacts | Classes | Events | Transactions | Billing Info | Misc | Notes (2) | Resources (1)

View Transaction History | View Unapplied Credits & Unpaid Fees

Current Balance **40.00**

Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt
9/18/2020	Refund - Overpayment	40.00	0.00	40.00	Draft returned NSF. Unlinked/Adj. Fees Dance-Costume Fee 40	Bank Draft	
9/18/2020	Payment	-40.00	0.00	0.00	Monitor ACH Settlement in Virtual Terminal and Bank Account	Bank Draft	✓
8/28/2020	Costume Fee	40.00	40.00	40.00	Posting Deposit - Item: Timy Tutu	Bank Draft	

