## Bank Draft/ACH Payment Refunds

Last Modified on 09/21/2020 12:33 pm EDT



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

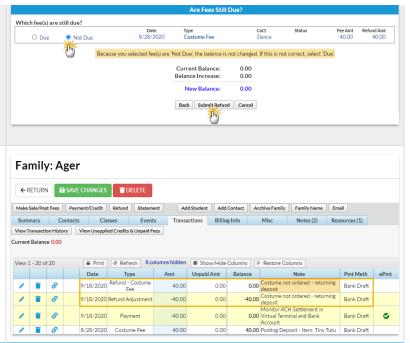
## Record a Bank Draft/ACH Payment Refund in Jackrabbit

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. Family: Ager ← RETURN SAVE CHANGES DELETE 1. Click the R on the line for the Make Sale/Post Fees Payment/Credit Refund Statement Add Student Add Contact Archive Family Family Name Email payment to be refunded Summary Contacts Classes Events Transactions Billing Info Misc Notes (2) Resources (1) View Transaction History View Unapplied Credits & Unpaid Fees (Family record > Current Balance 0.00 Transactions tab). Date Type Amt Unpaid Amt Balance Note 9/18/2020 Payment -40.00 0.00 0.00 Virtual Terminal and Bank Accounts Account Posting Deposit - Item: Tiny Tutu 8/28/2020 Costume Fee 40.00 0.00 Bank Draft 2. A warning will display advising that this will only record a A This will only record a refund transaction in Jackrabbit. You must process the ACH refund directly in your Virtual Terminal. refund; it will not initiate a refund in the gateway, click OK. 3. In the Refund Transaction window, edit the **Post Date** and Original Amount: 40.00 Date: 09/18/2020 Method: Bank Draft 9/ner Date: 9/18/2020 Refund Refund Refund Method if needed (defaults are current date and Bank Draft). Optionally, add a Refund Check # and Note. Next Cancel 4. Select the fee(s) to be refunded and click Next. 5. 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.

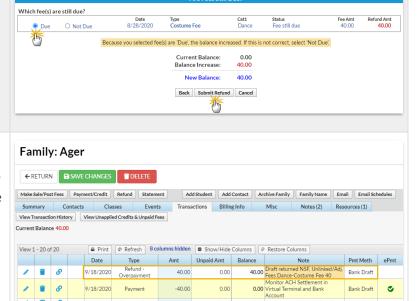
- 6. Click Submit Refund.
- 7. A Refund transaction and a Refund Adjustment transaction have been posted to the family's account. To ensure proper revenue reporting, they are linked with the fee transaction and the payment transaction.



## 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.

- 1. 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.
- 6. Click Submit Refund.
- 7. 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.



40.00

40.00 Posting Deposit - Item: Tiny Tutu Bank Draft

40.00

8/28/2020 Costume Fee