

Record an NSF (Bounced Check)

Last Modified on 05/16/2023 1:30 pm EDT

If a check or bank account draft is returned for non-sufficient or insufficient funds (NSF), you'll need to maintain a record of the NSF and adjust the family balance.

In Jackrabbit the most efficient way to record an NSF check or ePayment Bank Account Draft is to record a refund for that payment. This allows you to retain a historical record of the returned check in the family's transactions.



When recording a returned ePayment Bank Account Draft the process is the same as for a returned check. Because ACH Bank Draft payments are not able to be refunded through the database, clicking the **R** icon on an ACH/Bank Draft payment will only record the refund on a family's account; nothing is sent to the gateway.

1. Locate the NSF payment on the family's *Transactions* tab.
2. Click the **R** icon on the returned payment line.
3. In the *Refund Transaction* window, enter a note with details of the returned payment.
4. Select the *Check All Rows* button to include all of the fees.
5. Click **Next**.

Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
1/14/2022	Costume Fee	Dance		Hip Hop - Mon - 5:00pm	David Dierksen	30.00	30.00	30.00	0.00	helpcenter

6. In the *Are Fees Still Due?* window click **Check All Rows**. This will add these fees back into the family's balance.
7. Click **Submit Refund**.

An adjustment is posted to the family's account and the balance has increased by the amount of the returned payment. The status of the fee that it originally paid has been set back to unpaid. The *Refund-Overpayment* line provides a record of the NSF.

Make Sale/Post Fees		Payment	Refund	Statement	Add Student	Add Contact	Archive Family	Family Name	Email	Email Schedules	Merge Family				
Summary		Contacts	Classes	Events	Transactions	Billing Info	Misc								
View Transaction History		View Unapplied Credits & Unpaid Fees										Help			
Current Balance 105.00		The family's balance has increased by the amount of the returned payment.										Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Cr			
View 1 - 20 of 20		Show/Hide Columns Restore Columns													
		Date	Type	Sub Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Cl
		11/30/2022	Refund - Overpayment		30.00	0.00	105.00	ACH payment (Trans ID 3366771990) returned NSF. Unlinked/Adj. Fees Dance-Costume Fee 30	Bank Draft		12/12/2				
		11/17/2022	Payment		-30.00	0.00	75.00		Bank Draft	<input checked="" type="checkbox"/>	11/17/2022				
		11/17/2022	Event Fee		75.00	75.00	105.00						Fall 2022	David Dierksen	7
		11/14/2022	Costume Fee		30.00	30.00	30.00	Posting Deposit - Item: Step Up	Bank Draft				Fall 2022	David Dierksen	5

Add an NSF Fee

Before adding an NSF Fee for the first time, you'll want to ensure you have a Category 1 to organize the NSF fees.

1. Point to the **Gear** (icon) > **Settings** > **General** > **Drop-down Lists** (left menu).
2. From the left menu, click **Category 1**.
3. If needed, use the **Add Row** button to add a new **Category 1** named **NSF Fees**.
4. Click **Save Changes**.

If you charge a fee for any check returned as NSF, use the steps below to post the fee.

1. Ensure you are viewing the correct family.
2. Click the **Make Sale/Post Fees** button.
3. Change the **Transaction Date** if applicable.
4. Enter a **Type** [for example, *Other Fee (Debit)*].
5. Select a **Category 1 of NSF Fee** from the drop-down list.
6. Enter the **Amount** and any other details.
7. Include a **Note** of explanation. Click **Save Fee**.

The NSF fee is added to the family's *Transactions* tab and the family balance is adjusted.



When an NSF is recorded, it's not considered an ePayment so there is no email generated to the billing contact.