

Record an ePayment Chargeback

Last Modified on 02/09/2023 4:33 pm EST

If a family is successful with an ePayment chargeback for a credit card payment they made previously, you'll need to adjust their account. It is recommended that you wait to record the chargeback until the final decision has been made.

If an **ePayment Chargeback** is decided in the customer's favor, the funds will be removed from your bank account as soon as the chargeback is initiated. If you win the dispute, the money will be put back into your account. If you lose the dispute, you will need to permanently record the chargeback on the family's account in Jackrabbit.



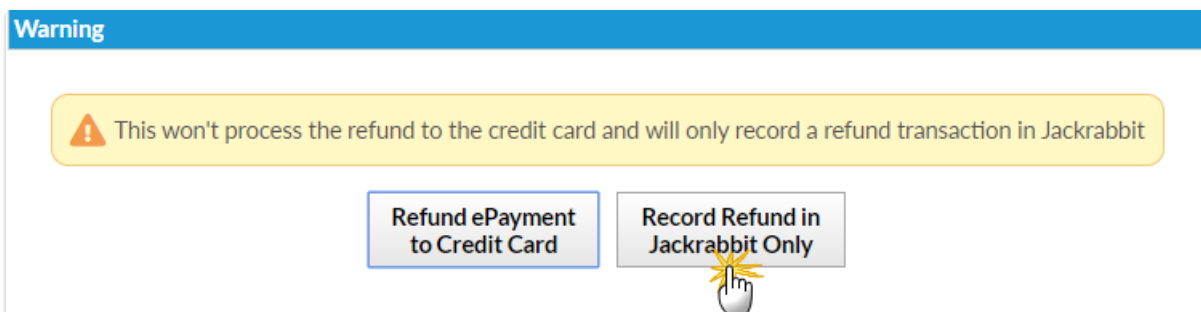
Create a drop-down value to be used for recording chargebacks from the [Gear \(icon\) > Settings > General > Drop-down Lists \(left menu\) > Transaction > Payment Method](#).

Record a Chargeback on a Family's Account

You will use the **R** (refund) icon on the disputed payment to record the return of the funds while leaving the family's balance unchanged.

This 'refund' transaction will **not** be sent to the gateway, you will opt to refund with a different payment method to simply record the withdrawal of funds on the family's account.

1. Click **R** next to the disputed payment from the *Transactions* tab of the *Family* record.
 - o If you receive a *Void/Refund Error* message, proceed to the **Void/Refund Error section below**.
2. Select **Refund by Different Payment Method** in the *Refund Transaction* window.
3. Select **Record Refund in Jackrabbit Only** in the Warning window.



4. Select a **Refund Method** from the drop-down.
 5. Select the disputed fee and click **Next**.
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Refund Transaction

Original Amount : 185.00
Date : 05/15/2020 Method : Discover

Post Date: * 5/18/2020

Refund Method: * Chargebacks Refund Check #: _____

Note: Disputed tuition fee charge for March

Create a Payment Method drop-down value to use for recording chargebacks (Gear icon > Settings > General > Drop-down Lists left menu > Transaction > Payment Method).

⚠ 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
	3/1/2020	Tuition Fee	Ballet		Private Lesson	Dianne Ager	185.00	185.00	185.00	0.00	SOlson

Refund Total: 185.00

Next Cancel

6. Because the family has disputed the fee and will not be paying it, choose **Not Due** in the *Are Fees Still Due?* window.
7. Click **Submit Refund**.

The chargeback is recorded in the *Family* record, on the *Transactions* tab, and the account balance is unchanged.

Family: Ager

← RETURN SAVE CHANGES DELETE

Make Sale/Post Fees Payment Refund Statement Add Student Add Contact Archive Family Family Name Email Text Email Schedules Submit Absences Merge Family

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

View Transaction History View Unapplied Credits & Unpaid Fees

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

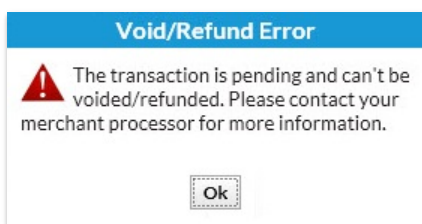
Last 20 (Most Recent) Transactions

View 1 - 20 of 20 Print Refresh 6 columns hidden Show/Hide Columns Save Columns Restore Columns

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/Event	User
	5/18/2020	Refund - Tuition Fee	185.00	0.00	0.00	Disputed tuition fee charge for March	Chargebacks		5/18/2020	Ballet	2020 Spring	Dianne Ager	Private Lesson	SOlson
	5/18/2020	Refund Adjustment	-185.00	0.00	-185.00	Disputed tuition fee charge for March	Chargebacks		5/18/2020					SOlson
	5/15/2020	Payment	-185.00	0.00	0.00		Discover		5/15/2020					SOlson
	3/1/2020	Tuition Fee	185.00	0.00	185.00		Discover		3/1/2020	Ballet	2020 Spring	Dianne Ager	Private Lesson	SOlson

Void/Refund Error Message

Some ePayment processors will change the status of the original payment from *Approved* to *Failed* when a chargeback is initiated by the cardholder's bank. You may see this message when you select **R** (refund) in the family's transaction list:



This means a refund cannot automatically be posted against it in Jackrabbit. This status will never be

updated regardless of the final result of the dispute. To record the chargeback and adjust the account, the only option is to do the following:

- Re-record the original ePayment by putting the original date, payment method, and Transaction ID in the note. The Transaction ID is obtained by clicking on the green circled checkmark in the ePmt column for the original payment. Click **Save Payment**.
 - Click on the **R** to record the Chargeback. Use the date when you found out about the Chargeback.
 - Delete the original ePayment and add a deletion note of "re-recording to record ePayment and Chargeback."
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