# Correct a Refund in Jackrabbit

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When you are in the process of refunding a payment, you may incorrectly answer whether the fees will be due at a later date or are no longer due, which can create an error in the family's account.

Mistakes happen! Knowing how to fix them is key.

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Expand the sections below to step through correcting each type of refund error.

**Expand/Collapse All**

## Correct a Refund - Change to *Fees Due*

When the fees being refunded are marked as **Due**, Jackrabbit will post a *Refund - Overpayment* to the family's account. This transaction increases the account balance.

If the fees are actually **Not Due**, the refund will have to be corrected in order to reduce the family balance and show the fees as paid and refunded.

**Example**

A check payment (#551) for tuition and registration was received. A week later the student is injured and has to withdraw from class. The family is eligible for a refund of the tuition fees and check #1136 was issued. When the refund was done, **Due** was selected when the fees should have been marked as **Not Due**.

Steps to Correct

1. Copy the transaction information from the refund transaction in the family's account. This information will be added to the new refund transaction created in the next steps. If you are not correcting the refund on the same day it was made, also make note of the date of the original refund.

   - For refunds made by check, copy the check number (in the *Pmt Meth* column).

   - For refunds to a credit card, copy the Trans ID (found by clicking the green check mark in the *ePmt* column).

2. Click the **Trash Can** (icon) on the line of the refund transaction. Add a **Comment/Reason** and click **Delete**. The refund transaction will be deleted. Note: If the original refund was made to a credit card through Jackrabbit, you'll see a message warning that deleting the refund will cause a discrepancy with the payment processor.

3. The original payment now shows as an *Unapplied Credit* (highlighted green) and the fee now shows as an *Unpaid Fee* (*Date Paid* column highlighted red).  To reapply the payment click the **Pencil** (icon) on the payment line, and then click **Reapply Payment**. Select the fees to apply the payment to and  **Save Payment**.

4. Click the R on the line of the original payment. Add the transaction information (check # or Trans ID) from Step 1 to the **Note** field and select the fees to be refunded. Click **Next**.

   Note: If the original payment was made by credit card through Jackrabbit, you'll see a message that advises the refund you are recording now will NOT be sent to the gateway again (which would cause a duplicate refund). It will only record a refund transaction on the family's account.

5. In the *Are Fees Still Due?* window, select **Not Due**. Click **Submit Refund**.

The family's account now shows a *Refund - (Fee Type)* transaction and a *Refund Adjustment*, the balance on the account has not changed, and the original fee shows as paid and refunded.

## Frequently Asked Questions

**Q.**  *I processed a refund for a family but their account isn't right. What can I do?*

   **A.**  Click the **Support** icon **(?)** in your system to email Support.  Provide as much detail as possible, and a Support team member will help you get the family account corrected.