

Correct a Refund in Jackrabbit

Last Modified on 03/11/2021 4:34 pm EST

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.

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

Correct a Refund - Change to *Fees Due*

Expand/Collapse All

When the fees being refunded are marked as **Not Due**, Jackrabbit will post two transactions to the family's account.

- A *Refund - (Fee Type)* which records the refund on the account
- A *Refund Adjustment* to adjust the family's account balance

The family's balance is not changed when the fees are marked as not being due.

Summary	Contacts	Classes	Events	Transactions	Billing Info	Misc	Notes (0)	Resources (0)									
View Transaction History		View Unapplied Credits & Unpaid Fees		Legend <input type="checkbox"/> FEE/CHARGE <input type="checkbox"/> PAYMENT/CREDIT <input type="checkbox"/> UNPAID FEE <input type="checkbox"/> UNAPPLIED CREDIT													
Current Balance 0.00																	
Last 20 (Most Recent) Transactions																	
View 1 - 4 of 4 <input type="button" value="Print"/> <input type="button" value="Refresh"/> 5 columns hidden <input type="button" value="Show/Hide Columns"/> <input type="button" value="Restore Columns"/>																	
			Date	Type	Orig Amt	Disc Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Sess	Student	Class/Event	
			3/8/2021	Refund - Tuition Fee	165.00		165.00	0.00	0.00	Charged to Mom's Visa in error, should be to Grandma's	Visa		3/8/2021	2021 Spring	Jessica Hartley	Ballet - Monday - 7pm	
			3/8/2021	Refund Adjustment	-165.00		-165.00	0.00	-165.00	Charged to Mom's Visa in error, should be to Grandma's	Visa		3/8/2021				
			3/8/2021	Payment	-165.00		-165.00	0.00	0.00		Visa	<input checked="" type="checkbox"/>	3/8/2021				
			3/1/2021	Tuition Fee	165.00		165.00	0.00	165.00		Visa		3/8/2021	2021 Spring	Jessica Hartley	Ballet - Monday - 7pm	
Current Balance 0.00																	

If the fees are actually still **Due**, the refund will have to be corrected in order to increase the family

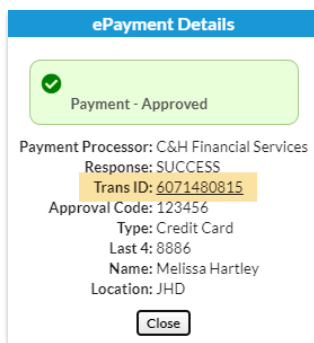
balance and leave the fee showing an *Unpaid Amt* to be paid at a later date.

Example

A payment for tuition fees was charged to the card on file (Mom's) and it should have been charged to a different card (Grandma's). When the refund to Mom's card was done, **Not Due** was selected when the fees should have been marked as **Due** so the charge could be correctly put through on Grandma's card.

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.
 - o For refunds made by check, copy the check number (in the *ePmt Meth* column).
 - o 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 either one of the refund transactions. Add a **Comment/Reason** and click **Delete**. Both refund transactions 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. Click the **R** on the line of the payment made on Mom's card. 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.

4. In the *Are Fees Still Due?* window, select **Due**. This will increase the family's balance. Click **Submit Refund**.

The family's account now shows a *Refund - Overpayment* transaction, the balance on the account has increased, and the original fee is now an *Unpaid Fee*.

Summary	Contacts	Classes	Events	Transactions	Billing Info	Misc	Notes (0)	Resources (0)						
View Transaction History		View Unapplied Credits & Unpaid Fees							Help ?					
Current Balance 165.00				Legend					FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT					
Last 20 (Most Recent) Transactions														
View 1 - 3 of 3		Print	Refresh	5 columns hidden	Show/Hide Columns	Restore Columns								
	Date	Type	Orig Amt	Disc Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Sess	Student	Class/Event
	3/8/2021	Refund - Overpayment	165.00		165.00	0.00	165.00	Correct refund error - Original refund Trans ID 6071480815, Unlinked/Adj. Fees Ballet-Tuition Fee 165	Visa		3/8/2021			
	3/8/2021	Payment	-165.00		-165.00	0.00	0.00		Visa		3/8/2021			
	3/1/2021	Tuition Fee	165.00		165.00	165.00	165.00		Visa			2021 Spring	Jessica Hartley	Ballet - Monday - 7pm
Current Balance 165.00														

Fee now shows as unpaid

Correct a Refund - Change to Fees *Not 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.

Summary	Contacts	Classes	Events	Transactions	Billing Info	Misc	Notes (0)	Resources (0)						
View Transaction History		View Unapplied Credits & Unpaid Fees							Help ?					
Current Balance 140.00				Legend					FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT					
Last 20 (Most Recent) Transactions														
View 1 - 4 of 4		Print	Refresh	5 columns hidden	Show/Hide Columns	Restore Columns								
	Date	Type	Orig Amt	Disc Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Sess	Student	Class/Event
	3/8/2021	Refund - Overpayment	140.00		140.00	0.00	140.00	Dani was injured and has to withdraw from class, Unlinked/Adj. Fees Ballet-Tuition Fee 140	Check 1136		3/8/2021			
	3/1/2021	Payment	-165.00		-165.00	0.00	0.00		Check 551		3/1/2021			
	3/1/2021	Registration	25.00		25.00	0.00	165.00		Check 551		3/1/2021			
	3/1/2021	Tuition Fee	140.00		140.00	140.00	140.00		Check 551			2021 Spring	Dani Ager	Ballet - Monday - 7pm
Current Balance 140.00														

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.

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

Date	Type	Orig Amt	Disc Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid
3/1/2021	Payment	-165.00		-165.00	0.00	0.00		Check 551		3/1/2021

- o 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.

Current Balance 0.00

Legend: FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT

Last 20 (Most Recent) Transactions

Date	Type	Orig Amt	Disc Amt	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Sess	Student	Class/Event
3/8/2021	Refund - Tuition Fee	140.00		140.00	0.00	0.00	Correct refund (check #551)	Check 1136		3/8/2021	2021 Spring	Dani Ager	Ballet - Monday - 7pm
3/8/2021	Refund Adjustment	-140.00		-140.00	0.00	-140.00	Correct refund (check #551)	Check 1136		3/8/2021			
3/1/2021	Payment	-165.00		-165.00	0.00	0.00		Check 551		3/1/2021			
3/1/2021	Registration	25.00		25.00	0.00	165.00		Check 551		3/1/2021			
3/1/2021	Tuition Fee	140.00		140.00	0.00	140.00		Check 551		3/1/2021	2021 Spring	Dani Ager	Ballet - Monday - 7pm

Current Balance 0.00

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 database to email Support. Provide as much detail as possible, and a Support team member will help you get the family account corrected.
