# Troubleshoot tuition fees not posting during registration for the By Session Dates Billing Cycle Share

Last Modified on 11/25/2025 10:36 am EST

## Issue/Question

Why are fees not posting upon registration for some students? The class is registered for, but there is not a fee being posted to their account.

### **Environment**

Jackrabbit application

### Resolution

When the billing cycle in the Class record is set to By Session Dates, the start/end dates of the session in the Drop-down List Editor must include the start/end dates of all classes assigned to that session. If class dates fall outside the session's date range, Jackrabbit will not automatically post fees, even if prorating is enabled.

#### To fix this:

- 1. Go to the Gear icon > Settings > General > Drop-down Lists (left menu) > Session (left menu).
- 2. Locate the session assigned to the affected class(es).
- 3. Check that the session's **Start** and **End** dates include all start/end dates for classes assigned to that session.
- 4. If necessary, update the session dates to include the class dates fully.
- 5. Click Save Changes.
- 6. Manually post the tuition fees for any registrations that have already occurred.