If our files don't contain the current family balance, how do I get this information into each family?

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If your file doesn't contain the current family balance, you can enter this information manually for all families that have either a debit or credit sitting on their account at the time you begin using Jackrabbit. To create these in Jackrabbit, go to Tools > Edit Settings > DropDown Lists > Transaction Types. Add a "Carryover Balance" (Debit) and a "Carryover Balance" (Credit) to your Transaction Types list. Save changes. For families that have a balance due: on the family page, use the "Make Sale/Post Fee" button and post the fee for the carryover amount they owe. Select "Carryover Balance (Debit)" as the Trans Type. For families that have a credit on their account: on the family page, use the "Payment" button and record a payment for the carryover credit amount they have. Select "Carryover Balance (Credit)" as the Trans Type.