

Record an ePayment Chargeback

Last Modified on 05/29/2020 9:49 am EDT

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.

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.



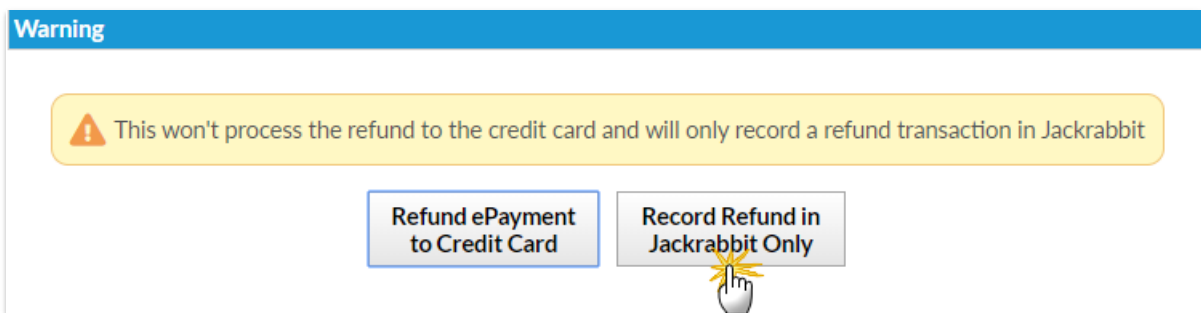
Create a drop-down value to be used for recording chargebacks from [Tools > Edit Settings > Drop-down Lists > Payment Method](#).

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. From the *Transactions* tab of the *Family* record, click **R** next to the disputed payment.
2. In the *Refund Transaction* window, select **Refund by Different Payment Method**.
3. In the Warning window, select **Record Refund in Jackrabbit Only**.



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

⚠ 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
<input checked="" type="checkbox"/>	<input type="checkbox"/>	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

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