Process Credit Cards/Bank Accts

Last Modified on 06/05/2019 8:43 pm EDT

To charge multiple family accounts in a batch (after posting fees) point to **Transactions** and click **Process Credit Cards/Bank Accts.**

1. Select *Family/Account Search Criteria.*

   - Choose a **Location**. Multi-Location organizations should run *Process Credit Cards/Bank Accts* for each location.

   - Choose an **ePayment Method** of **Credit Card** or **Bank Account**. If your organization offers both credit card & bank account processing, run *Process Credit Cards/Bank Accts* twice - once for credit cards and once for bank accounts.

   - If you want to isolate which families you'll be processing, choose an **ePayment Schedule.**

   - Set *Exclude declined transactions within past 24 hours* to **Yes** or **No**.

2. To charge full account balances, proceed to Step 6.

3. Use the *Transaction Search Criteria* to charge specific sets of fees instead of the full account balance. Select a specific range of **Transaction Dates**, a specific **Transaction Type**, **Transaction Sub-Type**, **Category 1**, and / or a specific **Session** to narrow what unpaid transactions should be charged.

4. *Preview Receipt.* Receipt Settings can be edited from *Tools > Credit Card/Bank Account Settings*. For details, see **Manage Email Notification Settings (ePayment Receipts)**.

5. Click **Preview Payments**. *This is a preview screen only. No fees are charged to a customer credit card or bank account until Process Payments is clicked.* Review the preview for accuracy. The preview displays with the *Process* checkbox checked for every family. To skip processing a family,

uncheck the checkbox in the **Process** column. Note that there are also *Check All Rows* and *Uncheck All Rows* buttons for your use. If you need to research a transaction further, click the **Preview** link to preview the transaction.

6. Click either **Process Payments** to begin processing cards / bank drafts or **Return** to cancel.

Once you have clicked *Process Payments*, transmitting and receiving information may take several minutes.

When the transmission is complete, a report listing each family and the result displays. Declined credit card transactions are noted in red with response codes, reason codes, etc. Any family name unchecked in the preview screen will display with *Reason Text: Not Processed - Skipped by User.*

This onscreen report can be printed by clicking the **Print** button. *Remember that all bank drafts are approved initially as they do not 'settle' in real time. Bank draft transactions should be confirmed with your bank statement to ensure approval.*

The accepted or declined response is recorded on each family / account transaction listing (Family *Transactions* tab) and the family / account balance is adjusted accordingly.
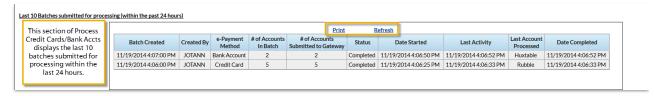

*Credit Cards and/or Bank Drafts CANNOT be scheduled to occur automatically at a specific time. Consider using **Favorites** to save your criteria selections to streamline your payment processing!*

Each section of Process Credit Cards/Bank Accts is explained in depth below.

Last 10 Batches submitted for processing (within the last 24 hours)

The top section in *Transactions > Process Credit Cards/Bank Accts* lists the last 10 batches submitted for processing within 24 hours.

Last 10 Batches submitted for processing (within the past 24 hours)

	Batch Created	Created By	e-Payment Method	# of Accounts In Batch	# of Accounts Submitted to Gateway	Status	Date Started	Last Activity	Last Account Processed	Date Completed
This section of Process Credit Cards/Bank Accts displays the last 10 batches submitted for processing within the last 24 hours.	11/19/2014 4:07:00 PM	JOTANN	Bank Account	2	2	Completed	11/19/2014 4:06:50 PM	11/19/2014 4:06:52 PM	Huxtable	11/19/2014 4:06:52 PM
	11/19/2014 4:06:00 PM	JOTANN	Credit Card	5	5	Completed	11/19/2014 4:06:25 PM	11/19/2014 4:06:33 PM	Rubble	11/19/2014 4:06:33 PM

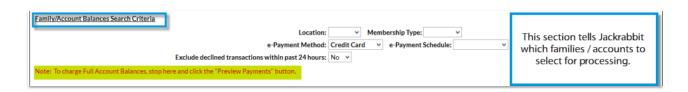Print   Refresh

Family/Account Search Criteria

The section below is where you tell Jackrabbit which family accounts you want to submit for processing. Jackrabbit will search out families who meet the criteria. In the example below, Jackrabbit would find any family at any location that had *ePayment=Credit Card*, *Membership Type=Monthly*, and *ePayment Schedule=1st of Month* saved to their *Billing Info* tab. It would not exclude any transaction that had been declined in the last 24 hours. Any families missing one of the criteria would not be selected.

Membership Type and/or *ePayment Schedule* are great ways to filter which families you want to include. These fields can be customized (in Tools > Edit Drop Down Lists) and can be saved to any family *Billing Info* tab.
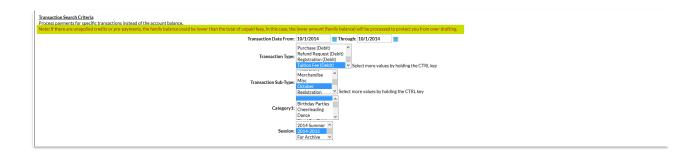
Example: Some cards are charged the 1st of the month and some cards are charged the 15th of the month. Setting the 1st of month families to *ePayment Schedule=1st of Month* will enable you to process only those family credit cards on the 1st of each month. Setting other families to the *ePayment Schedule=15th of Month* will allow you to process only those family credit cards on the 15th of the month. You drive the schedule.

If you want to process the entire balance for a family, you should stop here and click **Preview Payments**.

Family/Account Balances Search Criteria

Location: [ ] Membership Type: [ ]
e-Payment Method: Credit Card [ ] e-Payment Schedule: [ ]
Exclude declined transactions within past 24 hours: No [ ]

Note: To charge Full Account Balances, stop here and click the "Preview Payments" button.

This section tells Jackrabbit which families / accounts to select for processing.

Transaction Search Criteria

You use the *Transaction Search Criteria* section only if you want to pick specific transactions to be processed. In the example below, Jackrabbit would only attempt to process fees with a *Transaction Date* of *10/1/2014* that have a *Transaction Type=Tuition Fee (Debit)* and a *SubType=October*, and a *Session=2014-2015*. Any fee that did not meet all the criteria would not be part of the preview.

Preview Receipt

This is simply a confirmation of the settings you have saved in*Tools > Credit Card/Bank Account Settings > Receipts* and can not be edited from this page. To edit these settings go to **Tools** > *Credit Card/Bank Account Settings* > **Receipts**.