

# Undo Multiple Incorrect Credit Card/Bank Acct Transactions

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Occasionally, Jackrabbit Support gets an anxious email from a client who has processed an entire group of credit cards or bank accounts incorrectly. There is no way to stop or cancel this batch of transactions from within Jackrabbit once they have been submitted to the gateway.

Should this happen, contact your gateway provider immediately to determine if the transactions can be voided or refunded in mass. Your gateway provider's contact information can be found in your Jackrabbit database from the *Tools* menu > *Credit Cards/Bank Accounts Settings*. Each family account in Jackrabbit would then need to be updated accordingly. If the accounts are numerous, contact Jackrabbit Support (via the Help Button in your database) to see if our Development Team can mass delete the incorrect ePayments.

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