

# Bank Account / Bank Draft Refunds

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***Bank Account/ACH payments must be voided or refunded through your gateway virtual terminal; this cannot be done from within your Jackrabbit database.***

Once you have done the void or refund of the Bank Account/ACH Payment in the virtual terminal, click the **R** on the payment line to record that void or refund to the family's transactions in Jackrabbit. It is a Jackrabbit Best Practice to copy and paste any Transaction ID received in the virtual terminal into the notes of the transaction in Jackrabbit.

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