

# Refund Example - Family Paid with Credit Card and is Eligible for Refund, Original Credit Card Cancelled

Last Modified on 06/05/2019 8:45 pm EDT

- Family paid \$75 competition fee with a Visa.
- Student is not able to participate and the family is eligible for a full refund.
- The refund cannot be issued back to the Visa because it has since been cancelled. Organization check #420 will be issued.
- They have a \$0 balance.
- The family balance will remain at \$0.

The screenshot shows a software interface with a top navigation bar containing buttons like 'Make Sale/Post Fees', 'Payment', 'Refund', 'Statement', 'Add Student', 'Add Contact', 'Archive Family', 'Family Name', 'Email', 'Email Schedules', and 'Merge Family'. Below this is a sub-menu with 'Summary', 'Contacts', 'Classes', 'Events', 'Transactions' (highlighted), 'Billing Info', and 'Misc'. A 'Current Balance 0.00' is displayed in a box. A legend indicates 'Fee/Charge' (blue), 'Payment/Credit' (green), 'Unpaid Fee' (red), and 'Unapplied Credit' (yellow). The main table is titled 'Last 20 (Most Recent) Transactions' and has columns for Date, Type, Amt, Unpaid Amt, Balance, Note, Pmt Meth, ePmt, Date Paid, Cat1, Sess, Student, and Class/. Two transactions are visible: a payment of -75.00 on 11/14/2016 and a competition fee of 75.00 on 10/31/2016. The 'R' icon in the first row indicates it is selected for editing.

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/
<b>R</b>	11/14/2016	Payment	-75.00	0.00	0.00		Visa		11/14/2016				
	10/31/2016	Competition Fee	75.00	0.00	75.00		Visa		11/14/2016	Dance		Olivia Andrews	

1. Click the **R** on the payment line.
2. Click the **Refund by Different Payment Method** button.
3. In the warning window click the **Record Refund in Jackrabbit Only** button.
4. The *Post Date* and *Refund Method* are now editable. Change the **Post Date** if needed and select the **Refund Method**.
5. Optionally add a **Note**.
6. Check the **Competition Fee** and leave the amount at 75.00.
7. Click **Next**.
8. Because the fee is no longer owed click **Not Due** in the *Are Fees Still Due?*

window.

## 9. Submit Refund.

**Refund Transaction**

Original Amount : 75.00  
Date : 11/14/2016 Method : Visa (ePayment) Settled with Processor : Yes

**Refund Card Ending In: 8886**

Post Date: 12/15/2016

Refund Method: \* Visa

Note:

The fees below are linked to this payment. Select which fee(s) to refund. To partially refund fees, edit the refund amount.

Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
<input type="checkbox"/>	10/31/2016	Competition Fee	Dance		Olivia Andrews	0.00	75.00	75.00	0.00	HCenter

Refund Total: 0.00

**Warning**

This won't process the refund to the credit card and will only record a refund transaction in Jackrabbit

**Refund Transaction**

Original Amount : 75.00  
Date : 11/14/2016 Method : Visa

Post Date: \* 12/15/2016

Refund Method: \* Check

Note: Unable to participate - ccard cancelled ref by chk

Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
<input checked="" type="checkbox"/>	10/31/2016	Competition Fee	Dance		Olivia Andrews	75.00	75.00	75.00	0.00	HCenter

Refund Total: 75.00

**The Post Date and Refund Method are now editable.**

**Warning**

This will only record the refund transactions and won't process a refund against the original credit card.

On the Family's Transactions tab ...

- A *Refund - Competition Fee* transaction has been added for \$75.00 and is linked to the original payment and the original fee.
- A *Refund Adjustment* has been added so that the family's balance is correct. It is linked to the refund transaction.
- The family balance does not change.
- The **R** icon is no longer visible for the payment because it has been completely refunded.

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**Current Balance 0.00**
Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

**Last 20 (Most Recent) Transactions**

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			Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid			
			12/15/2016	Refund - Competition Fee	75.00	0.00	0.00	Unable to participate - ccard cancelled ref by chk	Check 420		12/15/2016	Dance		Olivia Andrews
			12/15/2016	Refund Adjustment	-75.00	0.00	-75.00	Unable to participate - ccard cancelled ref by chk	Check 420		12/15/2016			
			11/14/2016	Payment	-75.00	0.00	0.00		Visa		11/14/2016			
			10/31/2016	Competition Fee	75.00	0.00	75.00		Visa		11/14/2016	Dance		Olivia Andrews

There is no symbol in the ePmt column for this refund because it was done by check.