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.

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**.

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.

Make Sale/Post Fees	Payment	Refund	Statement	Add Student	Add Contact	Archive Family	Family Name	Email	Email Schedules	Merge Family

Summary	Contacts	Classes	Events	Transactions	Billing Info	Misc

View Transaction History | View Unapplied Credits & Unpaid Fees | Help ❓

Current Balance 0.00

Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 4 of 4 | 🖨 Print | ⟳ Refresh | **6 columns hidden** | ▦ Show/Hide Columns | ⟲ Restore Columns

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

				Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date P...		
✎	🗑	🔗		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