Bank Draft/ACH Payment Refunds

Last Modified on 10/22/2020 9:53 am EDT



Bank draft/ACH payments must be voided or refunded through your gateway<u>virtual</u> terminal or with your ePayment provider; this cannot be done from within Jackrabbit.

Record a Bank Draft/ACH Payment Refund in Jackrabbit

Once you have completed the refund of the bank draft/ACH payment in your gateway, follow these steps to record the transaction in the family's record in Jackrabbit.

When the fee being refunded is no longer due:

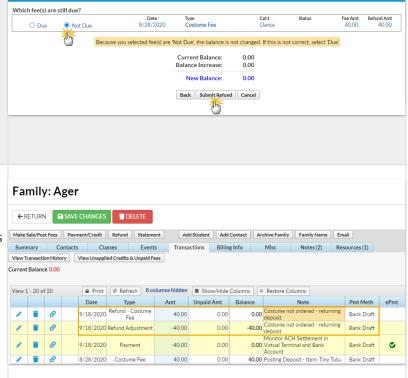
Example: A family paid their costume deposit fee by bank draft, but the recital has been canceled. A refund was given to the family, and the fee is no longer owed; the family's balance should remain the same

same. Family: Ager ← RETURN SAVE CHANGES DELETE 1. Click the R on the line for the Make Sale/Post Fees Payment/Credit Refund Statement Add Student Add Contact Archive Family Family Name Email Summary Contacts Classes Events Transactions Billing Info Misc Notes (2) Resources (1) payment to be refunded (Family View Transaction History View Unapplied Credits & Unpaid Fees record > Transactions tab). Date Type Amt Unpaid Amt Balance Pmt Meth ePmt Monitor ACH Settlement -40.00 0.00 Writual Terminal and Bank Bank Draft 40.00 Posting Deposit - Item: Tiny 8/28/2020 Costume Fee 2. A warning will display advising that this will only record a refund; it will not initiate a refund in the gateway, click **OK**. 3. In the Refund Transaction window, edit the Post Date and Refund Method if needed Post Date: 9/18/2020 | See |
Refund Method: Bank Draft |
Note: Costume not ordered - returnir
The fees below are linked to this payment. Select v
CheckAll Rows | UncheckAll Rows |
Date Type Cat1 (defaults are current date and I - returning deposit
It. Select which fee(s) to refund. To partially refund fees, edit the refund am Bank Draft). Optionally, add a Date Type 8/28/2020 Costume Fee Refund Total: 40.00 Refund Check # and Note. Next Cancel 4. Select the fee(s) to be refunded and click Next. 5. Because the fee is not due and

payable at a later date, select

Not Due. The family's new
balance displays; it remains the
same.

- 6. Click Submit Refund.
- 7. A Refund transaction and a
 Refund Adjustment transaction
 have been posted to the family's
 account. To ensure proper
 revenue reporting, they are
 linked with the fee transaction
 and the payment transaction.



When the fee being refunded is due at a later date:

Example: A family paid their costume deposit fee by bank draft, but it has been rejected by the bank due to lack of funds (NSF). This is recorded in Jackrabbit using the **R** so the fee is set back to unpaid and the family's balance is increased.

- 1. through 4. are the same as stepped out above.
- 5. Because the fee is due and payable at a later date, selectDue. The family's new balance displays; it has increased by the amount of the fee.
- 6. Click Submit Refund.
- 7. A Refund Overpayment
 transaction has been posted to
 the family's account. To ensure
 proper revenue reporting, it is
 linked to the payment
 transaction and the fee
 transaction remains unpaid.

