## **Terminal ePayment Exception Report**

Last Modified on 11/03/2020 12:29 am EST

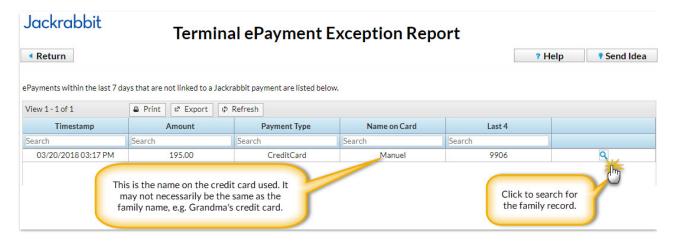
The Terminal ePayment Exception Report displays a listing of all EMV payments, made in the last 7 days, that have not been linked to a Family record. This report is located in the *Transactions / Financials* section of *Find Reports* from the *Reports* menu. You can also use a keyword search "terminal ePay" to bring it up.

When you process a terminal EMV payment, part of the process involves linking the terminal payment to a payment in the family's Jackrabbit account. Although unlikely, it is possible to get distracted while processing an EMV payment and forget to link the terminal payment to the payment in the Family record (steps #4-7 in Process an EMV Chip Card Payment in Jackrabbit). This is the tool to help you find and correct those unlinked terminal payments.



It is a recommended best practice to run this report daily to ensure that all terminal payments have been linked to payments in your families' accounts. Unlinked terminal payments are only displayed for 7 days.

To link terminal payments displayed in the report you will need to know which family's account the payment belongs on; the Terminal ePayment Exception Report does not display a family name. This is because the payment was never linked to a family and Jackrabbit does not know who it belongs to.



If you are not certain which family the payment belongs on you can use the **Family ePayment Listing Report** to search for the last 4 digits of the card number.

Jackro	abbit		Fai	mily ePa	yment Lis	sting			
<ul> <li>Return</li> </ul>								? Help	* Send Idea
		■ Print 2	Export Ø Refr	esh	Show/H	ide Columns			
Family	Balance	ePayment Method	СС Туре	Name on Card	Card #	Expires	Billing Contact	Billing Email	Account Name
Chambers	0.00	Credit Card	Discover .	R Chambers	6*****2939	12/2020	Rachel Chambers	chambers@email.com	1
Clements	0.00	Credit Card	Visa	Alane Clements	4 8886	12/2020	Alane Clements	aclements@email.com	
<u>Kirkpatrick</u>	195.00	Credit Card	Mastercard	Susan Manuel	5******9906	12/2020	Sara Kirkpatrick	skirkpatrick@email.com	
Linden	0.00	Credit Card	Visa	Trevor Linden	4************8886	12/2020	Serena Linden	slinden@email.com	

## To link terminal payments on the exception report:

- 1. Click on the **magnifying glass** icon to search for the account record.
- 2. Enter the family name to search and select and click the **Pay** button. This will drop down information for the family (contacts, students, and last 5 unpaid fees). Confirm the family and click the **Pay** button.

	Sear	rch Family		
Name on Card M	lanuel			
Kirkpatrick		]		
Kirkpatric	k			
Primary Cont	acts			_
Sara Kirkp	atrick	Confirm fa	amily inform	nation to
Students			ou are select rect accourt	
Jenny Kirk	patrick			
Last 5 Unpai	d Fees			
Date	Туре	SubType	Amt	Unpaid Amt
03/20/2018	Annual Membership		30.00	30.00
03/20/2018	Tuition Fee		195.00	195.00
	Pa	2		

3. The *Re-Apply Payment Transaction* window will open, click to apply the payment and click**Save Payment.** 

ackrabbit		ply Pay	/ment T	ransac	tion					
ash, Checks, Other									? H	elp
		v Transaction Histo							Balance	30.0
Trans Date* 3/20/201	18		Payme	nt details are not e	litable when ReApp	plying.			Original Payment	195.0
Pmt Type Payment	t • Subtype	▼ M	lethod* MC	v				U	napplied Amount:	195.0
Note				Chk#		Apply	to Newest Fees First		Applied Amount:	0.0
						Apply to Oldest F	ees First (within last	12 months)		
						Apply	to Oldest Fees First	L. L.	Inapplied Amount	0.00
All Unpaid Charges/I Date	Fees Type Subtype	Note	Student	Class/Event	Orig Amt	Discount	Тах	Amt	Unpaid	Apply An
03/20/2018	Annual Membership		Jenny Kirkpatrick		30.00	0.00	0.00	30.00	30.00	0.00
	Tuition Fee		Jenny Kirkpatrick		195.00	0.00	0.00	195.00	195.00	195.00
03/20/2018	Tuition Fee	-								

4. You will receive confirmation that the payment has been linked (created and applied to fees), click **Ok**.

Payment succe	essfully created and applied to fees.	
• • • • • • • • • • • • • • • • • • • •		
	Ok	