# Bank Draft/ACH Payment Refunds

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

***Bank draft/ACH payments must be voided or refunded through your gateway virtual 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. |

1. Click the **R** on the line for the payment to be refunded (*Family* record > *Transactions* tab).

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 (defaults are current date and Bank Draft). Optionally, add a **Refund Check #** and **Note**.

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, select **Due**. 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.