

# Record an ePayment Chargeback

Last Modified on 02/10/2021 2:55 pm EST

If a family is successful with an ePayment chargeback for a credit card payment they made previously, you'll need to adjust their account. It is recommended that you wait to record the chargeback until the final decision has been made.

As described in our Help article [ePayment Chargebacks](#) the funds will be removed from your bank account as soon as the chargeback is initiated. If you win the dispute, the money will be put back into your account. If you lose the dispute, you will need to permanently record the chargeback on the family's account in Jackrabbit.



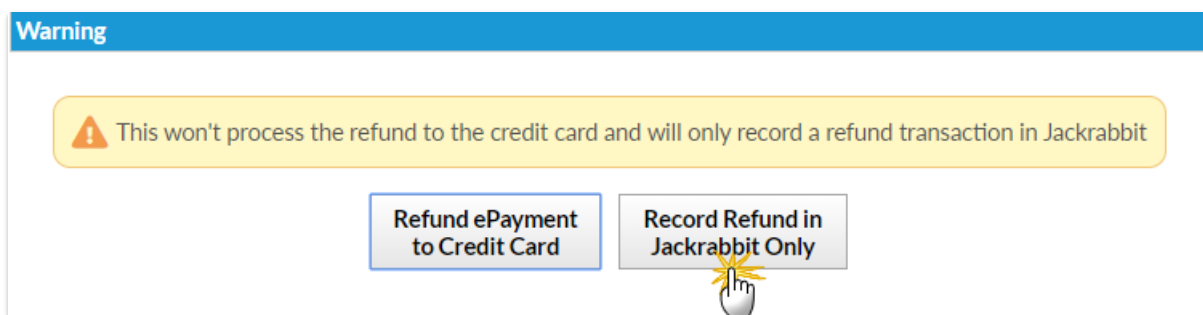
Create a drop-down value to be used for recording chargebacks from [Tools > Edit Settings > Drop-down Lists > Payment Method](#).

## Record a Chargeback on a Family's Account

You will use the **R** (refund) icon on the disputed payment to record the return of the funds while leaving the family's balance unchanged.

This 'refund' transaction will **not** be sent to the gateway, you will opt to refund with a different payment method to simply record the withdrawal of funds on the family's account.

1. From the *Transactions* tab of the *Family* record, click **R** next to the disputed payment.
  - If you receive a *Void/Refund Error* message, proceed to the [Void/Refund Error section below](#).
2. In the *Refund Transaction* window, select **Refund by Different Payment Method**.
3. In the Warning window, select **Record Refund in Jackrabbit Only**.



4. Select a **Refund Method** from the drop-down.
  5. Select the disputed fee and click **Next**.
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**Refund Transaction**

Original Amount : 185.00  
Date : 05/15/2020 Method : Discover

Post Date: \* 5/18/2020

Refund Method: \* Chargebacks Refund Check #:

Note: Disputed tuition fee charge for March

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

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

Check All Rows	Uncheck All Rows	Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
<input checked="" type="checkbox"/>	<input type="checkbox"/>	3/1/2020	Tuition Fee	Ballet		Private Lesson	Dianne Ager	185.00	185.00	185.00	0.00	SOlson

Refund Total: 185.00

**Next** **Cancel**

*Create a Payment Method drop-down value to use for recording chargebacks (Tools > Edit Settings Drop-down Lists > Payment Method)*

6. Because the family has disputed the fee and will not be paying it, choose **Not Due** in the *Are Fees Still Due?* window.

7. Click **Submit Refund**.

The chargeback is recorded in the *Family* record, on the *Transactions* tab, and the account balance is unchanged.

**Family: Ager**

← RETURN **SAVE CHANGES** **DELETE**

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

Summary Contacts Classes Events **Transactions** Billing Info Misc Notes (0) Resources (0)

View Transaction History View Unapplied Credits & Unpaid Fees

Current Balance **0.00**

Legend ☐ FEE/CHARGE ☐ PAYMENT/CREDIT ☐ UNPAID FEE ☐ UNAPPLIED CREDIT

**Last 20 (Most Recent) Transactions**

View 1 - 20 of 20 **Print** **Refresh** **6 columns hidden** **Show/Hide Columns** **Save Columns** **Restore Columns**

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/Event	User
	5/18/2020	Refund - Tuition Fee	185.00	0.00	0.00	Disputed tuition fee charge for March	Chargebacks		5/18/2020	Ballet	2020 Spring	Dianne Ager	Private Lesson	SOlson
	5/18/2020	Refund Adjustment	-185.00	0.00	-185.00	Disputed tuition fee charge for March	Chargebacks		5/18/2020					SOlson
	5/15/2020	Payment	-185.00	0.00	0.00		Discover		5/15/2020					SOlson
	3/1/2020	Tuition Fee	185.00	0.00	185.00		Discover		3/1/2020	Ballet	2020 Spring	Dianne Ager	Private Lesson	SOlson

## Void/Refund Error Message

Some ePayment processors will change the status of the original payment from *Approved* to *Failed* when a chargeback is initiated by the cardholder's bank. You may see this message when you select **R** (refund) in the family's transaction list:

**Void/Refund Error**

The transaction is pending and can't be voided/refunded. Please contact your merchant processor for more information.

**Ok**

This means a refund cannot automatically be posted against it in Jackrabbit. This status will never be updated regardless of the final result of the dispute. To record the chargeback and adjust the account, the only option is to use the *Payment/Credit* button to post an account credit to the family's account manually.

Refer to [Post a Credit](#) for more details. Use these settings on the *Payment/Credit Transaction Entry* page for the credit:

- *Transaction Type = Account Credit*
  - *Method = Chargeback.*
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