

Record an NSF (Bounced Check)

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If a check or bank account draft is returned for non-sufficient funds (NSF), you'll need to maintain a record of the NSF and adjust the family balance.

In Jackrabbit the most efficient way to record an NSF check or ePayment Bank Account Draft is to record a refund for that payment. This allows you to retain a historical record of the returned check in the family's transactions.



*When recording a returned ePayment Bank Account Draft the process is the same as for a returned check. Because ACH Bank Draft payments are not able to be refunded through the database, clicking the **R** icon on an ACH/Bank Draft payment will only record the refund on a family's account; nothing is sent to the gateway.*

1. Locate the NSF payment on the family's *Transactions* tab.
2. Click the **R** icon on the returned payment line.
3. In the *Refund Transaction* window, enter a note with details of the returned payment.
4. Select the *Check All Rows* button to include all of the fees.
5. Click **Next**.

Refund Transaction

Original Amount : 30.00
Date : 11/17/2016 Method : Bank Draft

Post Date: * 11/30/2016

Refund Method: * Bank Draft Refund Check #:

Note: ACH payment (Trans ID 3366771990) returned NSF

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

Date	Type	Cat1	Sub Type	Class/Event	Student	Refund Amt	Fee Amt	Amt Pd	Prior Refund	UserID
11/14/2016	Costume Fee	Dance		Hip Hop - Mon - 5:00pm	David Dierksen	30.00	30.00	30.00	0.00	helpcenter

Refund Total: 30.00

Next Cancel

6. In the *Are Fees Still Due?* window click **Check All Rows**. This will add these fees back into the family's balance.
7. **Submit Refund.**

An adjustment is posted to the family's account and the balance has increased by the amount of the returned payment. The status of the fee that it originally paid has been set back to unpaid. The *Refund-Overpayment* line provides a record of the NSF.

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 105.00

Legend: Fee/Charge

Payment/Credit

Unpaid Fee

Unapplied Credit

View 1 - 20 of 20

Print

Refresh

5 columns hidden

Show/Hide Columns

Restore Columns

			Date	Type	Sub Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class/
			11/30/2016	Refund - Overpayment		30.00	0.00	105.00	ACH payment (Trans ID 3366771990) returned NSF, Unlinked/Adj. Fees Dance-Costume Fee 30	Bank Draft		12/12/2016				
			11/17/2016	Payment		-30.00	0.00	75.00		Bank Draft		11/17/2016				
			11/17/2016	Event Fee		75.00	75.00	105.00					Social Event	Fall 2016	David Dierksen	Hip H Fri 7:30
			11/14/2016	Costume Fee		30.00	30.00	30.00	Posting Deposit - Item: Step Up	Bank Draft			Dance	Fall 2016	David Dierksen	Hip H Mo 5:00

The family's balance has increased by the amount of the returned payment.

The status of the fee has been set back to unpaid.

Add an NSF Fee

Before adding an NSF Fee for the first time, you'll want to ensure you have a Category 1 to organize the NSF fees.

1. Point to **Tools** and click **Edit Settings**.
2. In the left menu, click **Drop-down Lists**.
3. From the left menu, click **Category 1**.
4. If needed, use the **Add Row** button to add a new **Category 1** named **NSF Fees**. Click **Save Changes**.

If you charge a fee for any check returned as NSF, use the steps below to post the fee.

1. Ensure you are viewing the correct family.
2. Click the **Post Fee/Make Sale** button.
3. Change the **Transaction Date** if applicable.
4. Enter a **Type** [for example, *Other Fee (Debit)*].
5. Select a **Category 1** of **NSF Fee** from the drop-down list.
6. Enter the **Amount** and any other details.
7. Include a **Note** of explanation. Click **Save Fee**.

The NSF fee is added to the family's **Transactions** tab and the family balance is adjusted.