

Refund Example - Family Paid with Credit Card and is Eligible for Refund, Original Credit Card Cancelled

Last Modified on 11/03/2020 12:32 am EST

- Family paid \$75 competition fee with a Visa.
- Student is not able to participate and the family is eligible for a full refund.
- The refund cannot be issued back to the Visa because it has since been cancelled. Organization check #420 will be issued.
- They have a \$0 balance.
- The family balance will remain at \$0.

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 0.00

Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 2 of 2 Print Refresh 6 columns hidden Show/Hide Columns Restore Columns

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid	Cat1	Sess	Student	Class
R	11/14/2016	Payment	-75.00	0.00	0.00		Visa		11/14/2016				
	10/31/2016	Competition Fee	75.00	0.00	75.00		Visa		11/14/2016	Dance		Olivia Andrews	

1. Click the **R** on the payment line.
2. Click the **Refund by Different Payment Method** button.
3. In the warning window click the **Record Refund in Jackrabbit Only** button.
4. The *Post Date* and *Refund Method* are now editable. Change the **Post Date** if needed and select the **Refund Method**.
5. Optionally add a **Note**.
6. Check the **Competition Fee** and leave the amount at 75.00.
7. Click **Next**.
8. Because the fee is no longer owed click **Not Due** in the *Are Fees Still Due?* window.
9. **Submit Refund**.

Refund Transaction

Original Amount : 75.00
Date : 11/14/2016 Method : Visa (ePayment) Settled with Processor : Yes

Refund Card Ending In: 8886

Post Date: 12/15/2016
Refund Method: * Visa Refund by Different Payment Method

Note:

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 type="checkbox"/> 10/31/2016	Competition Fee	Dance			Olivia Andrews	0.00	75.00	75.00	0.00	HCenter

Refund Total: 0.00

Next Cancel

Warning
This won't process the refund to the credit card and will only record a refund transaction in Jackrabbit

Refund ePayment to Credit Card Record Refund in Jackrabbit Only

Refund Transaction

Original Amount: 75.00
Date: 11/14/2016 Method: Visa

Post Date: * 12/15/2016 The Post Date and Refund Method are now editable.

Refund Method: * Check Refund Check #: 420

Note: Unable to participate - ccard cancelled ref by chk

⚠ 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
10/31/2016	Competition Fee	Dance			Olivia Andrews	75.00	75.00	75.00	0.00	HCenter

Refund Total: 75.00

Next Cancel

On the Family's Transactions tab ...

- A *Refund - Competition Fee* transaction has been added for \$75.00 and is linked to the original payment and the original fee.
- A *Refund Adjustment* has been added so that the family's balance is correct. It is linked to the refund transaction.
- The family balance does not change.
- The **R** icon is no longer visible for the payment because it has been completely refunded.

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 0.00

Legend: Fee/Charge Payment/Credit Unpaid Fee Unapplied Credit

Last 20 (Most Recent) Transactions

View 1 - 4 of 4 Print Refresh 6 columns hidden Show/Hide Columns Restore Columns

	Date	Type	Amt	Unpaid Amt	Balance	Note	Pmt Meth	ePmt	Date Paid			
  	12/15/2016	Refund - Competition Fee	75.00	0.00	0.00	Unable to participate - ccard cancelled ref by chk	Check 420		12/15/2016	Dance		Olivia Andrews
  	12/15/2016	Refund Adjustment	-75.00	0.00	-75.00	Unable to participate - ccard cancelled ref by chk	Check 420		12/15/2016			
  	11/14/2016	Payment	-75.00	0.00	0.00		Visa	✓	11/14/2016			
  	10/31/2016	Competition Fee	75.00	0.00	75.00		Visa		11/14/2016	Dance		Olivia Andrews

There is no symbol in the ePmt column for this refund because it was done by check.