

Family Fixed Fees


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A Family Fixed Fee is a useful option when the family's tuition amount doesn't follow the typical criteria, when you don't have consistent pricing for groups of families, or when a family receives a flat rate for unlimited classes.

When posting tuition fees, the Fixed Fee will post as a single fee transaction regardless of class tuition fees for any enrolled students and regardless of any multi-student or multi-class discounts.

Create a Family Fixed Fee

A Family Fixed Fee can be created a few different ways in Jackrabbit:

In a Family Record	<ol style="list-style-type: none">1. Go to the <i>Family</i> record, select the Billing Info tab.2. Enter an amount in the <i>Family Fixed Fee</i> field.3. Select a Category 1 for the fee.4. Assign an Exp Date (optional).5. Add a Note (optional) and click Save Changes.
From the Families (menu) > All Families	<ol style="list-style-type: none">1. Go to Families (menu) > All Families, filter the grid data as needed.2. Select which families you want to create fixed fees for:<ul style="list-style-type: none">◦ Individually select the checkboxes in the 1st column for one or more families in the grid.◦ Leave the check box empty in the 1st column to select all the families in the grid.◦ Select the check box in the top row of the 1st column to select all the families displayed on the page. Note: Each page in a grid displays a maximum of 250 rows of data.3. Click the More (icon)  > Family Fixed Fees. Enter the information in the <i>Update family fixed fee</i> window.<ul style="list-style-type: none">◦ Set the <i>Amount</i>, <i>Expires</i> (optional), and <i>Fixed Fee Category 1</i>.4. Click Update and the Family Fixed Fee will be added.

Family Fixed Fee in a Family Record

Family: Zachman

SAVE CHANGES

DELETE

Make Sale/Post Fees	Payment/Credit	Refund	Statement	Add Student	Add Contact	Archive Family	Family Name	Email	Email Schedules	Submit Absences	Merge Family
Summary	Contacts	Classes	Events	Transactions	Billing Info	Misc	Notes (0)	Resources (0)			

Billing Delivery ? Membership Type Billing Contact
 ePayment Method ePayment Schedule Address

Credit Cards

Add Card ?

Bank Account

Bank Name Bank Routing # (9 digits) ?

Bank Account # Edit Bank Account Info Account Type Account Name (Name on the Account)

Discounts and Fixed Fees (only applied when using Post Tuition Fees and Post Tuition Fees by Total Hours)


Family Discount Rule ?

Family Discount ? Discount Type Amount Exp Date mm/dd/yyyy ? Note

Family Fixed Fee	500.00 ?	Fixed Fee Category1	Gymnastics	Exp Date	12/31/2020 ?	Note	2020 Family Fixed Fee
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Manage Family Fixed Fees

Family Fixed Fees can be updated and deleted from either the *Family* record or the *Families (menu)*.

In a Family Record	Open the family record to update or remove the Family Fixed Fees as needed.
From the Families (menu) > All Families	<ol style="list-style-type: none"> Go to Families (menu) > All Families, filter the grid data as needed. Select which families you want to create fixed fees for: <ul style="list-style-type: none"> Individually select the checkboxes in the 1st column for one or more families in the grid. Leave the check box empty in the 1st column to select all the families in the grid. Select the check box in the top row of the 1st column to select all the families displayed on the page. Note: Each page in a grid displays a maximum of 250 rows of data. Click the More (icon)  > Family Fixed Fees. <ul style="list-style-type: none"> Enter the new information in the Update family fixed fee window. To remove a fixed family fee, toggle <i>Remove any fixed fee from selected family</i> to blue. Click Update. The Family Fixed Fee will be updated.





Create a list of families who have Fixed Fees by using the filter for *All Families*. Filter for *Financial Details > Fee arrangements > Family fixed fee*. Select an option: yes, no, or expired. Once you have created the filtered list, click the **Save as favorite**  (icon) for future use.


Important to Note

- **Family Discounts** are **not** applied to Family Fixed Fees.
- **Additional Discounts** (at the bottom of *Transactions > Post Tuition Fees*) are applied to Family Fixed Fees.
- A Fixed Fee may include tuition for classes that are in different Category 1s, however, you can only assign one Category 1 to the fee. Consider adding a Category 1 **drop-down** value specifically for Fixed Fee tuition revenue.
- Fixed Fees can be set to expire on a specified date. After an expiration date has passed, the Fixed Fee will be ignored when posting tuition fees.
- The Fixed Fee may need to be updated if a student adds/drops a class. You will be given the option to update the fee during the enroll/drop process.

Update Fixed Fee

This family has a fixed fee in place. You have the option to update the fixed fee amount at this time.

Important: The family fixed fee will post when using Post Tuition Fees

Family Fixed Fee Family Fixed Fee Exp. Date 

- If you are **posting tuition fees with Parent Portal enrollments**, and the family has a current (not expired) Family Fixed Fee, no tuition will post. When the parent completes the portal enrollment and checks out, they are notified that no fees will be posted due to alternative fixed fee arrangements in place. Your organization will receive an email notification that there is a Fixed Fee in place for a portal enrollment that may need to be updated. Tuition fees must then be posted manually.
- A Jackrabbit User with the User ID permission *Clear Family User Defined Fields and Family/Student Fixed Fees and Discounts* (in the *Families* category of permissions) can clear Family Fixed Fees. User permissions can be found under the *Gear (icon) > Settings > Users & Permissions*.