# Manage Email Notifications (ePayment Receipts)

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Jackrabbit automatically sends a receipt by email for an approved ePayment. You can also optionally send an automatic email receipt for a declined, voided or refunded ePayment.

When you are working through the **Payment Wizard**, the final step is to customize your ePayment receipts. If you have completed the Wizard, access these settings from the *Gear (icon) > Settings > ePayments > ePayment Settings* using the **Manage Settings** (button) in the *Email Notification Settings*.





## Settings

These settings are applied to all ePayment email notifications.

ePayments Settings	
← RETURN ■ SAVE CHANGES	Email Notification Settings
SETTINGS	Determine your desired settings for respirits amailed to your sustamors
APPROVED TRANSACTION	"Reply To" Fmail Address
DECLINED TRANSACTION	education@jackrabbittech.com
VOIDED TRANSACTION	Include Link To Parent Portal?
REFUNDED TRANSACTION	YES V
	Include Itemized Fees? ? YES V YES NO

- "Reply To" Email Address This email address will receive replies from emailed notifications. If this is blank, the organization email address will be used.
- Include Link to Parent Portal?- Select Yes to Include Link to Parent Portal as a Jackrabbit Best Practice. This will add a link to the Parent Portal with text directing the family to "Click here" to access their account.
- Include Itemized Fees? Change this to *No* to show only the payment amount without listing the associated fees. By default this is set to *Yes* which will show both the payment and associated fees. This is useful for parents who submit receipts for tax purposes.



To completely suppress all automatic ePayment receipts contact Jackrabbit Support and a representative will update your database settings to reflect this.

## **Approved Transaction Receipts**

Approved email receipts are automatically sent by Jackrabbit. Customize the approved receipt with a subject (100 character limit) and optionally a message (500 character limit).

o:		Itemized Rec	eipt Example	
ck here to acc	ess your account.			-
om: ppy's Scho	ool			
narlotte, NC 28	3277			
N: 56-0000000	D			
gwood				
3 First St arlotte, NC 28	3280			
ur Credit Card	I was approved for payment today. Please access the Customer Po	rtal for the most recent information re-	garding your account.	
ease retain a c	copy of this for your records.			
ayment Su	ummary			
ee Date	Type Student	Class/Event	Amount	Amount Pa
18/2020	Tuition Fee Betty Dagwood	Summer Camp June	54.69	30.0
(19/2020	Note: June, Prorated=65.94, Base Fee=125.00  Registration - Warm up Retty Dagwood		20.00	20.0
10/2020	Note: reg fee reg fee reg fee		20.00	20.0
			P	ayment: 50.
lilling Infor	rmation	Visa	xxxx-xxxx-111	1
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## Declined, Voided, and Refunded Transactions Email Notifications

You have the option of having Jackrabbit send an email notification for ePayments that decline, are voided, or are refunded. Set **Enable this email?** to *Yes* to have the notifications sent automatically.

Customize each notification by adding a subject (100 character limit) and optionally a message (500 characters).

ePayments Settings	
← RETURN SAVE CHANGES	
Email Notifications	Notification: Declined Transactions
SETTINGS	Customize the notification in the event of a declined transaction
APPROVED TRANSACTION	
DECLINED TRANSACTION	YES V
VOIDED TRANSACTION	YES
REFUNDED TRANSACTION	NO
	Subject*
	A problem with your payment
	73 characters left
	Message
	We had a problem when running your card for the monthly fees. Please use the 'Click here' link above to log in to your Portal to update your billing information. Thank you!
	208 characters left
	020 chalactershert

### Who Receives the Email Notifications (Receipts)?

- When using Use Card/Acct on File or Transactions (menu) > Process ePayments, the email receipt is sent to the Contact in the Family record who has Billing Contact set to Yes.
- When *Enter/Swipe Card* is used, Jackrabbit offers an option of sending or not sending an email receipt to the Contact with *Billing Contact* set to Yes and offers a field to send to another email address as well.