

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 **ePayment 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*.

ePayments Settings

Manage your ePayments settings.



EMAIL NOTIFICATION SETTINGS
Your customers can be sent receipts in the event of a successful transaction and are alerted in the event a transaction is declined, voided, and/or refunded.

MANAGE SETTINGS



[Settings](#) | [Approved Transaction Receipts](#) | [Declined, Voided & Refunded Transactions Notifications](#) | [Who Receives Receipts](#)

Settings

These settings are applied to all ePayment email notifications.

ePayments Settings

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Email Notifications

- SETTINGS
- APPROVED TRANSACTION
- DECLINED TRANSACTION
- VOIDED TRANSACTION
- REFUNDED TRANSACTION

Email Notification Settings

Determine your desired settings for receipts emailed to your customers.

"Reply To" Email Address

Include Link To Parent Portal? [?](#)

Include Itemized Fees? [?](#)

- **"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).

Thank you for your payment!

Sent: [Redacted]
To: [Redacted]

Itemized Receipt Example

[Click here](#) to access your account.

From:
Zippy's School
Charlotte, NC 28277

EIN: 56-0000000

For:
Dagwood
123 First St
Charlotte, NC 28280

Your Credit Card was approved for payment today. Please access the Customer Portal for the most recent information regarding your account.
Please retain a copy of this for your records.

Payment Summary						
Fee Date	Type	Student	Class/Event	Amount	Amount Paid	
6/18/2020	Tuition Fee Note: June, Prorated=85.94, Base Fee=125.00	Betty Dagwood	Summer Camp June	54.69	30.00	
6/18/2020	Registration - Warm up Note: reg fee reg fee reg fee	Betty Dagwood		20.00	20.00	
						Payment: 50.00
Billing Information						
Blondie Dagwood 28200 blondie@anmail.net Customer ID: 4359956			Visa xxx-xxxx-xxxx-1111 SUCCESS Authorization Code: 123456 Transaction ID: 5447893680 Date Paid: 06/22/2020 03:57 PM (EST)			

Thank you for your payment!

Sent: [Redacted]
To: [Redacted]

Non-Itemized Receipt Example

[Click here](#) to access your account.

From:
Zippy's School
Charlotte, NC 28277

EIN: 56-0000000

For:
Charming
1 Cinderella Castle
Disney, CA 12345

Your Credit Card was approved for payment today. Please access the Customer Portal for the most recent information regarding your account.
Please retain a copy of this for your records.

Payment Summary	
	Payment: 30.00
Billing Information	
Prince Charming 12345 p.charming@disneyanymail.com Customer ID: 4344037	Visa xxx-xxxx-xxxx-1111 SUCCESS Authorization Code: 123456 Transaction ID: 5448058357 Date Paid: 06/22/2020 03:57 PM (EST)

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

SETTINGS

APPROVED TRANSACTION

DECLINED TRANSACTION

VOIDED TRANSACTION

REFUNDED TRANSACTION

Notification: Declined Transactions

Customize the notification in the event of a declined transaction.

Enable this email?

YES

YES

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!

328 characters left

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.