

Terminal ePayment Exception Report

Last Modified on 11/03/2020 12:33 am EST

The Terminal ePayment Exception Report displays a listing of all EMV payments, made in the last 7 days, that have not been linked to a Family record. This report can be located under the *Reports (menu)* > *Find Reports* > *Transactions/Financials (left menu)* > *Transactions Research (tab)*.

When you process a terminal EMV payment, part of the process involves linking the terminal payment to a payment in the family's Jackrabbit account. Although unlikely, it is possible to get distracted while processing an EMV payment and forget to link the terminal payment to the payment in the Family record (steps #4-7 in [Process an EMV Chip Card Payment in Jackrabbit](#)). This is the tool to help you find and correct those unlinked terminal payments.



It is a recommended best practice to run this report daily to ensure that all terminal payments have been linked to payments in your families' accounts. Unlinked terminal payments are only displayed for 7 days.

To link terminal payments displayed in the report you will need to know which family's account the payment belongs on; the Terminal ePayment Exception Report does not display a family name. This is because the payment was never linked to a family and Jackrabbit does not know who it belongs to.

Terminal ePayment Exception Report

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ePayments within the last 7 days that are not linked to a Jackrabbit payment are listed below.

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Timestamp	Amount	Payment Type	Name on Card	Last 4	
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	
03/20/2018 03:17 PM	195.00	CreditCard	Manuel	9906	

This is the name on the credit card used. It may not necessarily be the same as the family name.

Click to search for the family record.

If you are not certain which family the payment belongs on you can use the [Family ePayment Listing Report](#) to search for the last 4 digits of the card number.

Link Terminal Payments on the Exception Report

1. Click on the **magnifying glass** icon to search for the *Family* record.
2. Enter the family name to search and select and click the **Pay** button. This will drop down information for the family (contacts, students, and last 5 unpaid fees).
3. Confirm the family and click the **Pay** button.

Search Family

Name on Card Manual

Kirkpatrick

Kirkpatrick

Primary Contacts
Sara Kirkpatrick

Students
Jenny Kirkpatrick

Confirm family information to ensure you are selecting the correct account.

Last 5 Unpaid Fees

Date	Type	SubType	Amt	Unpaid Amt
03/20/2018	Annual Membership		30.00	30.00
03/20/2018	Tuition Fee		195.00	195.00

4. The *Re-Apply Payment Transaction* window will open, click to apply the payment and click **Save Payment**.

Re-Apply Payment Transaction

Cash, Checks, Other Credits

Receipt

Family/Acct **Kirkpatrick**

369 Fir Street
Huntersville, NC 28078
Home Phone (704) 555-1188

Trans Date* 3/20/2018

Pmt Type Payment Subtype Method* MC

Note Chk#

Balance 30.00

Original Payment 195.00

Unapplied Amount: 195.00

Applied Amount: 0.00

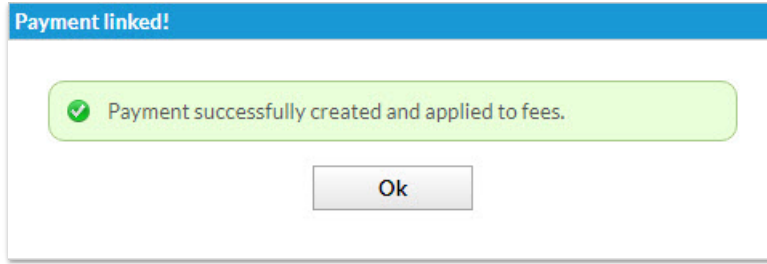
Unapplied Amount 0.00

Payment details are not editable when ReApplying.

All Unpaid Charges/Fees

Date	Type Subtype	Note	Student	Class/Event	Orig Amt	Discount	Tax	Amt	Unpaid	Apply Amt
03/20/2018	Annual Membership		Jenny Kirkpatrick		30.00	0.00	0.00	30.00	30.00	0.00
03/20/2018	Tuition Fee		Jenny Kirkpatrick		195.00	0.00	0.00	195.00	195.00	195.00

5. You will receive confirmation that the payment has been linked (created and applied to fees), click **Ok**.



Save this as a frequently used report! Click the heart (icon)  next to a report name, the heart will change to red  and the report will be listed under the *Reports* (menu) > **My Reports** for quick and easy access!
