

Troubleshoot Post Tuition Fees

Last Modified on 12/31/2020 9:54 am EST

Jackrabbit knows that posting tuition fees is a critical part of your business. We have put together some troubleshooting suggestions to help if you are having issues when posting tuition.

Expand the sections below to help resolve issues you may experience when posting tuition fees.

Post Tuition Fees - Billing by Class Fee

General Troubleshooting Tips

- Do you have a *Class Start Date* and *End Date* assigned for each class?
- Review the *Class Criteria* on the *Class Summary (tab)* and be sure to select a *Category 1* for the class that is not posting tuition.
- Are some of your tuition fees not showing up? Check to be sure *Tuition Discount Rule* is set to *No Discounts*.
- Are all tuition settings set and correct for each class?
- Do you offer discounts for multiple classes or for multiple students in a family? Check your discounting rules to be sure they are set to match your requirements.
- Are more students on your post tuition fee report than you expected? Run a *Drop History* report for the billing cycle date range and remove the dropped students from the post tuition fee batch.
- Do you see *Omit from class discounting* in the fee posting notes, but, you need to include class discounting? Go to the class and uncheck the *Exclude from Multi-Class Discount* check box.

Post Tuition Fees by Session Dates

Check to be sure your class dates are accurate and fall within the session dates.

Post Tuition Fees by Custom Billing Cycle

Did you change the start date of your custom billing cycle after you had a calendar break in your classes?


Post Tuition Fees - Billing by Total Hours

General Troubleshooting Tips

- Have you set up a fee schedule and is it accurate?
- Have you accounted for the highest number of student/family hours and the lowest?
- Is the class time correct?
- Is there a duration assigned to the class?
- Check to be sure *Exclude from Total Hours Count* is selected in the class.





The Jackrabbit Support Team is just a click away! Our support team can help you with any tuition posting problems, just click on the *Jackrabbit Help* (icon)  to submit a ticket, start a live chat, or to request a call.
