Lesson #7 - Collect Payment from an Individual Family

Review (Optional)

The seventh lesson in this Learning Series, Front Desk Staff, is designed to get you familiar with collecting payment from a single family. You may wish to review the articles listed below before beginning.

The review articles in the bullet list below will open the Help article in a new tab. When you are finished reviewing the material, close the tab and return to this page to access the next article using the links below.

- **Work With All Families - View, Search, and Mass Actions**
- **Search for People in your Database**
- **The Family Record (Transactions Tab)**
- **Make Sale/Post Fees to a Family from the Family Record**

Post an Individual Payment from the Family Record

In Jackrabbit, a *Payment* is considered a credit on a family account. A payment reduces the family balance. Payments should always be applied (linked) to specific fees. Fees that are not linked to a payment show a pink date paid field on a family's *Transactions* page. A full explanation of fee linking is provided in **Jackrabbit Accounting (Linking Fees and Payments)**.

An individual payment can be posted to a family by selecting one of these options:

- The **Payment/Credit** button, located at the top of every family record.
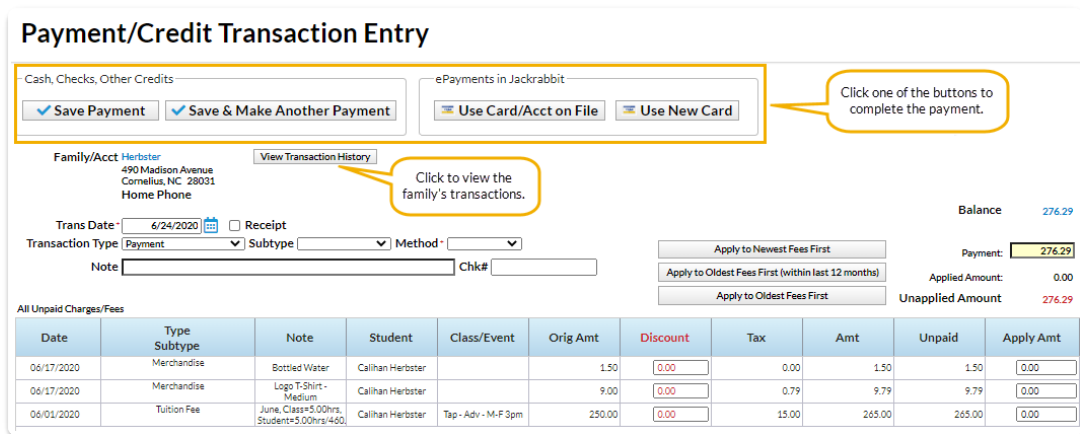- From the **All Families** page using the row menu.

Both of these options open the *Payment Transaction Entry* page. When opened, this page displays all of

the fees that a family still owes (that have a pink date paid on their *Transactions* tab). Those fees may be partially paid or completely unpaid.

Record an Individual Payment

Follow these steps to enter an individual payment for a family.

1. Locate the correct Family record.
    - Use the **Families** (menu) > **All Families**
        - Use the column search to find the family.
        - Select the *row menu* ⋮ for the family > click *Accept Payment/Post Credit* to open the *Payment/Credit Transaction Entry* page.
    - Use the **Find a family...** global search at the top of the page to open the Family record.
        - Click the **Payment/Credit** button to open the *Payment/Credit Transaction* Entry page.

2. The *Transaction Type* defaults to *Payment*. This should <u>only</u> be changed for non-monetary payments, for example, a gift certificate. See **Post a Non-Monetary Credit** for more information.
    - If your organization uses **Transaction Subtypes** you can opt to assign a **Subtype** to the payment.
    - If the customer is paying with cash or check choose a **Method** from the drop-down list. For ePayments (credit card/bank draft) the **Method** is determined by the type of card or account used.

*Setting the Method to Bank Draft, Visa, Mastercard, etc. will **not** process the payment as an ePayment, it will only record the transaction. Use either the Use Card/Acct on File or the Use New Card button to send an ePayment to the gateway for processing.*

3. Enter a **Note** (optional).
4. Enter a **Chk#** if applicable.
5. The **Payment** field will default to the family's account balance. Update the amount if the family is

not paying the full balance.

6. Apply the payment to the fees being paid using one of these options:

   - Click the **Apply Amt** column next to a fee to apply the payment to specific fees. Edit the amount if not paying the entire fee. The *Applied Amount* and *Unapplied Amount* will update for each fee selected.

   - Click the **Apply to Newest Fees First** to apply the payment starting with the newest fees and working backward until the payment amount is fully applied.

   - Click the **Apply to Oldest Fees First (within last 12 months)** to apply the payment starting from the oldest fees within one year and working forward until the payment amount is fully applied.

   - Click the **Apply to Oldest Fees First** to apply the payment to the oldest fees first (including those beyond 1 year) and work forward until the payment amount is fully applied.

7. Select one of the four button options to complete the payment according to the family's method of payment:

   - **Save Payment** to enter the payment on the family's *Transactions* tab. This is generally used for check and cash payments.

   - **Save & Make Another Payment** to save the payment and add another payment for the same family.

   - **Use Card/Acct on File** to create an ePayment (credit card or bank account draft) using the card/bank account information stored on the family record. See **Process a Single Credit Card** and **Process a Single Bank Account Draft** for more information on processing ePayments.

   - **Use New Card** to manually enter a credit card # or use a card swiper to initiate a credit card ePayment. See **Process a Single Credit Card** for more information.

In order to process ePayments in Jackrabbit you must have a gateway and merchant account with one of our Payment Partners. If you are not set up for ePayments, you will receive an error message when you attempt to submit the transaction that states you have not activated this feature. See **ePayments** *category for details on contacting a Payment Partner and setting up ePayments functionality.*

Process a Single ePayment

To accommodate different workflows, an individual ePayment can be generated in several ways.

The *Payment/Credit Transaction Entry* window can be opened:

- From the *Family* record with the **Payment/Credit** button.
- From **All Families**, using the row action **Accept Payment/Post Credit**.
- With the **Save Fee & Pay Now** button in the *Make Sale/Post Fees* window *(Transactions* menu *> Post Transactions)* after selecting a family and posting a fee.

- Using the *Family Search* criteria in **Process ePayments** (*Transactions* menu).

Automate ePayments for a specific family using **Process ePayments** under the *Transactions* menu. **Learn more about scheduling ePayments to process later**.

When processing individual ePayments in Jackrabbit, you can use a credit card or bank account the family has already saved on their account (*Billing Info* tab of *Family* record*)*, or you can enter a different credit card number with the option to use it only once or to save it to the account (when you allow **multiple cards per family**).

Once in the *Payment/Credit Transaction Entry* window, there are three options.

Expand the sections below to step through each option.

⊙ Use Card/Acct on File Button (Process a Saved Credit Card or Bank Account)

Expand/Collapse All

⊙ Use New Card Button (Process an Unsaved Credit Card)

⊙ Save & Split Payment (Split a credit card payment with another payment method)

If you own a credit card swiper (supplied by your gateway provider), you can also swipe a credit card to process a payment. To learn more head over to the **EMV Chip Cards** topic.

Print or Email Individual Statements / Invoices

To print or email a single statement for a specific family/account, click the **Statement** button in the family's record. Click either Printed Statement (PDF) or Email Statement in the *Pick Statement Type* pop-up box**.**

The family name will be pre-filled with either option.

- If you clicked **Printed Statement (PDF)**, follow Steps 3-5 in the **Print Multiple Statements/Invoices** article. If you want to select one or more students in a family, check off *Print Statement by Student(s)* and select the students from the drop-down list.
- If you clicked **Email Statement**, follow steps 3 - 8 in the **Email Multiple Statements/Invoices** article. If you want to select one or more students in a family, check off Email Statement by Student(s) and select the students from the drop-down list.

Fee Linking Explained - Applying Payments to Fees

What is Fee Linking and Why Does it Matter?

The process of linking payments and credits to fees is the foundation of Jackrabbit's revenue reporting.

⌄ What does this mean?

⌄ Why does it matter?

⌄ What is next?

The View Unapplied Credits & Unpaid Fees Button (Family record)

An unapplied credit is a credit transaction that is not **linked** to a fee.

There are many reasons why you should ensure that unapplied credits are reviewed regularly:

- Payments that have not been applied cannot be categorized in your revenue reports and will appear as "Unapplied Payments".
- Fees that were paid but were not correctly linked to the payment will appear as unpaid. This can lead to errors when collecting from your customers.
- Unapplied credits can result in the wrong amount being processed during an ePayments batch.

There are **several ways to locate and apply unapplied credits**, this article covers how to locate unapplied credits from within a *Family* record.

From the *Transactions* tab of the *Family* record, you can review an individual family's account to locate any credits that have not been applied to fees.

If there are any unapplied credits on the family's account, the **View Unapplied Credits & Unpaid Fees** button is highlighted (in green) to allow you to quickly identify all unapplied credits and apply them to unpaid fees. The unapplied credits are also highlighted (in green) in the family's transaction listing.

The *Transactions* tab of the family record displays the most recent 20 transactions; older transactions may not display in the grid. Use the **View Transaction History** button to view the family's entire history.

Let's step through how to apply the credit to the unpaid fees in the example shown above.

The family has a balance of $235 but the total of unpaid fees is $300 and the View Unapplied Credits & Unpaid Fees button is highlighted.

1. Click **View Unapplied Credits & Unpaid Fees.**

   ○ The report shows that there is an unapplied credit from 9/15/2019 in the amount of $65 that is available to link to an unpaid fee.

2. Click the **Pencil** next to the unapplied credit.

3. Click **ReApply Payment**.

- Locate one of the unpaid fees and click in the **Apply Amt** field.

Re-Apply Payment/Credit Transaction

Cash, Checks, Other Credits

✔ Save Payment

Family/Acct Bailey-Skidmore
10098 Poppy Lane
Huntersville, NC 28078
Home Phone (999) 999-2688

View Transaction History

Payment details are not editable when ReApplying.

Balance 235.00

Trans Date* 9/15/2019   ☐ Receipt
Transaction Type Payment ▾   Subtype ▾   Method* Class Credit ▾

Note Anne broke her wrist and only took 1 class   Chk#

Original Payment 65.00

Apply to Newest Fees First   Unapplied Amount: 65.00

Apply to Oldest Fees First (within last 12 months)   Applied Amount: 65.00

Apply to Oldest Fees First   Unapplied Amount 0.00

All Unpaid Charges/Fees

Date	Type Subtype	Note	Student	Class/Event	Orig Amt	Discount	Tax	Amt	Unpaid	Apply Amt
10/01/2021	Tuition Fee	October	Anne Bailey-Skidmore	Ballet - Foundations - Th	100.00	0.00	0.00	100.00	100.00	0.00
09/01/2021	Tuition Fee Sep	September	Anne Bailey-Skidmore	Ballet - Foundations - Th	100.00	0.00	0.00	100.00	100.00	0.00
07/01/2021	Tuition Fee	July	Anne Bailey-Skidmore	Ballet - Foundations - Th	100.00	0.00	0.00	100.00	100.00	65.00

4. Click **Save Payment**.

The report now shows only the 3 unpaid fees totaling $235 which is the balance on the family's account.

Search Transactions

← RETURN

Legend ☐ FEE/CHARGE ☐ PAYMENT/CREDIT ☐ UNPAID FEE ☐ UNAPPLIED CREDIT

View 1 - 3 of 3   🖨 Print   ↗ Export   ↻ Refresh   15 columns hidden   ⊞ Show/Hide Columns   ↻ Restore Columns

			Date	Type	Amt	Applied Amt	Unapplied Amt	Unpaid Amt	Family/Acct	Balance	Note	Pmt Method	Dt Paid	Student	Class/Event
✏	🗑	🔗	10/1/2021	Tuition Fee	100.00	0.00		100.00	Bailey-Skidmore	235.00	October			Anne Bailey-Skidmore	Ballet - Foundations - Th
✏	🗑	🔗	9/1/2021	Tuition Fee	100.00	0.00		100.00	Bailey-Skidmore	235.00	September			Anne Bailey-Skidmore	Ballet - Foundations - Th
✏	🗑	🔗	7/1/2021	Tuition Fee	100.00	65.00		35.00	Bailey-Skidmore	235.00	July	Class Credit		Anne Bailey-Skidmore	Ballet - Foundations - Th
					300.00	65.00	0.00	235.00							

Refunding a Cash or Check Payment

To record the refund of a cash or check payment:

1. Be sure you are viewing the correct family's *Transactions* tab and locate the payment you want to refund. (You may need to click **View Transaction History**.)
2. Click the **R** icon on the payment line.
3. Change the **Post Date** if necessary and indicate how you plan to refund the money using the *Refund Method* drop-down list.
4. Optionally, add a **Refund Check #** and/or **Note**.
5. For a partial refund check the fees to be refunded and edit the **Refund Amt** field if you're not refunding the entire fee. Click **Check All Rows** if issuing a full refund.
6. Click **Next**.
7. In the *Are Fees Still Due?* window select **Due** or **Not Due** for each fee being refunded.

Examples:

Due - A family accidentally pays a fee that is not due for another 3 months. They would like a refund and will pay the fee when it is due; the fee would be marked as due.

Not Due - A student drops a class for medical reasons and is eligible for a refund. The fee will not be paid at a later date; the fee would be marked as not due.

Note: If a payment has not been linked to fees (is unapplied) it cannot be marked as still due. An example would be an account overpayment. Because the payment was for more than the total of the fees owing, there will be an unapplied credit on the account. The unapplied credit cannot be marked as due.

8. Click **Submit Refund.**

If the fees that had been paid by the refunded payment are still owing at a later date (you marked them **Due** in the *Are Fees Still Due?* window):

- A *Refund Overpayment* transaction is added to the account and is linked to the original payment.
- The account balance is increased by the amount refunded.
- The previously paid fees are now highlighted as being unpaid.

If the fees that had been paid by the refunded payment are not owing at a later date (you marked them **Not Due** in the *Are Fees Still Due?* window):

- A *Refund - xxx* (where x is the type of fee refunded) transaction is added to the account and is linked to both the original payment and the refunded fee.
- A *Refund Adjustment* transaction is added to the account for the refunded amount and is linked to the refund transaction(s). The account balance is unchanged.
- The previously paid fees remain showing as paid.

⊙ Frequently Asked Questions

Expand/Collapse All

Void a Credit Card Payment that Hasn't Settled with the Processor

If you can catch an error before your transactions are batched out from your gateway account (daily) and sent to your merchant processor for settlement, you will be able to void the transaction as opposed to having to refund it. The benefit with this is that no charge will hit your client's credit card. See **Set a Settlement Schedule** in ePayment Settings for more information on batch settlement schedules.

In some cases the card issuing bank may place a hold on funds when the credit card is charged. A void does NOT remove that hold, it simply stops the charge from processing. The hold typically will drop off after a couple of days.

1. Be sure you are viewing the correct family's *Transactions* tab, and locate the payment that you want to void. (You may need to click **View Transaction History**.)
2. Click the **R** icon on the payment line.
3. If the payment has not yet settled with the merchant processor, the *Void Transaction* pop-up box will open and you'll notice two options.

Void Transaction

This payment hasn't settled with your e-commerce processor. It will be un-linked from the fee and voided. What should happen to the Payment transaction?

[Void & Change Payment Amount to $0]   [Void & Delete Payment]

☐ Send void receipt

[Cancel]

- Click **Void & Change Payment Amount to $0** to unlink the payment from the fee(s) and change the payment amount to $0. Using this option allows you to maintain a record of the payment being voided. This will change the payment amount to $0 and add a note regarding the payment change. The balance will also be adjusted so that the family owes the voided amount. Check **Send void receipt** to send a receipt of the voided transaction to the email associated with the credit card.

- Click **Void & Delete Payment** if you want to completely delete the payment line from the family's transactions. This will completely remove the payment from the family's transaction history. The balance will also be adjusted so that the family owes the voided amount. Check **Send void receipt** to send a receipt of the voided transaction to the email associated with the credit card.

Australian banks do not support voids. You can only refund a payment once it has settled.

Refund a Credit Card Payment that Has Settled with the Processor

When the **R** is clicked on a credit card payment to initiate a refund a query is sent to the gateway. If the payment has settled with the merchant processor the *Refund Transaction* window will open. If the payment has not yet settled with the processor the *Void Transaction* window will open instead. See **Void a Credit Card Payment that Hasn't Settled with the Processor**

Follow these steps to generate a refund and record it on the family's account:

1. Be sure you are viewing the correct family's *Transactions* tab, and locate the payment that you want to refund. (You may need to click **View Transaction History.**)
2. Click the **R** on the payment line.
3. If the transaction has settled with the processor the *Refund Transaction* window will open.
4. Because the original payment was a credit card ePayment, the *Post Date* and *Refund Method* are not editable.
5. If you will be refunding the payment by a different method than the original card used, click **Refund by Different Payment Method**. See **Refund a Settled Credit Card Payment with a Different Payment Method.**
6. Optionally, add a **Note**.
7. Check which fee(s) to refund and change the **Refund Amt** field if you are refunding a partial amount.
8. Click **Next.**
9. In the *Are Fees Still Due?* window select **Due** or **Not Due** for each fee being refunded.
   Examples:
   Due - A family accidentally pays a fee that is not due for another 3 months. They would like a refund and will pay the fee when it is due; the fee would be marked as due.
   Not Due - A student drops a class for medical reasons and is eligible for a refund. The fee will not be paid at a later date; the fee would be marked as not due.
   Note: If a payment has not been linked to fees (is unapplied) it cannot be marked as still due. An example would be an account overpayment. Because the payment was for more than the total of the fees owing, there will be an unapplied credit on the account. The unapplied credit cannot be marked as due.
10. **Submit Refund.**
11. The *Refund Request* is transmitted to your ePayments gateway and applied to the family's credit card.

If the fees that had been paid by the refunded payment are still owing at a later date (you marked

them **Due** in the *Are Fees Still Due?* window):

- A Refund Overpayment transaction is added to the account and is linked to the original payment.
- The account balance is increased by the amount refunded.
- The previously paid fees are now highlighted as being unpaid.

If the fees that had been paid by the refunded payment are not owing at a later date (you marked them **Not Due** in the *Are Fees Still Due?* window):

- A Refund - xxx (where x is the type of fee refunded) transaction is added to the account and is linked to the original payment and the refunded fee.
- A Refund Adjustment transaction is added to the account for the refunded amount and is linked to the refund transaction(s).
- The account balance is unchanged.
- The previously paid fees remain showing as paid.

Refund a Settled Credit Card Payment with a Different Payment Method

Refunding a payment that was originally made with a credit card, by any means other than back to the same exact card, is against Visa/MC regulations and is not recommended by Jackrabbit.

We do realize, however, there are circumstances where it may be necessary to refund the family with a different payment method other than the credit card originally used, eg. the credit card was canceled. For these circumstances, we offer the option to *Refund by Different Payment Method.*

1. Locate the payment you want to refund in the family's *Transactions* tab (you may need to click **View Transaction History).**
2. Click the **R** on the payment line.
   - If the *Void Transaction* pop-up box displays, refer to How to **Void a Credit Card Payment that Hasn't Settled with the Processor**.
   - If the *Refund Transaction* pop-up box displays proceed to Step 4.
   - Because the original payment was a credit card ePayment, the *Post Date* and *Refund Method* are not editable.
3. Click the **Refund by Different Payment Method** button.
   - A window opens warning that changing to refund by a different method will NOT process the refund to the credit card. It will only record a refund transaction in Jackrabbit.
   - Opt to go back and refund to the credit card by clicking the **Refund ePayment to Credit Card** button and follow the directions in **Refund a Credit Card Payment That Has Settled** To continue to only record the refund, click the **Record Refund in Jackrabbit Only** button.
   - The *Post Date* and *Refund Method* are now editable for you to complete for the method to be used. You can't refund to a credit card other than the original card used, however, you are

able to refund with a check or cash. ***Note:*** *Switching the Refund Method to a different credit card will NOT place the refund onto that card it is simply recording the refund transaction (that must be done outside of Jackrabbit) to the family's account.*

4. Add a **Note** if applicable.
5. Check which fee(s) to refund and change the *Refund Amt* field if you are refunding a partial amount.
6. Select **Due** or **Not Due** in the ***Are Fees Still Due?*** window for each fee being refunded.
   - Examples:
     Due - A family accidentally pays a fee that is not due for another 3 months. They would like a refund and will pay the fee when it is due; the fee would be marked as due.
     Not Due - A student drops a class for medical reasons and is eligible for a refund. The fee will not be paid at a later date; the fee would be marked as not due.
     Note: *If payment has not been linked to fees (is unapplied) it cannot be marked as still due. An example would be an account overpayment. Because the payment was for more than the total of the fees owing, there will be an unapplied credit on the account. The unapplied credit cannot be marked as due.*
7. Click **Submit Refund**.

If the fees that had been paid by the refunded payment are still owing at a later date (you marked them **Due** in the *Are Fees Still Due?* window):

- A Refund Overpayment transaction is added to the account and is linked to the original payment.
- The account balance is increased by the amount refunded.
- The previously paid fees are now highlighted as being unpaid.

If the fees that had been paid by the refunded payment are not owing at a later date (you marked them **Not Due** in the *Are Fees Still Due?* window):

- A Refund - xxx (where x is the type of fee refunded) transaction is added to the account and is linked to the original payment and the refunded fee.
- A Refund Adjustment transaction is added to the account for the refunded amount and is linked to the refund transaction(s)
- The account balance is unchanged.
- The previously paid fees remain showing as paid.

Deposit Slip Report

The **Deposit Slip** is like your go-to cheat sheet for tracking all incoming payments, neatly sorted by how people pay.

Get to this report from the **Reports** menu > **Find Reports** > **Transactions/Financials** (left menu) > **Recommended** tab.

⭐ Reconcile your bank accounts using this report with easy cross-referencing for ePayments.

⭐ Generate a deposit slip to include with your bank deposits for cash and check payments.

⭐ Run the report by Jackrabbit User to settle your cash drawer each shift.

🔽 Search Criteria

🔽 Display Settings

🔽 Report Results

Practice - Collect Payments from an Individual Family

Want to practice what you've just learned? Great!

- Go to **https://app.jackrabbitclass.com/jr4.0/Login** and log in with the credentials below for your Jackrabbit edition.
- Go through some or all of the practice scenarios below as they apply to you.
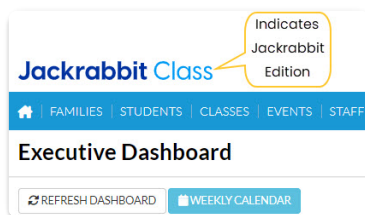
Edition	User ID	Password
Cheer	LMSCheer	Training1
Class	LMSClass	Training1
Dance	LMSDance	Training1
Music	LMSMusic	Training1
Swim	LMSSwim	Training1

The Practice Database is refreshed each day at approximately 5:00 am Eastern Standard Time. Anything you enter will be erased at that time.

Post a payment to a family.

1. You can either:
   - Go to Families > All Families, search for the family and click the Row Menu icon. Then select Accept Payment/Post Credit.
   - Open the Family page and select the Payment/Credit button.
2. Enter a Trans Date (payment date) if different than today, a Method, a check number if appropriate, and the amount in the Payment field if different than the Current Balance.
3. Complete the remaining fields if appropriate (Subtype, Note, Chk#).
4. Select the Save Payment button (or Save & Make Another Payment) since this is a "Cash, Check, Other Credits" Payment and not an ePayment.

QUIZ - Lesson #7 - Collect Payment from an Individual Family

When you have worked through all of the articles outlined in the lesson, select the Take the Quiz button to be taken to the Lesson #7 Quiz where you can test your understanding of the concepts in this lesson. You will be asked to enter an email address for quiz results to be sent. The quiz includes a Review question.

Quiz #7 - Collect Payment from an Individual Family

TAKE THE QUIZ

Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
11	11	9	8	7

⌄ **Return to Front Desk Staff Menu to continue to next lesson**

⌄ **Click here to provide feedback for this lesson**