Lesson #10 - Non-Tuition Fees

Post Other Fees (Non-Tuition)

Most of the fees you post in Jackrabbit will be for class tuition fees. In addition, there will be other fees you will need to charge your families.
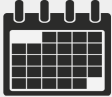
It's important to consider and answer these questions before you make decisions on when and how to post fees that are not tuition related:

- ⭐ **Registration Fees** - Do you charge a fee when a new family signs up and is added to Jackrabbit? Do you charge a registration fee for returning students when they register for new classes? Are those fees charged per family, per student, or per student for each class?

- ⭐ **Annual Fees** - Is there a membership, insurance, or annual fee for students? Does the annual fee cover the entire family or does the fee depend on the number of students enrolled in a family?

- ⭐ **Late Fees** - Unfortunately, this can be a common occurrence and student accounts may not be paid in a timely manner. Will you be charging a late fee? What is the charge on a late balance? Is there a flat late fee per student per class or does the fee adjust depending on the delinquent amount?

- ⭐ **Miscellaneous (Misc) Fees** - This is a catch-all category for other fees your organization charges. This could be for merchandise, recitals, registration for swim meets, etc. Are these miscellaneous fees taxable? Are these fees related to a specific event?

- ⭐ **Class Transactions** - Are there fees related to specific classes in your organization? Maybe you have fees for recitals and those fees vary by class levels?

- ⭐ **Post Other Fees -** Do you have additional fees you would like to post to specific families?

Ready? Set? Post Those Fees!

There are many ways to post non-tuition fees in Jackrabbit. This section was designed to help you understand your options and provide you with information and step-by-step instructions.

Post Registration Fees	Registration fees can be set to post automatically with Online Registrations (new families) or Parent Portal enrollments (existing families). **Learn how to Post Registration Fees.**

	Post Annual Fees	You have the option to post annual fees by any of the following: Family Registration Month, Student Start Month or Student per Class. **Learn how to Post Annual Fees.**
	Post Late & Misc Fees	Designed to post late fees, this functionality can also be used to post any non-tuition miscellaneous fee to your families. **Learn more about Post Late Fees (or Misc Fees)**
	Post Class Transactions	This functionality is used to post non-tuition fees to families when students are enrolled in a specific class. **Learn how to Post Class Transactions.**
	Post Other Fees	You can go to the *Transactions* menu to post fees (other than class tuition fees) to specific families, or, use the *Make Sale/Post Fees* button on any family record page. **Learn more about posting other fees.**

Post Annual Fees

From the *Transactions (menu) > Post Transactions > Annual Fees* can be used to post any type of annual fee (registration, membership, insurance, etc.) to existing families or students.

You have the option to:

- **Post fee per Family** based on the *Family Registration Month*. A family's registration date is the date they registered with your facility, either via a Jackrabbit User (in-house) or through online registration; it is displayed on the *Summary* tab of their *Family* record.
- **Post fee per Student** based on the *Student Start Month*. A student's start date is the date they were first added to the *Family* record in Jackrabbit; it is displayed on the *Summary* tab of the *Student* record.
- **Post fee per Student per Class** based on the *Student Start Month*.

Post Annual Fees

← RETURN

Search Criteria (Who do you want to bill?) 🔍 Favorites 💾 Save Favorites ✕ Refresh ❓

Select Location: [▼]

Post fee per: [Student Per Class ▼]

Student Start Month (if Per Student): * [December ▼]

Active (Enrolled) Only? [Yes ▼] (Student is currently enrolled in any class.)

Enroll Date From: [mm/dd/yyyy 📅] Through: [mm/dd/yyyy 📅]

With Students Currently Enrolled in:

Class Session: [Winter 2023 ▼]

Category 1:
```
Annual Fees
Ballet
Cheer
Events
Gift Cards
```
Category 2:
```
Advanced
Beginner
Competitive
Intermediate
```
Category 3:

Classes that have a Registration Fee? [▼]

Membership Type: [Recreational ▼]

> Based on this criteria, recreational families with actively enrolled students that started in December will have a fee posted for each Winter 2023 class the students are enrolled in.

Use the **Search Criteria** to narrow the list of people who will be included in the batch and have the fee posted to their accounts.

Based on the criteria selections in the above example, a fee would be posted to families with a *Membership Type of Recreational* for each class their students who started in December are *actively enrolled* in for the *Winter 2023* session.

The **Transaction Details to Post** section lets you choose the type of fees you want to post and what details you want to apply to the transactions.

Transaction Details to Post (What Fees do you want to post?)
Within this function, duplicate detection prevents the posting of duplicate fees based on the same transaction Date, Type and Amount (per Family, Student or Student-Class).

Transaction Date: [12/1/2022 📅]

Transaction Type: * [Annual Membership (Debit) ▼] SubType: [▼]

Student Fees: 1st Std. 2nd Std. 3rd Std.
(used only if Post Per=Student) [30.00] [25.00] [20.00] Maximum Fee per Family/Acct:
[150.00 ❓]

3rd student fee applies to 4th, 5th, etc. unless a Maximum Fee per Family/Acct is entered and reached.

Taxable? ☐

Transaction Note: [Annual fees for recreational classes - Dec renewal]

Category1: * [Annual Fees ▼]

Session: [Winter 2023 ▼]

By default, this function only excludes duplicate transactions for the same exact Date, Type and Amount. But you can also exclude duplicate transactions within a date range (ex. entire month) using the fields below.

Duplicate Check Date From: [11/1/2022 📅] Through: [12/31/2022 📅]

Optionally, Advance Registration Date By 1 year? [Yes ▼] ❓

✓ Preview Fees

If you are posting per family, you will enter the fee amount for a family. If you are posting per student or per student per class, you will enter the fees for the first student, second student, and third student. The fee for the third student is used for the fourth, fifth, etc. students in the family unless a maximum fee per family is designated. If a maximum fee exists, the fee will post for each student until that maximum is reached. If the maximum is reached, it will be posted to the family in one transaction vs posting each student amount individually.

By default, Post Annual Fees will exclude transactions for a family with previously posted fees with an exact match on:

- Transaction Date
- Transaction Type
- Transaction Amount (per Family, per Student, or per Student-Class)

If you have chosen to post fees per student or by student per class, the transaction must also match the student name (this would mean that the originally posted transaction would have to have the student listed in the student section of the transaction).

Entering dates in the Duplicate Check Date From/Through fields allows you to also exclude duplicate fees for a family/student for a specified date range instead of the exact transaction date. This searches the date range and matches the type, amount, per-student fees, and student name.

If you would like the Family Registration Date or Student Start Date to act as a 'due date' for next year's fees, select Yes to Optionally, Advance Registration Date By 1 year. **Note:** To keep a record of their actual registration/start date, consider adding those dates to the Notes field on the Misc tab.

You can preview the fees before you commit to posting them!

The Preview Annual Fees page provides transaction counts and the option to remove a family, or student, from the batch. The fees are not posted to families until the **Post Fees** button is selected.

If annual fees are posted in error, use Transactions > Delete Transactions to delete. See **Delete Transactions** for *more information on deleting a fee.*

Post Late Fees (or Misc Fees)

Post Late Fees/Misc Fees allows you to post a fee to multiple families based on a selection of family criteria (location, status, current balance, etc.) and/or their students' current enrollment.

This function was designed for late fees but can be used to post any fee using the *Transaction Details to Post* options.

1. Go to the **Transactions** menu > **Post Transactions** > **Late Fees/Misc Fees**.
2. Make selections in the **Search Criteria** section to narrow down the families to which you want to post transaction fees. *Note:* The choices you make here are applied at the family level, e.g.,*Who do you want to bill?* > I want to bill families with students enrolled in ballet classes. If you are posting a late fee, isolate which transactions you want to post late fees for using the *With Unpaid Transactions* section. Select a **Transaction Date From / Through**, a **Transaction Type**, and a **Transaction Sub-Type**. For example, if you only post late fees when tuition is late, you'd select, *Transaction Type: Tuition Fee (Debit)*.

Post Late Fees/Misc Fees

← RETURN

Search Criteria (Who do you want to bill?) 🔍 Favorites 💾 Save Favorites ✕ Refresh [?]
Post Late Fees/Misc Fees will post a transaction to Families/Accounts based on the search criteria below.
Note: If Fees are posted in error, you can remove them through the Delete Tuition Fees or Delete Transactions function. [?]

Current balance from defaults to 1.00 but can be cleared to capture all families regardless of their balance.

Family Location	⌄
Status	Active ⌄
Membership Type	⌄ ePayment Schedule ⌄
Current balance from	1.00 through
Enroll date from	mm/dd/yyyy 📅 through mm/dd/yyyy 📅

With Students Currently Enrolled in:

Use this section to narrow down the list of families based on the enrollment of their students.

Enrolled in Session ⌄

Enrolled in Category1:
Ballet
Camp
Charitable Donations
Cheer
Competition Fee
Convenience Fee

Category2:
Beginner
Class Level
Early Childhood
Elementary
Intermediate
Mighty Tots

Category3:
01Mon
02Tues
03Wed
04Thurs
05Fri
06Sat

Select one or more classes by holding the CTRL key

Or choose one or more classes:
Ballet - Beg - MWF (2023)
Ballet - Beg - MWF (2024)
Ballet - Beginner Tues/Thur (2024)
Ballet - Beginner Tues/Thur (2023)
Ballet - Foundations - Th (2023)
Ballet - Foundations - Th (2024)
Ballet - Foundations Tue/Fri (2024)   more less

Select one or more classes by holding the CTRL key

With Unpaid Transactions:

Use this section to further drill down to only families with specific unpaid transactions.

Transaction date from: mm/dd/yyyy 📅 through mm/dd/yyyy 📅

Transaction Type:
Late Fee (Debit)
Adjustment (Debit)
Annual Membership (Debit)
Booster Fee (Debit)
Competition Fee (Debit)
Convenience Fee (Debit)

Transaction Subtype:
Apr
Aug
Dec
Feb
Jan
Jul

3. Use **Transaction Details to Post** in the lower section to tell Jackrabbit how to post the fee transaction (date, type/sub-type, amount, taxable, note, category, and session) and whether you

want the fee to post per *Family/Account*, per *Active Student*, *Per Student That Meets Criteria*, or per *Student/Per Class.*

- If you post the fee per **Active Student** and a *family that meets the search criteria* has two active students, Jackrabbit will post the fee twice - once for each active student in the family, even if the student doesn't meet the criteria selections.
- If you post the fee per **Family/Account**, Jackrabbit will post the fee once to each family that meets the criteria.
- When you opt to post only to **Students That Meet Criteria**, Jackrabbit will only post a fee for those students who fit the criteria selected in the *Who do you want to bill?* section regardless of how many other active students are in the family.
- Posting the fee per **Student Per Class** will post the fee to students for every class they are currently enrolled in that meets the criteria.

Transaction Details to Post (What fees do you want to post?)

Transaction Date	12/15/2023
Transaction Type*	Competition Fee (Debit) Transaction Subtype
Fee Amount	75.00
Taxable?	☐
Transaction Note	Winter meet fees
Category1	Team Session 2023
Post fee per	Student Per Class

Duplicate Fee Detection (What late/misc fee have already been posted?)

☑ **Use duplicate fee detection**

✔ **Preview Fees**

4. Select **Use duplicate fee detection** if you want Jackrabbit to search for late/misc. fees already posted. The duplicate fees will appear in *Preview Fees* highlighted in yellow. You decide if you want to post the duplicate fees.
5. Click **Preview Fees**. This is a preview only. No fees will be posted until you click **Post Fees.**

Preview Results and Post Fees

1. Review the results to confirm the fees are accurate.
2. Clear the checkboxes in the last column for items you do not want to post a fee for.
3. Click **Post Fees**. In the pop-up box that says, *This will create transactions for all selected families. Continue?*, click **OK**. Jackrabbit displays a list of the fees posted to accounts.

Preview Late Fees/Misc Fees

← RETURN | ✓ POST FEES | ✗ CANCEL

Preview Results

Process created 149 transaction(s) based on criteria.

149 transaction(s) are set to post.

Preview Counts

Legend: Duplicate fee detected based on Transaction Type, Transaction Date, Fee Amount, Student, and Class

Family/Accounts: 84
Student: 110
Class: 35

Check all duplicates | Uncheck all duplicates

View 1 - 149 of 149 | 🖨 Print | ⎘ Export | ↻ Refresh

Date	Family	Student	Class	Trans Type	Trans Sub Type	Orig Amt	Tax	Amount	Balance	Notes	Cat1	Session	Entered By	All ☑
12/15/2023	Ager	Dani Ager	Cheer-Rec - Adv - F	Competition Fee		75.00		75.00	75.00				LWallace	☑
12/15/2023	Agar	Whitney Agar	Guitar - Hannah - Wed - 3pm	Competition Fee		75.00		75.00	0.00				LWallace	☑
12/15/2023	Ager	Dani Ager	Cheer-Team - Adv - M	Competition Fee		75.00		75.00	75.00				LWallace	☑
12/15/2023	Ager	Dave Ager	Dolphins - Adv - M	Competition Fee		75.00		75.00	75.00				LWallace	☑

If late/misc fees are posted in error, use Transactions > Delete Transaction > Transaction Fees *to delete them. See* **Delete Transactions** *for more information on deleting a fee.*

Post Class Transactions

From the *Transactions (menu) > Post Transactions > Class Transactions* can be used to post fees to families with students enrolled in a specific class.

Using the *Search Criteria* you can filter the enrollments to include only families with a specific Location and/or families with a specific Membership Type (*Family* record > *Billing Info* tab). Use the *Search* link to locate the class.

Post Class Transactions

← RETURN | ✓ SUBMIT

Search Criteria | 🔍 **Favorites** | 💾 **Save Favorites** | ✗ **Refresh** | ❓

Post Class Transactions will post a transaction per enrollment for the selected location and class/event. Transactions created will include class/event Category1 and/or Session values. Also, you can further limit the transactions posted to a specific Family-Account Membership Type. Note: If Fees are posted in error, you can remove them through the use of the Delete Transactions function.

Select Location: ▼

Membership Type: Recital=Y ▼

Enrolled in Class: * Advanced Tap - Tues 7pm | 🔍 Search Clear

In the *Transaction Details to Post* section, choose what type of fees you want to post and what details you want to apply to the transactions. The *Category 1* and *Session* values will default to those of the class, however, you are able to change them.

Transaction Details to Post:

Within this function, duplicate detection prevents the posting of duplicate fees based on the same Transaction Date, Type, Subtype, Orig. Amount, Discount and Note.

Post Date:	3/26/2020 📅
Trans Type: *	Recital Fees (Debit) ▼	Subtype: ▼
* Category1:	(Use Selected Class Category1) ▼	Session: (Use Selected Class Session) ▼
Orig. Amount:	50.00
Discount:	0.00
Tax:	0.00
Amount:	50.00
Taxable?:	☐
Note:	Fee for Fall Recital

✓ Submit

By default, Post Class Transactions will exclude transactions for a family with previously posted fees that are an exact match on all of the following:

- Transaction (Post) Date
- Transaction Type and Subtype
- Original Amount
- Discount
- Note

There is no preview available, when you select Submit the fees are posted. If fees are posted in error, use Transactions > Delete Transactions > Transaction Fees to delete them. See **Delete Transactions** for more information on deleting a fee.

After you submit the batch you will be given a summary of the number of transactions posted and a link to view the transactions. The transaction listing provides links to the family accounts.

Class transactions can also be posted from within the *Class* record using the *Post Class Transactions* button. With that method, however, you are not able to filter by family Location or Membership Type.
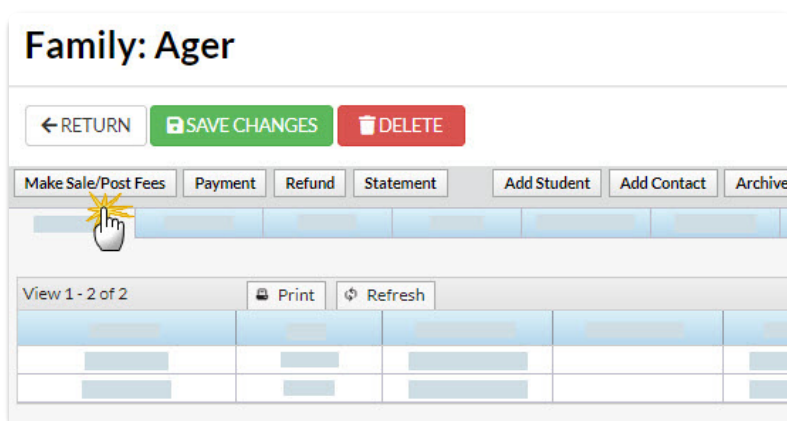
Post Other Fees

There are multiple ways to post additional fees (other than class fees) to a specific family:

1. Select one of the options listed in the table below to start the post fees procedure:

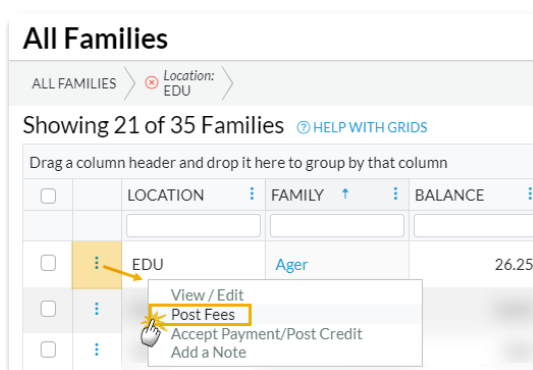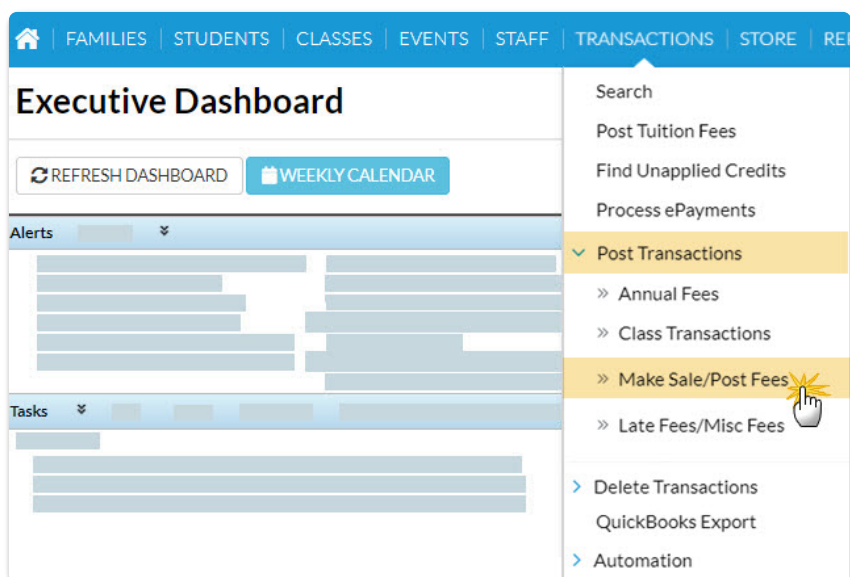|	
From a Family Record Go to *Families (menu) > All Families* and select the family you want to post a fee to or search for a family using the global search at the top of the page. Once the family page is open click the *Make Sale/Post Fees* button. *Proceed to step 2.*	**Family: Ager** ← RETURN 🖫 SAVE CHANGES 🗑 DELETE Make Sale/Post Fees | Payment | Refund | Statement | Add Student | Add Contact | Archive View 1 - 2 of 2 🖨 Print ⟳ Refresh
From All Families Go to *Families (menu) > All Families > select a Row menu* for a family. Click *Post Fees* in the drop-down menu. *Proceed to step 2.*	**All Families** ALL FAMILIES ⟩ ⊗ Location: EDU ⟩ Showing 21 of 35 Families ⓘ HELP WITH GRIDS Drag a column header and drop it here to group by that column ☐ | LOCATION ⋮ | FAMILY ↑ ⋮ | BALANCE ⋮ ☐ ⋮ EDU | Ager | 26.25 View / Edit ☐ ⋮ Post Fees Accept Payment/Post Credit Add a Note
From the Transactions Menu Go to *Transactions (menu) > Post Transactions > Make Sale/Post Fees*, this will open the *Make Sale/Post Fees* page. *Proceed to step 2.*	🏠 | FAMILIES | STUDENTS | CLASSES | EVENTS | STAFF | TRANSACTIONS | STORE | RE **Executive Dashboard** ⟳ REFRESH DASHBOARD 📅 WEEKLY CALENDAR Alerts ⥥ Tasks ⥥ Search Post Tuition Fees Find Unapplied Credits Process ePayments ⅴ Post Transactions ≫ Annual Fees ≫ Class Transactions ≫ Make Sale/Post Fees ≫ Late Fees/Misc Fees ❯ Delete Transactions QuickBooks Export ❯ Automation

2. Complete the **Family Details** section.
   - Search for a family name if you used the *Transaction* menu to access the page.
   - The family will automatically populate if you started from a *Family Record*.

- ○ Change the **Transaction Date** when applicable.
3. Complete the **Select Store Items** if you have any store fees to include. See **Make a Store Sale** for details.
4. Complete the **Post Fees** section.
   Note: You can add an unlimited number of fees. Additional rows will display after the third fee is added.

- ○ **Location** if applicable.
- ○ **Type** (Transaction).
- ○ **Category1** (**Note:** *Category 1 is required if you have* *Require Cat1 = Yes* (*Gear menu > Settings > General > Organization Defaults > Transaction Settings). Jackrabbit always recommends you include a Category 1.*
- ○ **SubType** and enter the **Orig Amount**.
- ○ Click the **Calculator** icon to enter a discount if applicable.
- ○ Include tax by checking the **Tax** checkbox.
  Note: The tax rate is calculated using the *tax rate* you entered and saved under the *Gear (icon) > Settings > General > Organization Defaults (left menu) > Tax Settings*
- ○ Choose a **Session** (optional, but highly recommended).
- ○ Choose a **Student** (optional).
- ○ Select a **Class/Event** from the drop-down if the fee is tuition-related, or click the **Magnifying Glass** (Search) icon to select a **Class/Event**. *If you add a class to this field, notice that the Category1 field adopts the Category1 assigned to that class. This is a safeguard to ensure the correct Category1 is used for the class tuition.*
- ○ Add a **Note** (optional).
5. Click *either* the **Save Fee & Pay Now** button to save the fees and open a payment screen or the

Save Fee button to save the fees without posting a payment.

Store / Point of Sale - An Overview

Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward review the **User Permissions Required for the Store**.

A Store account does not contain any contact information and is not associated with any one family. It is used to record sales to families that have an account with you or to people who do not have an account. For example, someone who comes into your Pro Shop to purchase a water bottle and is not one of your students/parents.

Store highlights include:

- Inventory tracking
- Barcode Scanner Interface
- Secure Credit Card Swiper interface*****
- General "Store" account for non-customer transactions
- Sales / Profit / Re-Order / Tax Reports
- One-time Use Credit Card Transactions
- Detailed Payment Receipts

* Encrypted credit card swipe devices must be purchased through your ePayments provider.

> We recommend downloading, reviewing, and printing the **Store Setup Checklist - Steps for a Successful Store Rollout**.

Jackrabbit's Store feature is not an online module; it does not integrate with your website or Parent Portal and cannot be used to sell items online.

Make a Store Sale

Jackrabbit gives you options when you want to make a sale from your store. You can post the fees to the family's account or accept immediate payments at the time of sale for store item(s).
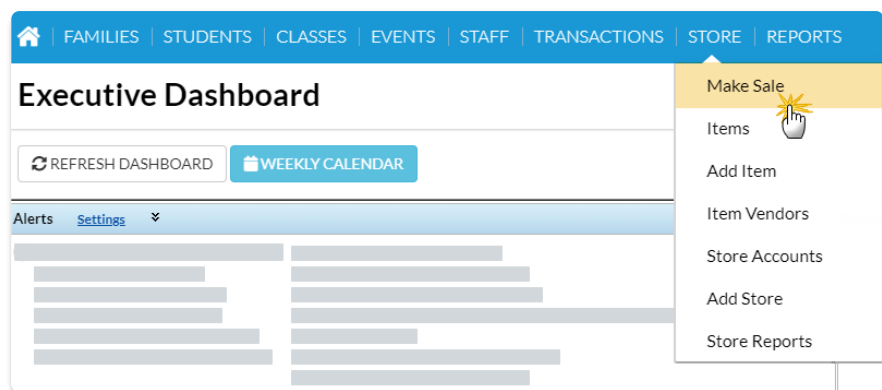
Make a Sale/Post Fees

There are multiple ways to make a sale in Jackrabbit: from the *Module (menu) > Store*, directly in a *Family* record, or in an *All Families* grid.

1. Go to the **Store** (menu) > **Make Sale** or alternatively, open a family record and click the **Make Sale/Post Fees** button or click on a family row menu (**Post Fees**) in the *Families (menu) > All Families*. Regardless of the access point, you start from, the procedure is the same.

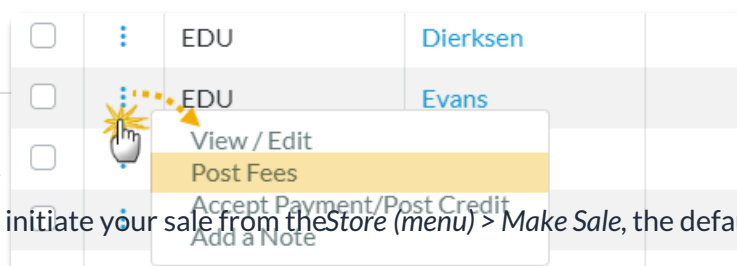|	
From the Store Menu This option allows you to choose a family or store.	
From a Family Record This option allows you to complete a transaction for a specific family.	
From All Families- *Row Menu* This option allows you to post a sale from a family row menu.	
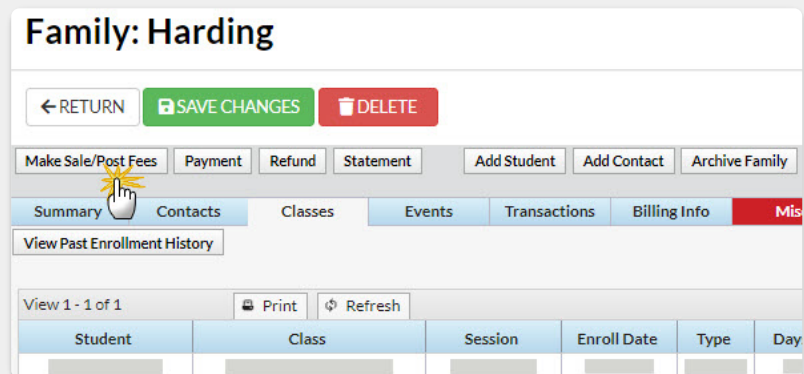
2. Select a *Store* or *Family*.
   - **Store** - When you initiate your sale from the *Store (menu) > Make Sale,* the default store

information is automatically added to the *Store Details* section. If you have multiple stores the default is set to the first store that was added to Jackrabbit, as identified by the Store ID that was created for it at that time. The Store ID is located on the *Summary* tab of the *Store* record, on the bottom right. See **Add Additional Store Accounts** for more information.

- **Family** - When you initiate your sale from a *Family* record > *Make Sale/Post Fees* button, or a *Family row menu*, the family's information is automatically added to the *Family Details* section.

  Note: If the sale is for a different store or family, start typing into the *Store/Family Search* field. Jackrabbit will search for matches after the first letter is typed. A list of matches displays and the correct one can be selected. All *Store* accounts are listed with 'Store:' in front of the name to differentiate between stores and families. Stores show at the top of the list. To assist in finding the correct family, each account displays the store/family name and billing contact's name and address.

3. **Select Store Items**. Enter the item number manually or use a barcode scanner. The item's price and details will appear on the transaction line when the item is selected. New rows are added automatically.

4. Select the **Quantity (Qty).** Use the up/down arrows to select the correct quantity. Once an item is selected the predetermined price will populate and the *Discount* and *Amount* fields become activated.
   Note: The tax is totaled in the *Sale Summary* section (top right).

5. Select **Student**, **Class/Event,** and add a **Note** if applicable.

6. Add a **Discount** for the store item or click on the calculator icon.

   - The calculator icon opens up a *Discount* window where you can enter the discount amount, discount percentage or click on a *Quick Discount* button. The *Quick discount* buttons will calculate the correct amount.

- Go to the
  Gear (icon) > Settings > General > Drop-down List Editor (left menu) > Transaction > Quick Discount to add up to 4 discount amounts.

7. Add fees in the **Post Fees** section (bottom) that are not store-related when applicable.
8. Click on **Save Fee & Pay Now** or **Save Fee** to complete the transaction and move to payment options on the *Payment Transaction Entry* page.
    - *Save Fee* will only display when you initiate a sale from a *Family* record.
    - *Save Fee & Pay Now* button is visible if the transaction is for a Store account.
    - After clicking on *Save Fee & Pay Now,* if the family has a prior balance, you'll be asked if the full balance is being paid. If **Yes** is selected, then the full balance will appear as the payment amount. If **No** is selected, then only the amount of the transactions just entered will be the payment amount.

If you don't see the Payment Transaction Entry page after clicking a payment button, check your pop-up blocker and allow the pop-up.

Payment Options

You'll notice multiple payment options for store merchandise: cash, check, credit cards, and any other payment methods you accept for your business. The payment method drop-down list is created under the *Gear (icon) > Settings > General > Drop-down List Editor (left menu) > Transaction > Payment Method.*

Use Card/Acct on File - This will process the payment amount using the credit card/bank draft information on file (Family's *Billing Info* tab). This button is inactive for store accounts because they do not have credit cards on file.

Use New Card/Acct on File - Opens a pop-up window to enter the customer's credit card information.

When using a Family account, an option is offered to save the credit card information (if no card is currently on file) or replace the existing credit card (if a card is already on file).

If the Family Billing Contact has an email address, the email receipt confirmation is automatically sent to this email address unless the *Do Not Send* box is checked. To email confirmation to another email address, enter the email address(es) in the space provided.

Use Terminal Payment - *This option is ONLY available when you have an EMV Card Terminal set up for your business.* The card can be swiped with a card swipe reader or the credit card information can be manually entered. When using the Store account, the card is processed for this transaction ONLY. No credit card information is saved.

Print a Receipt

On the *Payment Transaction Entry* page, check the *Receipt* box. The receipt lists all fees related to the payment. e-Commerce payments include the approval code, transaction id code, and last 4 digits of the card number. Payment notes also appear on the receipt.

Receipts that are emailed with credit card transactions only include the total amount of the transaction.

A sample cash receipt is shown below. You have the option to *Print* or *Email* the receipt from this window.

Frequently Asked Questions

Expand/Collapse All

Edit Transactions

Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward, review **User Permissions for Edit Transactions**.

There are multiple ways to edit transactions in Jackrabbit. Edit all transactions or single transactions using the results grid under the *Transactions* menu > *Search Transactions* page. In addition, individual transactions can be edited directly within a *Family* record.

You select which users have permission to edit or delete transactions. All users with this ability should be aware of how either task can affect a family's account. It is a best practice to edit a transaction rather than delete it. However, deleting the transaction is appropriate if it was created in error.

Transactions can be restored - contact **Jackrabbit Support** for assistance.

⊙ Edit Transaction Rules

Expand/Collapse All

⊙ Edit Multiple Transactions from the Transaction Menu > Search

⊙ Edit a Single Transaction

Use caution when editing transactions as it can cause discrepancies with information already transferred to your accounting system, e.g. exported to QuickBooks.

Delete Multiple Transactions (undoing non-tuition related posted fees)

This option is most often used to delete fees that were posted in error when you used the following from the **Transaction** (menu) to post transactions:

- *Transactions (menu) > Post Transactions > Class Transactions*
- *Transactions (menu) > Post Transactions > Annual Fees*
- *Transactions (menu) > Post Transactions > Late Fees/Misc Fees*

It's not possible to use this function to delete Payments, fees that are fully or partially linked to payments, or tuition fees posted using Post Tuition Fees.

1. Go to **Transactions** (menu) > **Delete Transactions** > **Transaction Fees.**
2. Enter **Search Criteria** to tell Jackrabbit what transactions you want to delete. *Date From/Through reflects the date you listed as the Transaction Date - not necessarily the date you posted the fee.*
3. Click **Get Count.**

Delete Transactions

← RETURN

IMPORTANT: This function will NOT delete the following types of transactions:
1) E-commerce transactions (for audit reasons). These can be deleted individually based on user permissions.
2) Fees linked (fully or partially paid) to Payments. These can be deleted individually.
3) Tuition Fees posted via "Post Tuition Fees" function. To delete Tuition Fees, use the "Delete Tuition Fees" menu option under the Transactions menu.
4) Refunds linked to Payments. These can be deleted individually.

To see what transactions you are about to delete, use "Transactions-Advanced Search" to search transactions within desired date range.

Location:	EDU ▼
Select Family/Acct:	🔍 Search Clear
Select Class:	🔍 Search Clear
From Date:	12/1/2020 📅 Through Date: 12/31/2020 📅
Type:	▼
Debits/Credits:	▼
Payment Method:	▼ Check#:
Amount From:	0 To: 9999.99
Note:	
Entered by User:	▼

🔍 Get Count   ✔ Submit

4. Jackrabbit opens a window that indicates how many transactions will be deleted. **Note:** Use *Transactions (menu) > Search* to confirm incorrectly posted transactions before using *Transactions (menu) > Delete Transactions > Transaction Fees.*
5. Click **Return** to go back to the previous *Delete Transactions* page to continue with the deletions.

Delete Transactions

← RETURN

Action completed. **Found 5 transaction(s) to delete. You can perform a Transaction-Advanced Search to review.**

Click "Return" button to perform the Delete.

6. Click **Submit** (button on right) to delete the transactions.

Delete Transactions

← RETURN

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From Date:	12/1/2020 📅 Through Date: 12/31/2020 📅
Type:	▾
Debits/Credits:	▾
Payment Method:	▾ Check#:
Amount From:	0 To: 9999.99
Note:	
Entered by User:	▾

🔍 Get Count   ✔ Submit

7. Click **OK** in the *Are you sure you want to delete transactions?* pop-up box.
8. Jackrabbit opens a window confirming the fees have been deleted and family balances have been updated.

QUIZ - Lesson #10 - Non-Tuition Fees

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 #10 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.

Quiz #10 - Non-Tuition Fees

TAKE THE QUIZ

Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
7	7	6	5	4

⊙ **Return to Supervisors and Managers Menu to continue to next lesson**

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