


Delete a Payment

It may be necessary to delete a payment from Jackrabbit to correct an error.



It is important to note that there is no way to recover deleted payments. **If a payment is deleted in error, use the Jackrabbit Help  button to submit a Support ticket.**

You can control which Users can delete payments with **User ID Permissions**; a User without the correct permissions will not see the *Trash Can* icon in the transactions grid.

Category	User Permission	Controls
Families	Delete Transaction	Ability to delete a single transaction on the Transaction tab. See Delete Transactions and Delete Tuition Fees under Transactions for mass deletes.
Transactions	Delete E-commerce Transaction	Can delete payments processed through an e-commerce gateway.

Review **Set/Edit User ID Permissions** to update permissions.

Important Notes

- Payments must be deleted individually.
- If the payment is linked to any fee(s), deleting it will mark the related fee(s) unpaid.



If you delete an ePayment using the Trash Can icon, only the transaction will be deleted from the Family record. There is NO communication with your ePayment processor to stop the transaction. An ePayment should be voided or refunded instead. Refer to **Void a Credit Card Payment** or **Refund a Credit Card Payment** for more details.

Delete a Payment

1. Locate the payment to delete on the family's *Transactions* tab.
2. Click the **Trash Can** icon located to the left of the payment.

Family: Agar

SAVE CHANGES **DELETE**

Make Sale/Post Fees Payment/Credit Refund Statement Add Student Add Contact Archive Family Family Name Email Push Notification Email Schedules Submit Absences

Merge Family

Summary Contacts Classes Events **Transactions** Billing Info Misc Notes (0) Resources (2) Policies (5)













View Transaction History View Unapplied Credits & Unpaid Fees Help ?

Current Balance 0.00

Legend FEE/CHARGE PAYMENT/CREDIT UNPAID FEE UNAPPLIED CREDIT

Last 20 (Most Recent) Transactions


View 1 - 20 of 20 Print Refresh 12 columns hidden Show/Hide Columns Save Columns Restore Columns

	Date	Type	Orig Amt	Amt	Balance	Pmt Meth	Student	Class/Event
   R	8/10/2023	Payment	-380.00	-380.00	0.00	Visa		
  	8/1/2023	Tuition Fee	150.00	150.00	380.00	Visa	Dianne Agar	Guitar - Maxwell - Wed - 1pm
  	8/1/2023	Tuition Fee	65.00	55.00	230.00	Visa	Dianne Agar	Little Otters - Beg - M
  	8/1/2023	Tuition Fee	175.00	175.00	175.00	Visa	Melody Agar	

3. Add a **Comment/Reason** in the *Delete Transaction* window. This step is optional. This note is visible when you search User activity located under the *Reports menu > Find Reports > Search User Activity*.

Delete Transaction

Date: 8/10/2023 id: 492248843
Type: Payment
Amount: -380.00

 This will not refund the credit card. It will only delete the transaction.

This payment(credit) has been applied to 3 related fees. Deleting this payment will mark the related fees unpaid.

Comment/Reason:

4. Click the **Delete** button.

See [Record an NSF \(Bounced Check\)](#) for instructions on deleting payments due to bounced checks.