

Refund/Void ePayments - An Overview



Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward review [User Permissions Required to Refund or Void an ePayment](#)

You are able to process **credit card** voids and refunds from within Jackrabbit!

When you are set up for ePayments in Jackrabbit, click the **R** on the payment line of a credit card payment to:

- Send the refund/void transaction to the gateway for settlement to the credit card.
- Record the void/refund in the family's account with the transaction ID from the merchant processor added to a link in the ePmt column.



Bank draft/ACH payments cannot be voided or refunded from within Jackrabbit. Contact your ePayment provider, or log into your virtual terminal, to void the payment or issue a refund. Use the **R** to record that transaction on the family's account.

Learn more about [Credit Card Voids/Refunds](#)

Learn more about [Bank Draft/ACH Voids/Refunds](#)

AU and NZ Voids

Banks in Australia (AU) and New Zealand (NZ) do not support voids for ePayments. You can only refund a payment manually once it has been settled.

✓ [Frequently Asked Questions](#)

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