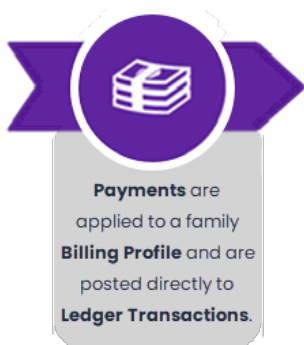


# Payments

Last Modified on 09/06/2023 8:07 am EDT


**Payments** are funds that reduce or pay off a family balance. Payments come in different forms, such as checks, cash, credit cards, or other 3rd party forms or subsidies. If your business opts to use **Jackrabbit Pay™**, you will be able to process online payments quickly and easily.



Each **Billing Profile** in a Family Account carries its own balance. **Fees** and payments are all applied to a specific Billing Profile. The sum of all Billing Profile balances is the total balance for the family.

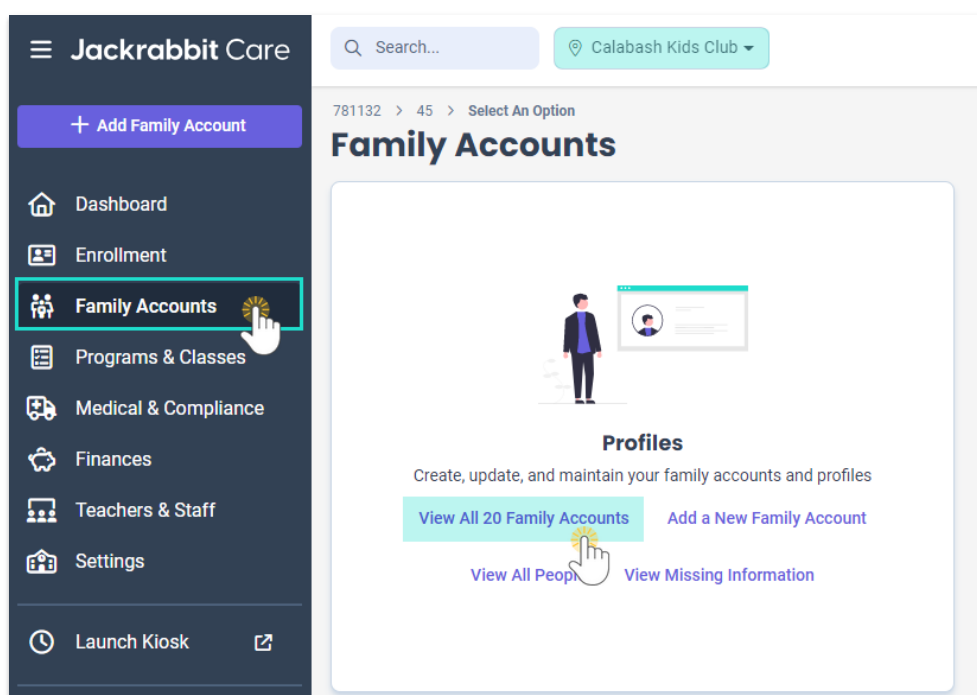
When payments are recorded they immediately adjust the Billing Profile balance and the family balance. Payment transactions are posted directly to the **Ledger Transactions** and cannot be edited or deleted once posted.


## Record a Payment


Payments are processed in **Family Accounts**. The **Actions Menu**  located in the upper right on all four tabs in a family account can be used to process payments. In addition, on the **Billing** tab, there is a link to **Record a Payment**. Use this method to record payments received from families from a variety of payment methods with the exception of online ePayments made through Jackrabbit Pay (see next section).

1. Go to the **Left Menu > Family Accounts**.

**Note:** Be sure you have the right site selected at the top of the page.



2. Click the **View All # Family Accounts** link located on the **Profiles** card.
3. Select a Family.
4. Go to the **Actions Menu**  and select **Record a Payment**. You can also use the **Record a Payment** link under the **Account Balance** on either the **Billing** or **Transactions** tabs.
5. Enter the details for the payment in the **Record a Payment** window.
  - From the drop-down, select **Who is making this payment?** You can also leave this blank if the Payer is someone outside the family, e.g., a Grandma making a payment.
6. Select the **Payment Method** and enter the amount. Optionally, add a **Description**.
7. Click **Add Payment**.

Family payments are automatically posted to the *Ledger Transactions* section under the *Transactions* tab as a credit. They are highlighted in blue and are quickly identified with the **Payment**  badge, and the Family Account balance is reduced by the payment amount.

Payments are considered historical transactions, so they cannot be edited or deleted.

## Process an Online Payment (ePayment)

If your organization offers families the option to pay their fees using ePayments with **Jackrabbit Pay** you will use the **Online Payment** option in the family account.

Accepted payment methods for ePayments include:

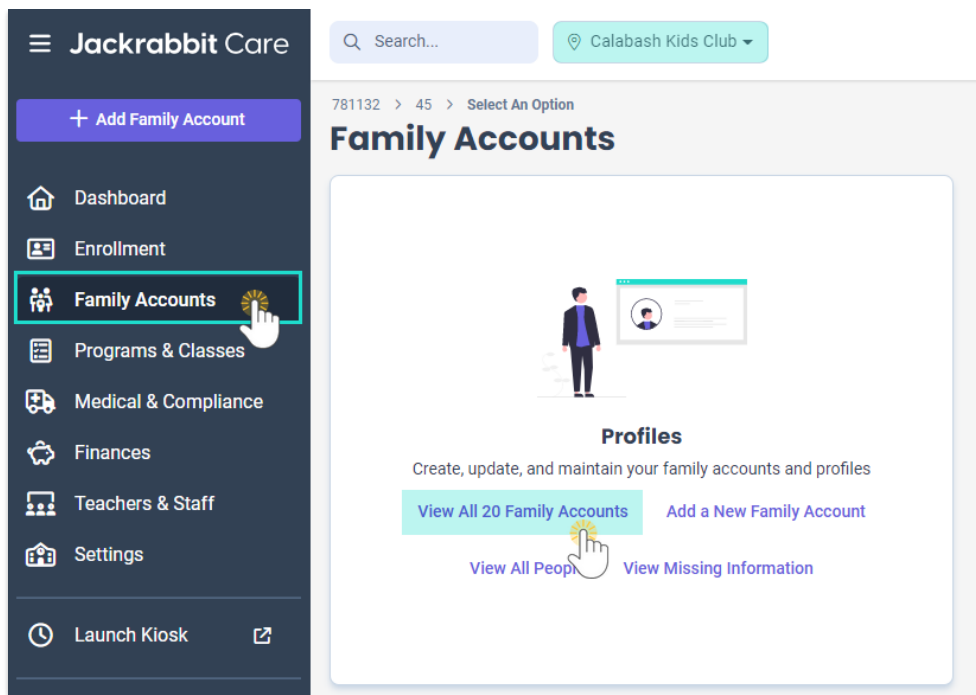
- Credit Cards (Visa, Mastercard, Discover), and FSA/HSA cards
- Bank Accounts/ACH (USA only)

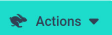
After a **payment method** is added to a family contact, you are ready to process payments online.

1. Go to the **Left Menu > Family Accounts**.

**Note:** Be sure you have the right site selected at the top of the page.

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2. Click the **View All # Family Accounts** link located on the **Profiles** card.
3. Select a Family.
4. Go to the **Actions Menu**  and select **Online Payment**. You can also use the **Online Payment** link under the **Account Balance** on either the **Billing** or **Transactions** tabs.
5. Enter the details for the payment in the **Online Payment** window.
  - Select the **Payer** from the drop-down list. The payer must have a payment method added.
  - Select a **Billing Profile** from the drop-down list.
  - Select a **Payment Method** if more than one was created.
  - Enter the **Amount** of the payment.
  - Add an optional **Description**.
6. Click **Charge \$0.00** (the dollar amount entered above will populate here).

The amount paid is immediately reflected in the account balance on the **Billing** tab and in the **Transactions** tab under **Ledger Transactions**.



Payments are recorded using the current date; this cannot be edited. If the payment was received on a different day, we recommend adding that date in the **Description** field.