

Jackrabbit Pay FAQs

Last Modified on 03/24/2025 2:21 pm EDT

Jackrabbit Pay™ is an electronic payment processing system, referred to as ePayments, that allows you to accept credit cards and bank account/ACH payments from your families. You can process payments quickly and automatically deposit the money into your bank account in two business days.

We've put together this list of Frequently Asked Questions (FAQs) to answer questions you have about how Jackrabbit Pay ePayments work.

Expand/Collapse All

Frequently Asked Questions

Basic Information

Q. *What if I don't want to accept all the payment methods listed in my settings?*

A. Contact the [Jackrabbit Pay Team](#) to update which payment methods you would like to use. This request must be made by the Owner of the account.

Q. *What is a PSP Reference?*

A. PSP means Payment Service Provider. The PSP Reference is the Transaction ID number/reference number for a specific transaction.

Processing Fees & Deposit Times

Q. *How long does it take until I see the money deposited in my bank account?*

A. Jackrabbit Pay has Next Day Payouts. You will receive your funds the next business day after the day you process the payment. For example, payments processed on Monday, have payouts initiated on Tuesday morning at 7:00am. Payments processed on Friday, Saturday or Sunday, have payouts initiated on Monday. Check with your bank to find out when funds will be made available to you.

Payment Processed	Deposit Initiated to your Bank Account
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday of the following week
Saturday	Monday of the following week
Sunday	Monday

Q. An ACH payment shows as successful in Jackrabbit, but I was just notified that the payment actually failed. Why?

A. ACH payments are not LIVE payments. It may take several days for the actual payment to go through or fail. If an ACH payment ultimately fails, you will receive a chargeback notification via email. There is an \$8 fee for each failed ACH payment. This will be collected as part of your monthly service fees.

Q. How do I find out how much money will be deposited in my bank account?

A. Every morning, you will receive a daily email notification that your End of Day (EOD) report is available.

1. In your Jackrabbit Pay Console, select **Reports**.
2. Select Report Type **Daily**. The report, which defaults to the most recent report date (yesterday), will display the following information:
 - Sales plus Surcharges and Technology Fees and less Refunds equal Net Sales
 - The number of transactions and total amounts by Payment Method
 - Net Sales less Processing Fees, Technology Fees and Chargebacks equal Deposit
3. There is also a **Deposit** report that will provide a list of total deposit amounts for the entire month.

Voids, Cancellations & Refunds

Q. Can I void/cancel an ePayment?

A. No. To accommodate Next Day Payouts, payment transactions must settle immediately. You will be able to refund a payment almost immediately.

Q. Can I refund an ePayment?

A. Yes. It is best to refund an ePayment directly in your Jackrabbit database. Simply click the 'R'.

Note: Any refunds done directly in the Jackrabbit Pay Console are not reflected in your Jackrabbit database; you will need to manually adjust or record the transaction to the family's account.

If you choose to refund directly in the Jackrabbit Pay Console:

1. Select **Payments**.
2. Click the PSP Reference number link to select the Payment you want to refund.

3. At the top right of the page, click Refund Payment.
4. Go into your Jackrabbit database to record the refund.

Definitions & Transactions

Q. What do these Transaction Statuses mean?

A. Here are the definitions for the various Transaction Statuses:

Authorised	The payment is approved by the financial institution <i>(Yes, we know it's spelled the British way!)</i> .
Booked	Used when Jackrabbit provides a direct debit or credit to your account.
Chargeback	The payment was reversed by the customer, and the issuer has initiated a dispute process.
Chargeback Reversed	A chargeback was successfully defended and funds have been returned to your account.
Failed	The payment request was received, and it was rejected by the financial institution.
Refund	The payment has been returned to the cardholder.
Refused	The payment request was received but rejected by the financial institution.
SentForSettle	The request to transfer funds has been sent to the financial institution.
Settled	Indicates a successful payment and payout will be made according to your payout schedule.

Q. Where can I see the details of a payment transaction?

A. Follow these steps to see the payment transaction details.

1. In your Jackrabbit Pay Console, click **Payments**. By default, this list includes all payments. Use the available filters to narrow the results and make it easier to locate a payment.
2. Select a specific Payment.
3. Click on the **PSP Reference** number link to open up the details of the transaction.
 - You will be able to see the status of your transaction, how much the fees are, and details about the card used.

Chargebacks

Q. Where do I search for chargebacks?

A. Within the Jackrabbit Pay Console, select **Transactions**, choose the timeframe, and choose

Transaction Type = Chargeback. A list of all chargebacks will display for the timeframe you chose.

Q. I just received an email notification of a chargeback. What do I need to do?

A. There are two different types of chargeback notifications.

ACH/Late Returns - These chargebacks are not defensible and you only need to follow the instructions on the email to record the transaction in your Jackrabbit database on the family account. Since you did not receive the funds, this family will still owe you the payment.

Credit Card Chargebacks - These chargebacks represent a disputed charge by a cardholder with their card issuing bank. Jackrabbit will defend these chargebacks on your behalf, but will ask you for any additional information you may have that is not necessarily available in your database. Send that information to payinfo@jackrabbittech.com before the provided deadline.

Contact Jackrabbit Pay Support

Email: payinfo@jackrabbittech.com

Schedule a Call to talk about Surcharges: [Let's Talk Surcharges](#)

Schedule a general Jackrabbit Pay support call: [Jackrabbit Pay Support](#)
