Multiple Cards per Family

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When ePayments are enabled in Jackrabbit, you can maintain up to three credit cards on file for each family. If you prefer to only allow for one credit card in each Family record you will need to update your ePayment settings (see **Manage Credit Card & Bank Account ePayment Settings**).

The first credit card added to the Family record is designated as the Primary Card. When subsequent cards are added, the Primary Card can be changed.

Primary Card Explained

The card that is marked as the *Primary Card* is considered the family's main credit card on file.

> The *Primary Card* is used when you process ePayments in batches using *Transactions > Process ePayments*.

If a family wants to use a card other than their Primary Card for a recurring payment (*Transactions > Process ePayments*) the Primary Card selection must be changed and saved first. This can be done by a Jackrabbit user on the family's *Billing Info* tab or (if you allow it) by the family themselves using the Parent Portal.

Jackrabbit defaults to the Primary Card when the *Use Card/Acct on File* button is selected, however it is possible to select a secondary card on file in the *Post ePayment* window.

Expand/Collapse All

Frequently Asked Questions

Q. *Do I have to allow multiple credit cards on a family's account?*

A. No, you can choose not to allow multiple cards on a family account. This is a global setting that can be turned on or off. To disable this option, go to the **Gear** (icon) > **Settings** > **ePayments** click **Manage Settings** under *Credit Card & Bank Account Settings*. Click **Cards Accepted** (left menu) and set *Allow 3 credit cards per family/account* to **No**. Click **Save Changes**. Log out and back in and the update will take effect.

Q. *What if a family tries to add a 4th credit card?*

A. The maximum number of cards per family record is 3. If a family already has 3 cards saved, the *Add Card* button is not visible under the family's *Billing Info* tab; and the *Add Card* link is not visible in the *Parent Portal*.

Q. *How do multiple cards work when a new family registers via online registration?*

A. If you require credit card information on your online registration form, the card entered becomes the family *Primary Card*.

Depending on your settings under the *Gear (icon) > Settings > Parent Portal > Settings (tab) > Fees & Payments (section)*, the family may be able to add additional cards and/or change their *Primary Card* via their *Parent Portal*.

Q. *If the Primary Card is declined, does Jackrabbit select the secondary card and attempt to reprocess it?*

A. If the *Primary Card* on file is declined, Jackrabbit will **not** automatically select a second card to transmit for processing. The user will need to change the *Primary Card* and re-run the ePayment in order for a different card to be used.

While Jackrabbit cannot split billing between contacts within a family, you are able to maintain up to three credit cards on file for each family. To learn more, refer to **Add a Credit Card to a Family**.