

Multiple Cards per Family

Last Modified on 08/30/2021 1:18 pm EDT

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.

Family: Zackmann

← RETURN **SAVE CHANGES** **DELETE**

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

Summary Contacts Classes Events Transactions **Billing Info** Misc Notes (1) **1** Resources (0)

Billing Delivery Membership Type Billing Contact **Samantha Zackmann**
ePayment Method ePayment Schedule Address 385 Great Lakes Blvd
Huntersville, NC 28078
Email szackmann@email.com

Credit Cards

The Add Card button is disabled when 3 cards have been saved for the family.

Primary Card	Nickname	Name on Card	Card Number	Card Type	Expiration Date	Card Billing Address	Vault ID	Last Updated By	Edit	Delete
<input checked="" type="radio"/>	Discover 9424	Samantha Zackmann	6*****9424	Discover	01/2023	28078	1401093006	HELPCENTER 8/25/2020 11:03:22 AM		
<input type="radio"/>	Grandpa's Card	Herbert Jones	4*****1881	Visa	04/2023	28078	294181254	HELPCENTER 8/25/2020 12:04:40 PM		
<input type="radio"/>	Dad's Card	Dad Zackmann	5*****4444	Mastercard	10/2024	28078	1914752117	HELPCENTER 8/25/2020 12:05:30 PM		

Select the button to designate the Primary card for the family.

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 *Payment* 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](#).
