Add a Credit Card to a Family

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If ePayments is activated for your organization, credit card and/or bank account information for a family is recorded on the Family's *Billing Info* tab. See **Get Set Up for ePayments**.

> *Once a credit card number has been entered into Jackrabbit, only the first digit and last four digits are visible to users. It is NOT possible to see all 16 digits of a credit card number due to PCI Compliance regulations.*

Jackrabbit defaults to allowing three credit cards on file per customer; however, you have the option of limiting customers to one card. For details on how to edit this setting, see **Manage Credit Card & Bank Account ePayment Settings**.

Add a Credit Card

To add a credit card to a family's account:

1. Go to the **Billing Info** tab in a *Family* record.
2. Select the **Add Card** button.
3. Enter the **Credit Card #** and the **Name on Card.**
4. The **Nickname on Card** defaults to the *Card Type* and last 4 digits on the card (Example: Visa 1111); however, you can change this by entering a different nickname (Example: Mom's Visa)
5. Enter an **Expiration Month and Year, Address, City, State, Zip,** and **Email Address.** *This address can be different from the Family Address (on the Family* Summary *page) or the* Billing Contact *(the Contact who has* Billing Contact *set to* Yes *on their* Contact *page). The* Email Address *can be different from the* Billing Contact *as well.*
6. Click **Save Changes**.

   - Be sure that **ePayment Method** is set to **Credit Card** on the Family's *Billing Info* page and *Save Changes*.
   - If you allow customers to maintain **multiple cards on file**, you can use the **Add Card** button to add up to 3 credit cards for the family. The **Add Card** button will no longer display once the 3 card maximum has been met. If you add more than one card, you must select a **Primary Card**. If you only add one card, it is automatically selected as the Primary Card.

> Jackrabbit Pay™ Users may have a slightly different experience, e.g., an additional step or a different field label. Additional information may also be provided or required for **PayPath** and **Surcharging** Users. If you need assistance, contact our dedicated ePayments Team directly at **payinfo@jackrabbittech.com**.

Edit/Delete a Credit Card

Click the **Edit** (pencil icon) or **Delete** (trash can icon) for the credit card you would like to modify or remove.

> If your organization accepts both credit cards & bank accounts, and a family has both a credit card and bank account on file on the Billing Info tab of their Family Record, the **ePayment Method** field determines whether the bank account or the credit card will be submitted for payment.

If you are using Online Registration, you can require your families to enter credit card information at the time of registration. Learn more about **Online Registration**.

If you allow families to add or edit credit card information while logged into their portal, see **Manage Credit Cards in the Parent Portal** for details on adding and editing cards in the Parent Portal.

Expand/Collapse All

Frequently Asked Questions

Q. *What is a Jackrabbit user or a family tries to add a credit card number that is already on file?*

A. If an attempt is made to add a card already on file, the card is not saved and a pop-up warning is displayed.

Q. *Why do I only see one place to add a credit card number?*

A. You may need to update your settings to allow multiple cards per family.

Go to the **Gear** (icon) > **Settings** > **ePayments** > **Manage Settings** under *Credit Card & Bank Account Settings*. Click **Cards Accepted** (left menu) and set *Allow 3 credit cards per family/account* to **Yes**. Click **Save Changes**. Log out and back in, and the update will take effect.

Q. *Can I click Add Card on a Family's Billing Info page and use a card swiper to enter and save a credit card number?*

A. Yes. You can enter and edit card details using your card swiper. You must **purchase the swipe reader from your gateway provider**, as it is explicitly encrypted for your gateway.