Multiple Business Locations - Things to Consider

Jackrabbit allows you to create as many **Business Locations** as you need for your system. Locations were originally intended for organizations that have multiple physical locations, however, some customers set up Locations based on programs they offer (e.g. children's activity centers that offer dance, gymnastics, karate, etc).

Multiple Business Locations in One System

If you decide to have more than one Business Location in your system there are some important things to consider:

- Your Executive Dashboard shows all Locations. You can see revenue, enrollment, alerts, and much more at a quick glance for all of your families, regardless of Location.
- Organizational settings only have to be set up one time. This includes your logo, email notifications, users, staff, online registration, parent portal, and staff settings.
- Families have one Parent Portal to log into, making it easy for parents to enroll their students and keep their accounts up to date.
- You do not have to create multiple sets of policies for each Location, Policy Groups are assigned to classes, not Locations, making it simple for you!
- All Location drop-downs throughout your system are listed alphabetically by **Location Code** (not name). There is no option to change this sorting at this time.

Email Notification Settings

When there are multiple Business Locations in a single system, you can choose either to use the Location email address or assign a specific email address, to receive email alerts when new families register online or existing families use their Parent Portals to register students, make payments, update contact and student information, etc. See **Email Notification Settings** for more information.

Online Registration & Parent Portal with Multiple Business Locations

When a family registers online, their Business Location value is determined by either the Location of the first selected class or, if there is no class enrollment with the registration, by the first alphabetical Location in your system.

Revenue Reporting

It is important to know how Business Locations affect revenue reporting when Locations are close together and families can be enrolled in classes at **both L**ocations:

- The QuickBooks export from Jackrabbit does not break down by Location. You should export separately, for each individual Location, to complete your deposit and reconcile.
- If you are set up for **multi-location ePayments**, the payments received from families will be deposited into the bank account assigned to the family Location.

- If you have a multi-location, multi-gateway account, this affects the family's card on file. If you need to change the family's Location from Location 1 to Location 2, you must delete the credit card, change the family's Location, then re-enter the credit card.

Multiple Business Locations with Separate Jackrabbit Accounts

You may want to consider having more than one Jackrabbit account if a single system with multiple Business Locations creates reporting problems and/or your organization has any of the following concerns:

- Your organization covers multiple states with different tax rates (if you do not tax tuition or other class-related fees, this would only apply to store items you may have if you charge tax).
- Your Locations have different pay periods.
- Each Location needs to be branded with a different logo, online registration form, legal policies, Parent Portal, etc.
- While store reports can be pulled by Business Location, you cannot pull reports by store account. It is, essentially, one store per system.