

Flexible Family Payment Schedules

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With Jackrabbit, you can increase customer satisfaction by offering flexible payment schedules to your families. We all know it can be difficult to keep track of bills and when they are due. Plus, some parents may only get paid once a month or don't have a set payday. Flexible payment options eliminate some of the hassle and help your families make their payments on time.

Offering flexible payment schedules is a win-win for your business. Your families can choose what works best for them, and you know when to expect payment.

To offer automatic flexible payment schedules to your families, you must be set up for [ePayments](#).

Things to Consider



Q. Do you want to offer flexible payment dates to families? For example, let a family decide which day of the month to make payments (1st, 10th, 15th, etc.). Offering a flexible payment date eliminates the potential for overdrafts.



Q. Do you want to give your families the option to auto-pay recurring payments? An auto-pay option guarantees that on-time payments are made.

- There is less manual work with fewer mistakes.
- Easier tracking lets you know when families are paying and helps you forecast revenue.



Q. Do you want to offer families the option to pre-pay for an entire session or year? Some families prefer to pay it once and forget it. This is a good opportunity to offer an incentive to pre-pay.



Q. Do you want to give existing families flexibility with the payment amount when they make a payment in the Parent Portal? When you enable ePayments, the payment preference options control which fees families can pay, whether in full or a partial amount and if prepayment is allowed. Go to the *Gear (icon) > Settings > ePayments > Credit Card & Bank Account Settings (Manage Settings) > Parent Portal Settings*.



Q. Do you want to post tuition fees to families in advance of the dates of service? Posting all fees to a family's account is helpful so they can see the total amount owed throughout the year. Each payment is deducted from the family's balance owed.

Check out this blog! [Tuition Tips: How to enforce your tuition policy to ensure revenue](#)

Get Set Up

The information in this section will help you get set up to offer flexible payment schedules to your families.

**Expand/Collapse
All**

- ✔ [Set Up an ePayment Schedule Drop-down List](#)
- ✔ [Create/Update Your Payment Policy](#)
- ✔ [Capture New Family Payment Preferences](#)
- ✔ [Assign ePayment Schedules to Existing Families](#)
- ✔ [Set Up to Post Tuition Fees for a Session or Year](#)
- ✔ [Prevent Additional Tuition Fees from Posting with a Pre-Pay Payment Option](#)

Things to Do

This section guides you through what you need to know for posting fees and scheduling ePayments.

**Expand/Collapse
All**

- ✔ [Post Tuition Fees in Advance for Pre-Pay Option](#)
- ✔ [Process ePayments](#)

Stay in Touch

Expand/Collapse
All

- ✔ Communicate with Your Families
- ✔ Request Families Agree to the Payment Policy



If you have questions about any information included in this Topic Hub don't hesitate to contact us. Click on the  in Jackrabbit to request assistance, or [click here](#) to book a call with one of our Support Specialists.
