I have a multi-location, multi-gateway set up. How do a switch a customer from one gateway to another?

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Once a family's credit card has been vaulted, their credit card details are stored in your gateway's vault. To switch a family from one vault to another requires several steps

1. Make sure that the family is set to their original vault *Location*. (Family Location is on the Family Summary tab.)

2. Go to the family's *Billing Info* tab and click the credit card's **Edit Card Info** button.

3. Click **Delete Card Number** to delete the credit card details.

4. **Save Changes**

5. On the family's *Summary* tab, switch the Location to the new Location gateway. **Save Changes.**

6. Return to the family's *Billing Info* tab and using the **Edit** button, re-enter the credit card number and exp date. **Save Changes**. *This does require obtaining the credit card information in full from the family again.*