



K12PaymentCenter

The Complete Online Payment Solution

K12PaymentCenter.com Parent User Manual



EMS LINQ, Inc.

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www.mealsplus.com or (800) 541-8999

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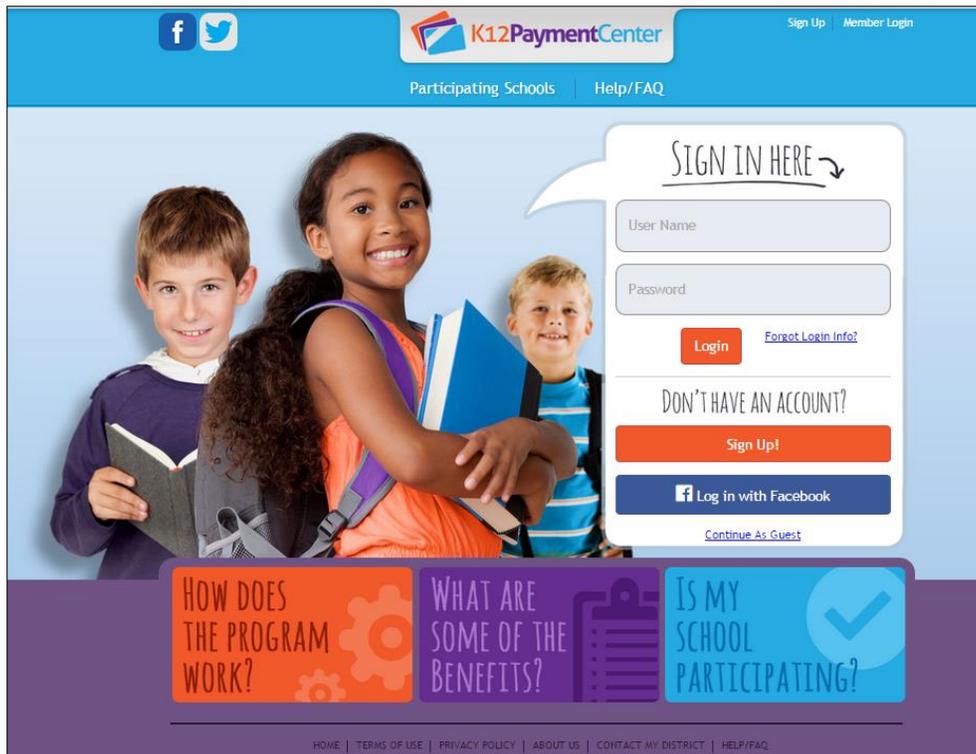
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1.0 Welcome to K12PaymentCenter.com

1.1 Homepage

The K12PaymentCenter.com site has several functions for parents at participating schools.

- Parent functions include, but are not limited to:
 - Applying money to meal payments
 - Viewing student meal history
 - Paying fees for field trips, uniforms, books, etc.



- Parents can [sign in using their existing login](#) information, [Sign Up!](#) as a new user, Log in with Facebook or [Continue as Guest](#).
- Click the **How Does The Program Work?** to watch a short video on how to use the website.
- Click the **What Are Some of the Benefits?** button to view the benefits of creating an account on K12PaymentCenter.com.

- Click the **Sign Up Now!** button to go to the [Sign Up](#) page and create an account.

Membership Benefits

Quick, easy, and secure payment system for your student's meals and/or school fees.



SIGN UP NOW!

- 🔔 **See what your child is eating**
Within your account, you can view up to 90 days of purchased cafeteria meals. This allows parents to find out precisely what your child is eating at school.
- 📅 **Set up a recurring payment**
Automatic recurring payments can be set for monthly or weekly deposits, or when the balance is below a set amount.
- ⚖️ **Check a student's cafeteria balance**
Log in to view your student's current meal account balance at any time. You can also see their running balance of meals and payments, or make a meal payment if necessary.

- 🔒 **Securely make a payment**
Make lunch and school fee payments securely using a credit/debit card. Your account information is confidential. We do not sell your information to anyone.
- 📱 **Set up mobile and email notifications**
Automated notifications via email and text message when your student's meal account balance falls below an amount you choose. You also can set it up to be notified when new fees are assigned to your student.
- 🛒 **Purchase other fees and items**
Payments are easily made for not only school meals, but fees as well (such as merchandise, apparel, supplies, tickets, yearbooks, parking fees, etc.)



SIGN UP NOW!

- Click the **Is My School Participating?** button to search which schools are participating in online payments with [K12PaymentCenter.com](#).

1.2 Sign Up

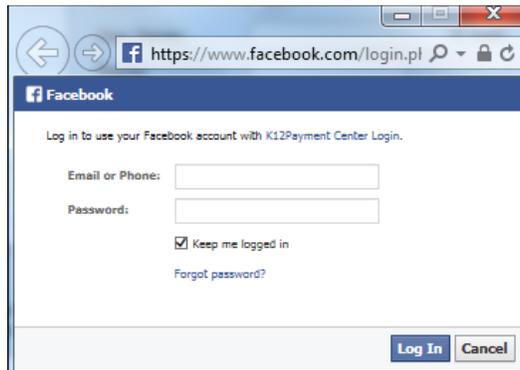
To set up a new user account, click on **Sign Up** on the www.K12PaymentCenter.com homepage.

- There are two ways for parents to create a K12PaymentCenter.com account:
 - Sign up with Facebook
 - Create a new user manually

1.2.1 Sign up with Facebook

- Click the  button to use your [Facebook](#) login credentials and information to create your [K12PaymentCenter.com](#) account.
 - This will link your [Facebook](#) account to your [K12PaymentCenter.com](#) account.

- If you are not logged into your [Facebook](#) account with the device you are using, a Facebook login page will display.



- Enter your login information and click **Log In**.
- [K12PaymentCenter.com](#) will automatically populate your, **Email**, **First Name** and **Last Name** based on your [Facebook](#) information.

REMAINING SIGN UP INFORMATION

- Select a state from the **State** dropdown list.
- Select the school district where the students are enrolled from the **District** dropdown list.

- Once the district is selected, the chart showing fees for that district will display.
 - School Fee convenience fees can vary by site.

Meal Account Features
Add money to Meal Account
Email or text message notification when Meal Account balance is low
View Meal Account balance
View meal purchase history
Convenience fee per transaction: \$1.95
School Fee Features
Pay school fees
Email or text message notification when a school fee is assigned to your student
Convenience fee per transaction: 4.75%
<input checked="" type="checkbox"/> I have read and I abide by the rules and regulations stated in the Terms of Use and Privacy Policy .
<input type="submit" value="Submit"/>

- Enter a username in the **User Name** field for your [K12PaymentCenter.com](https://www.k12paymentcenter.com) Parent account.
- Enter the phone number for the account holder in the **Phone** field. This is optional.
- Select a security question for password retrieval from the **Security Question** dropdown list.
- Enter the answer to your security question in the **Answer** field.
- The two charts show the features and costs for **Meal Account Features** and **School Fees Features**.
 - School Fee convenience fees can vary by site.
 - If your district does not offer school fees, your School Fees Features chart will display like this:

School Fee Features
Pay school fees
Email or text message notification when a school fee is assigned to your student

FEATURE NOT ENABLED FOR YOUR SCHOOL DISTRICT

- Check the **Terms of Use** box to agree to Terms of Use and Privacy Policy.

- Click . You will be directed to the [Parent Home Page](#).
 - After you Sign Up, the next step is to **Add Students** under [Manage Students](#).

1.2.2 Create New User Manually

If you do not have, or do not want to link your [Facebook](#) account to your [K12PaymentCenter.com](#) account, you can sign up manually.

Sign Up

 Sign up with Facebook

Begin by selecting a participating state where your child is currently enrolled:

State:

District:

User Name: Email:

Password: Confirm Password:

Phone:

First Name: Last Name:

Security Question:

Answer:

Meal Account Features

- Add money to Meal Account
- Email or text message notification when Meal Account balance is low
- View Meal Account balance
- View meal purchase history
- Convenience fee per transaction: \$1.95

School Fee Features

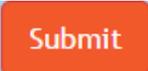
- Pay school fees
- Email or text message notification when a school fee is assigned to your student
- Convenience fee per transaction: 4.75%

I have read and I abide by the rules and regulations stated in the [Terms of Use](#) and [Privacy Policy](#).



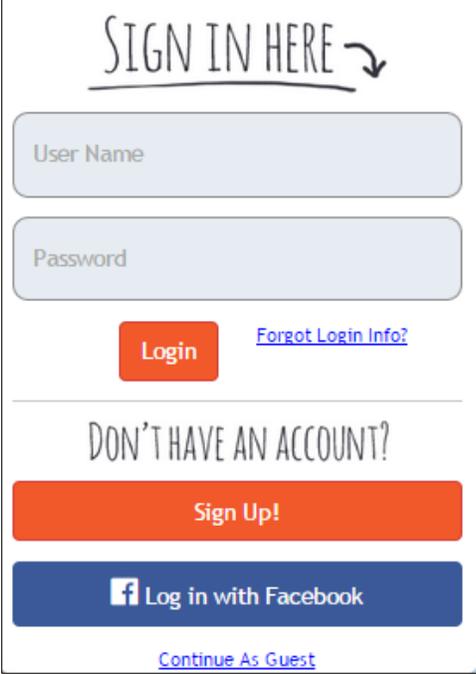
- Select a state from the **State** dropdown list.
- Select the school district where the students are enrolled from the **District** dropdown list.
 - Once the district is selected, the chart showing fees for that district will display.
- Enter a user name for your [K12PaymentCenter.com](https://www.k12paymentcenter.com) parent account in the **User Name** text field.
 - Your user name can be the same as your email, if desired.
- Enter an email address in the **E-Mail** text field. This is required and will be used only for [K12PaymentCenter.com](https://www.k12paymentcenter.com) correspondence.
- Create a password by entering it in the **Password** test field. A password is required for security. Re-enter the password in the **Confirm Password** text field to ensure the correct password has been created.
- Enter the parent's name and phone number in the **Name** and **Phone** text fields. This is the contact information in case we need to reach a parent and email is not available. First and Last name are required. Phone is requested but not required.
- Select a security question for password retrieval from the **Security Question** dropdown list.
- Enter the answer to your security question in the **Answer** field.
- The two charts show the features and costs for **Meal Account Features** and **School Fees Features**.
 - School Fee convenience fees can vary by site.
 - If your district does not offer school fees, your School Fees Features chart will display like this:

School Fee Features	
Pay school fees	FEATURE NOT ENABLED FOR YOUR SCHOOL DISTRICT
Email or text message notification when a school fee is assigned to your student	

- Check the **Terms of Use** box to agree to [Terms of Use](#) and [Privacy Policy](#).
- Click . You will be directed to the [Parent Home Page](#).
 - After you Sign Up, the next step is to **Add Students** under [Manage Students](#).

1.3 Continue as Guest

If a parent does not want to register for a [K12PaymentCenter.com](https://www.k12paymentcenter.com) account, they can still pay for school fees by clicking the **Continue as Guest** link. A guest will only have access to the School Fees, Meal Payment and District Menu pages.



The screenshot shows a login interface with the following elements:

- Handwritten text "SIGN IN HERE" with an arrow pointing to the password field.
- Input field for "User Name".
- Input field for "Password".
- Red "Login" button.
- Blue link "Forgot Login Info?".
- Section header "DON'T HAVE AN ACCOUNT?".
- Red "Sign Up!" button.
- Blue button with Facebook icon and text "Log in with Facebook".
- Blue link "Continue As Guest" at the bottom.

- Click the **Continue as Guest** to continue without creating an account.



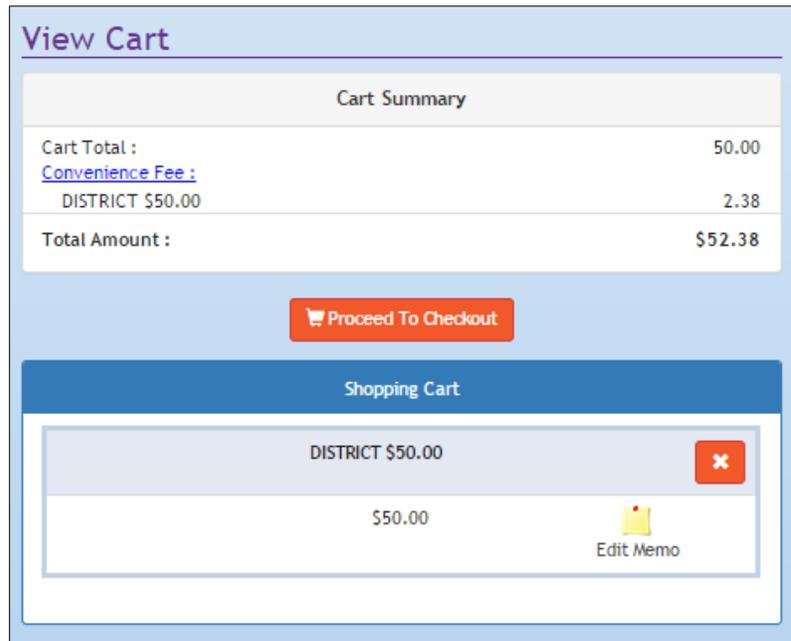
The screenshot shows the "Guest District" selection page with the following elements:

- Section header "Guest District".
- Text: "Certain school fees are allowed to be purchased without creating a user account. Please select your state and school district to see which fees are available without creating an account."
- Label "Choose a State" above a dropdown menu showing "North Carolina".
- Label "Choose a school district" above a dropdown menu showing "LPP District 123".
- Red "Continue" button.

- Select your state from the **Choose a State** dropdown list.
- Select your district from the **Choose a District** dropdown list.
- Click  to see a list of available fees for the selected district.
- You can filter [available fees](#) and add them to your cart.

- A memo is required when you are purchasing a fee as a guest. Please be as descriptive as possible (i.e. student first and last name, student #, room #, etc.) in the **Memo** field, so the fee gets applied to the correct student.

- Click  to check out and pay for the fees.



Cart Summary

This displays a summary of the **Cart Total**, **Total Convenience fees** (all Service Charges) and **Total Amount**.

- Click the **Convenience Fee** link to display the separate School Fee and Lunch Payment fees.

NOTE: Convenience Fee amounts shown are an example; fees may vary by district.

Cart Summary	
Cart Total :	60.00
Convenience Fee :	
LAUREN-DISTRICT \$50.00	2.38
LAUREN-LUNCH PAYMENT	1.95
Total Amount :	\$64.33

- The district-set Convenience Fee will be charged to your account each time you make a meal payment and/or a school fee payment online (with a debit or credit card).

Shopping Cart

This displays a summary of the payments you are making that includes Meal Payments and School Fees payments.



The screenshot shows a 'Shopping Cart' window with a blue header. It contains two items, each in a light blue header row with a red 'X' icon in the top right corner. The first item is 'LUNCH PAYMENT' for \$10.00, with 'LAUREN' listed below. The second item is 'DISTRICT \$50.00' for \$50.00, with 'LAUREN' listed below and a yellow 'Post-it' icon labeled 'Edit Memo' in the bottom right corner.

Shopping Cart	
LUNCH PAYMENT 	
LAUREN	\$10.00
DISTRICT \$50.00 	
LAUREN	\$50.00
	 Edit Memo

- Click the **Post-It icon** to edit or add a memo to the school fee.
 - The district will sometimes require student's name and classroom number or similar information.
- Click  to remove an item from the shopping cart.

- Click  to check out and make a payment.

[View Cart Details](#)

Credit Card Details

First Name (As it appears on Credit Card)	Last Name (As it appears on Credit Card)	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Address - Line 1	Address - Line 2	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
City	State/Province	Zip
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="Select a State"/>	<input style="width: 95%;" type="text"/>
Credit Card Number	CVV / Card Code 	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Card Expiration Month	Card Expiration Year	
<input style="width: 95%;" type="text" value="Select a Month"/>	<input style="width: 95%;" type="text" value="Select a Year"/>	

Guest Contact Information

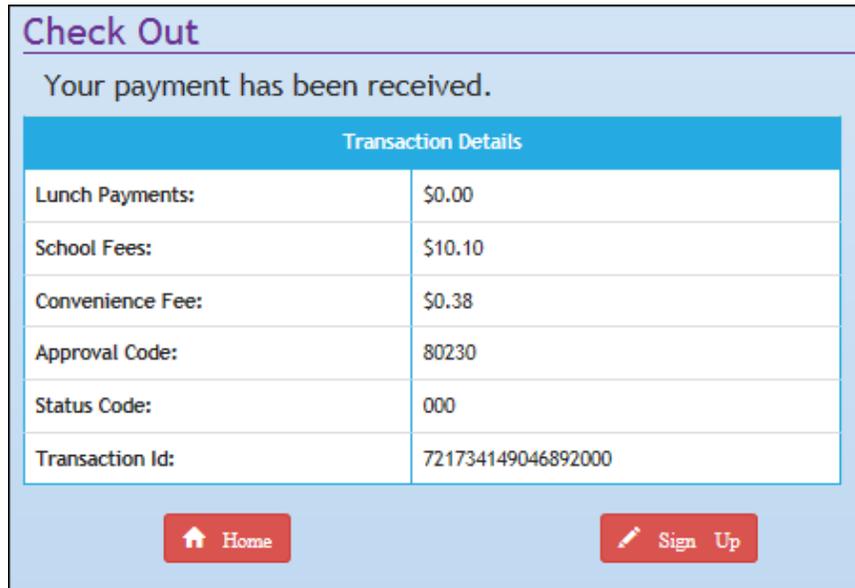
Email	Confirm Email
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Phone	
<input style="width: 95%;" type="text"/>	

I have read and I abide by the rules and regulations stated in the [Terms of Use](#) and [Privacy Policy](#).

[\\$ Process Payment](#)

- Enter all of the **account information** in the appropriate fields. **This is required.**
- Enter your email and phone number in the **Guest Contact Information** section.
 - This is required in case there are any problems with the payment.
- Check the **Terms of Use** and **Privacy Policy** checkbox to verify you have read and agree to the terms.
 - You will get an email confirming the fee purchase.
- Click  to finalize the payment.

- A confirmation page displays.

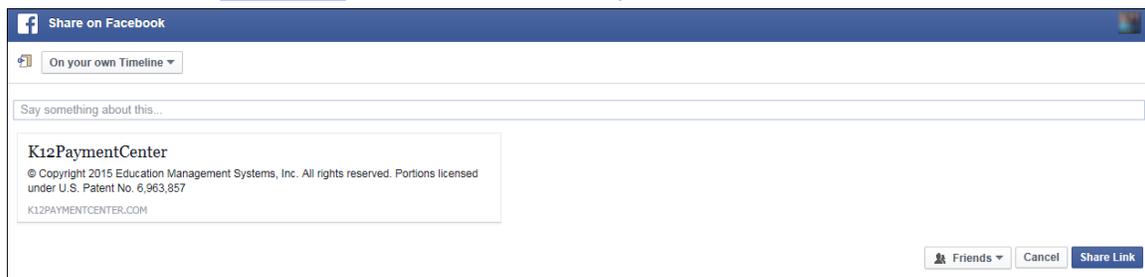


- Click  to create a [K12PaymentCenter.com](https://www.k12paymentcenter.com) account.
 - The state and district used for the Guest Checkout will be used to pre-populate the State and District fields.
- Click  to go to the [K12PaymentCenter.com](https://www.k12paymentcenter.com) homepage.

1.4 Social Media Sharing

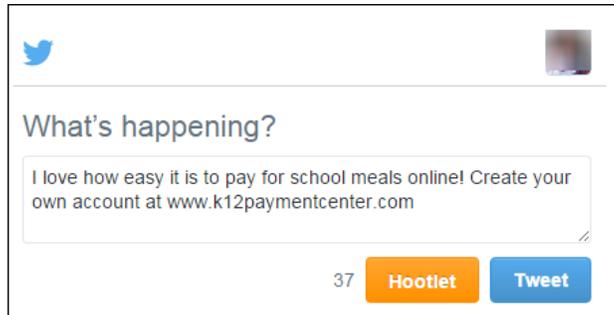
Facebook  and Twitter  icons are located on the main log in page and district and parent homepages so *K12PaymentCenter.com* can easily be shared by parent and district users.

- Click the [Facebook](#) icon to add a link to your own or a friend's Timeline.



- You can add a comment to post with the link.
- Click **Share Link**. In [Facebook](#), the link will take you to the [K12PaymentCenter.com](https://www.k12paymentcenter.com) main login page, regardless of which page you share from.

- Click the [Twitter](#) icon to tweet about [K12PaymentCenter.com](#) while including a link.
 - A pre-populated text will display to be tweeted.



- Click **Tweet** to add this link to your Twitter feed.

1.5 Participating Schools

Participating Schools allows the user to verify that [K12PaymentCenter.com](#) is available for their child's school before registering.

Participating Schools

Don't have an account?

[Sign Up!](#)

To check if your children's school uses K12PaymentCenter.com. Please select your state and school district and a list of participating schools will be displayed.

Choose a State

North Carolina ▼

Choose a school district

District 808 SF + All-Lunch ▼

Schools

Site 808

- Click the **Sign Up!** button to go to the [Sign Up](#) page and create an account.
- Select a state from the **Choose a State** dropdown list.
- Select a district from the **Choose a school district to view participation schools** dropdown list.
 - The participating schools will automatically display.

1.6 Terms of Use

Terms of Use displays the terms and conditions set forth below that apply to your use of the www.K12PaymentCenter.com[™] website, support center, payment service and related facilities.

- Please read before registering.

1.7 Privacy Policy

EMS LINQ, Inc. takes your privacy seriously. Please read this section to learn more about our privacy policy.

1.8 About Us

About Us provides a brief description of Educational Management Systems, as well as the company's vision.

About Us

K12PaymentCenter is dedicated to providing quality software and services for the management of the K-12 Education environment. We provide cafeteria management software along with financial packages developed specifically to meet the needs of today's school administrators and business managers. We are totally committed to this environment, *and only it*, and will always strive to provide product updates that lead to the highest quality of software possible.

- Over 20 years of providing solutions
- Over 30 years of education experience
- Excellent support from our Help Desk staff

Our Contact Information:

Education Management Systems, Inc.

4110 Shipyard Boulevard

Wilmington NC 28403

Email: ContactUs@k12paymentcenter.com

1.9 Contact My District

If a logged-in user submits a message from Contact My District, an email will be sent directly to the District Administrator for your district.

Contact My District

Send an email regarding?

Lunch or lunch payment

School fees

Your Name

Jenny Smith

Your Telephone

(910) 111-1112

Your E-mail

jenny@gmail.com

Confirm E-mail

jenny@gmail.com

School District

LPP District 123

Comments

Submit

- Select **Lunch or lunch payment** or **School fees** from the **Send an email regarding?** section.
 - This determines who in the district receives your email to ensure a faster and accurate response.
- The email text will include the User Name and Student Names and Numbers.
- Click **Submit** to send the email.

1.10 Help/FAQ

This information can also be viewed from the K12PaymentCenter.com website by clicking Help/FAQ.

1.10.1 Frequently Asked Questions

Log In/Set up

What is my child's Student Number?

The **Student Number** is a unique number assigned by your school district office. (It is usually not the same as the 3- or 4-digit lunch number that is used in the cafeteria.) It is usually printed on report cards and correspondence that you receive from the school. Please contact your district office if you do not know what number to use.

Why do I not see my district's name listed under Participating Schools?

If your district name is not listed under the **Participating Schools** page, then they have not signed up with EMS LINQ, Inc. to participate in *K12PaymentCenter.com*. Please encourage them to contact us.

What if my student's school is not listed?

If your student's school is not listed in the dropdown box you will need to check with your school district directly. They will be able to tell you if the school will be added to our program.

What if I forget my user name or password?

Click on **Forgot Login Info?** on the Login screen. Send us your registered e-mail address and we will send you a return e-mail with your information.

What if I can't remember what e-mail address I used or it is no longer available?

Contact your school district administrator and they will assist you.

Site Fees/Costs

Why are there fees for this service?

The fees cover the costs of maintaining the secure website and the fees that are charged to us for processing credit card payments. School districts usually do not have funds available for this type of expense.

What does the service cost?

The cost depends on the processing fee per your district. When you make Payments, a fee will be added to cover the cost of processing the credit card transaction. One online payment can be split among all of the students attached to your account, with no additional cost.

What does the processing fee cover?

The payment fee covers the fees that the credit card company charges for processing the transaction. In some areas, the fee is partially paid by the school district.

What does free registration include?

Registration gives you access to your student's lunchroom balance and meal history, and offers e-mail notification when the account balance drops below a limit you

have set. It includes all the students in your family who attend school in the same district.

Site Security

How do I know it is safe to enter my credit card information on

www.k12paymentcenter.com?

www.k12paymentcenter.com has 128 Bit Encryption provided by Thawte. Thawte is the most trusted name in online shopping. All information submitted is protected by our secure server, which automatically encrypts your personal information so that it cannot be read while traveling over the Internet.

Students/Accounts

What do I do if I do not see all my students listed on the payment screen?

If all the students you have entered do not show up on the payment screen, it is possible the information you supplied could have been typed incorrectly. Please go to the **Manage Student** page and check the student's first and last name, school, and **Student Number**. Correct any errors and save your changes. This student account will be available as soon it is verified with the school's information.

I have a question about one of the charges on my student's account. How do I dispute it?

If you suspect a cashier error or wonder if another student may be borrowing your student's account number, please contact your school district directly.

My child has switched school districts. The new district also uses K12PaymentCenter.com. How do I move my child to the new district?

You can change the school district in the Manage Profile section. It should be the first option on the page, and include a drop down. Once you change the district, you will need to re-add your students using their student number and name.

Any money left in your student's account cannot be transferred between districts. You must withdraw any outstanding balance from the school cafeteria you are leaving. Contact your student's cafeteria for more information.

How do I know what my balance is if I use a family account?

With a family account, a balance will show for all students since all students are using the funds from this one account. Because of the way our system receives data from the school Point of Sale system, the most current balance of the family account will be reflected by the student who had the most recent cafeteria transaction. Typically, this will be the student with the lowest balance.

How do I get a refund? My student is no longer at the district/graduated/other.

Please contact the school district directly for a refund, we simply process the online payments. Once the payment clears it is deposited in a school district bank account. We do not hold funds.

Why can't I see the balance/meal history on my child's account?

If your student hasn't made a purchase in the cafeteria in a while, the account will go dormant, generally after about 90 days. Once they make a purchase again it will "reactivate" and you will be able to see everything. The money/balance is still there, it's just not showing up on K12PaymentCenter due to inactivity. The school child nutrition office should be able to verify that the funds are still there.

Alternatively, if you are just registering, it may take several hours for our system to synch with the school district. Once this has completed, you will see balance and history.

Why do I sometimes get an error while making a payment, and then find a charge on my credit card anyway?

All credit cards are processed through a third-party service that verifies all the credit card information and payment amount. The service verifies that your name, address, card number, and card code match exactly to what your credit card company has on file. If there is a mismatch, the service sends a message to us that the charge failed. Depending on your credit card company's policy the payment amount may still show as a Pending or a Temporary Hold against your account. Again, depending on your credit card company's policy, it may take a day or two for the temporary hold to be removed. Please note that *K12PaymentCenter.com* has no control over this process.

How do I transfer money between my children's accounts?

As long as your students are not assigned to a family account, you may transfer money from one account to another. To do this, select Transfer Funds from the navigation pane on the left. Select the student you wish to transfer money from and the student you wish to transfer money to. Enter the amount you wish to transfer and click Add Transfer. The transfer will take place the next time the service runs (typically every (2) two hours except 10 a.m.-2 p.m. ET).

Please note, you cannot transfer more money than is available on the student's account you are transferring money from.

What if I can't see all my children's names when trying to transfer funds? This usually means that the student is associated with more than one parent's K12PaymentCenter.com account. Unfortunately, we do not allow the transferring of funds from/to a student associated to more than one parent's K12PaymentCenter.com account for security reasons.

Why is the verification process necessary for lunch payments?

This is how we make sure that your payment is credited to the correct student's cafeteria account. We check for a match on the student's last and first name, school, and Student Number. This can usually be done instantly; however, in some cases it may take up to 24 hours. Once a student has been verified, lunch payments are processed by a service that runs automatically throughout the day.

If it has been more than 24 hours, please contact your school district office and ask for the Student Nutrition Department. They will be able to assist you.

Lunch Payments/Meal History

How long from the time I register as a New User can I make a lunch payment?

This process usually takes less than a day. Students must be verified before we can accept payments. This can usually be done instantly; however, in some cases it can take up to 24 hours. Once this process has completed, you can make payments directly to your student account from <http://www.k12paymentcenter.com>.

How long does it take for the payment to show at my student's school?

Generally, all lunch payments are applied within 24 hours.

How do I set up a low balance notification?

Go to **Manage Profile** and enter the **Low Balance** amount.

Check **Send Notifications**. You will receive an e-mail when the balance drops below the amount you set.

How do I find out what my student has been buying for lunch?

On your home page, click on **Meal History** next to the student's name.

I know that my student should have meal history or money in their account, so why does the balance show N/A?

There are a couple of reasons that *K12PaymentCenter.com* displays balance as N/A. The most likely reason is the link between our website and the school's cafeteria server was broken during a nightly upload. When this occurs, we display N/A to avoid showing inaccurate information or because no information is available.

I'm getting some sort of error while trying to make a payment. What do I do?

It's possible that your credit card information that you've entered on the website does not match the information on file with your credit card company. Delete and re-enter your credit card information, paying particular attention to your address and name. If that does not work, send an email to ContactUs@K12PaymentCenter.com. **PLEASE NOTE: THIS IS NOT THE SAME AS CLICKING ON CONTACT US ON THE WEBSITE.**

If I make payments in the cafeteria, will they appear on [K12PaymentCenter.com](http://www.k12paymentcenter.com)?

When you view **Payment History**, the page only displays the payments made through our website. Any payments made in the cafeteria will be shown on the Meal History page for each student.

How do I know when I've made a successful lunch payment?

When you've made a successful payment, a confirmation number will always be mailed to you. You will also be able to see the payment in the **Payment History** section of your [K12PaymentCenter](#) account.

Why are my payments being declined?

If your payments are being declined, please verify all information is correct from your credit card, including the 3 digit security/verification code and billing address. If you still have issues, please contact the phone number on the back of the card for more information. We simply pass on the information that the issuing bank is providing to us.

I keep getting a message that my payment may not exceed \$X. Why?

Please confirm that you have not set up a Maximum Lunch Payment amount for your account. This setting can be found under "Manage Profile" at the bottom of the page.

School Fees**How do I pay School Fees using [K12PaymentCenter.com](#)?**

Log in to your www.k12paymentcenter.com user account. It doesn't matter whether it is Premium or Basic. If you have verified students associated with your account, any fees that the school has assigned to your students will display. If your school or district has other fees that are not student specific, those can be viewed by clicking on "View All Fees."

Click **Add** to select the fees to be added to your shopping cart. You can enter multiple quantities if desired.

Click **Shopping Cart** to view the list of items.

Click **Make Payment** to process your payment. The school will be notified that the payment has been made.

1.11 Nutritional Information

Nutritional Information provides links to nutritional resources.

Nutritional Information

Below is a list of school nutrition related websites.

[School Nutrition Association](#)

[National School Lunch Program](#)

[Food and Nutrition Service](#)

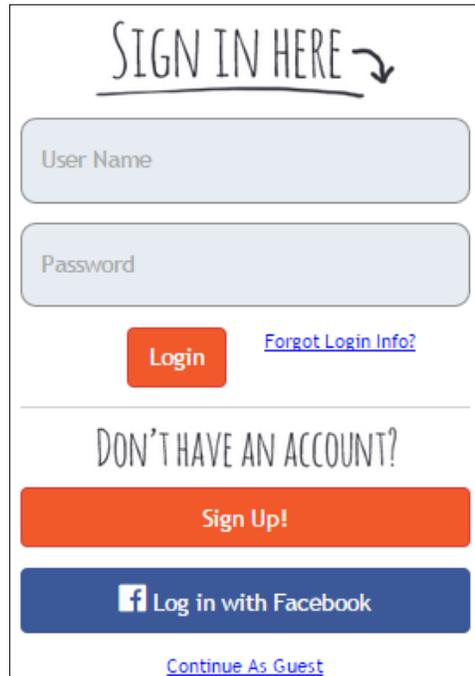
[American Dietetic Association](#)



- Click any of the links to read more information on those topics.

1.12 Logging into www.K12PaymentCenter.com

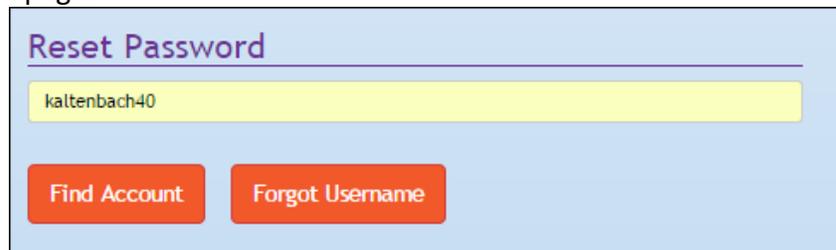
- If you have an account, enter your parent **User Name** and **Password** and click **Login**.
 - If you do not wish to become a registered user, you can still pay for student's school fees by clicking the [Continue as Guest](#) link.



The screenshot shows the login interface for K12PaymentCenter.com. At the top, the text "SIGN IN HERE" is written in a handwritten style with an arrow pointing to the right. Below this are two input fields: "User Name" and "Password". To the right of the "Password" field is a link for "Forgot Login Info?". Below the input fields is a red "Login" button. Underneath the "Login" button is the text "DON'T HAVE AN ACCOUNT?" followed by a large orange "Sign Up!" button. At the bottom of the form is a blue button with the Facebook logo and the text "Log in with Facebook". Below the Facebook button is a link for "Continue As Guest".

1.12.1 Retrieve Account Information

If you do not remember your login information, click **Forgot Login Info?** to go to the **Reset Password** page.



The screenshot shows the "Reset Password" page. The title "Reset Password" is at the top. Below the title is a yellow input field containing the text "kaltenbach40". Below the input field are two red buttons: "Find Account" and "Forgot Username".

- Enter your **Username** and click **Find Account**, or click **Forgot Username** if you don't remember your username.

- If you clicked **Find Account**, you will need to answer your security question, enter a new password, confirm the new password and enter the code shown before clicking **Submit**.

Reset Password

Security Question:
What is the name of your best friend from childhood?

Answer

Answer

New Password

New Password

Confirm Password

Confirm Password

I'm not a robot

reCAPTCHA
Privacy - Terms

Submit Forgot Security Answer

- Enter the answer to the security question in **Answer** text field. If you do not remember your security question and/or answer, click **Forgot Security Answer**.
- Enter a new password in the **New Password** text field.
- Enter the same new password in the **Confirm Password** text field.
- Check the **I'm not a robot** box to continue.
- Click **Submit** to reset password.

Send Password Reset Instructions

Enter your E-mail address associated with your account. Your login information will be sent to you.

Email Address

Send Instructions

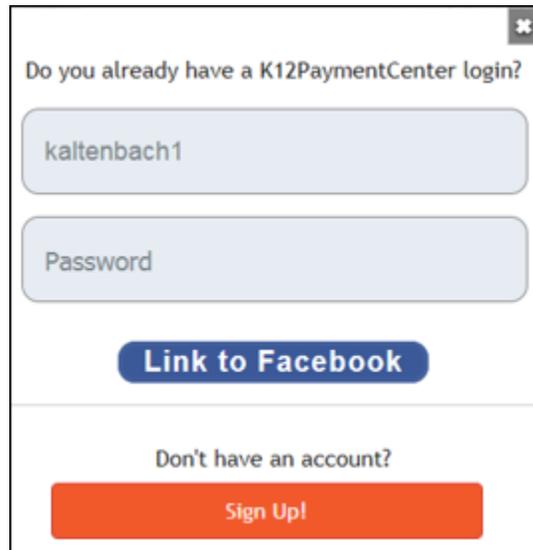
If you have forgotten your E-mail address or do not have access to it, you can answer your security question and reset your password.

If you are still having trouble accessing your account, please contact the administrator by selecting the Contact My District menu option. If you are a district administrator please contact Technical Support.

- Enter your **Email Address** associated with your [K12PaymentCenter.com](https://www.k12paymentcenter.com) account on the **Send Password Reset Instructions** screen and address and click **Send Instructions** to receive instructions by email on how to reset your password.

1.12.2 Log In with Facebook

You can log in with Facebook and link it to your [K12PaymentCenter.com](https://www.k12paymentcenter.com) account by clicking **Log In with Facebook**.



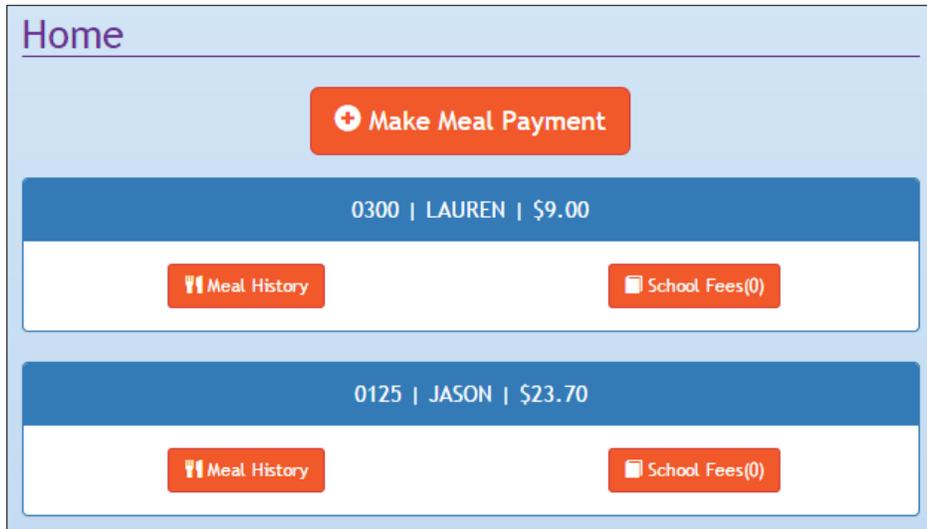
The screenshot shows a login form with the following elements:

- A question: "Do you already have a K12PaymentCenter login?"
- A text input field containing "kaltenbach1".
- A password input field labeled "Password".
- A blue button labeled "Link to Facebook".
- A link: "Don't have an account?".
- An orange button labeled "Sign Up!".

- If you already have a [K12PaymentCenter.com](https://www.k12paymentcenter.com) account, enter your login information in the **Username** and **Password** in the fields.
- Click **Link to Facebook**. You will be automatically signed into your [K12PaymentCenter.com](https://www.k12paymentcenter.com) account and sent to your homepage.
 - You will need to enter your **Facebook** login information if you are not currently logged into **Facebook** on your device (computer, phone, tablet, etc.).
- If you do not have a [K12PaymentCenter.com](https://www.k12paymentcenter.com) account and want to use Facebook to create an account, click [Sign Up!](#).

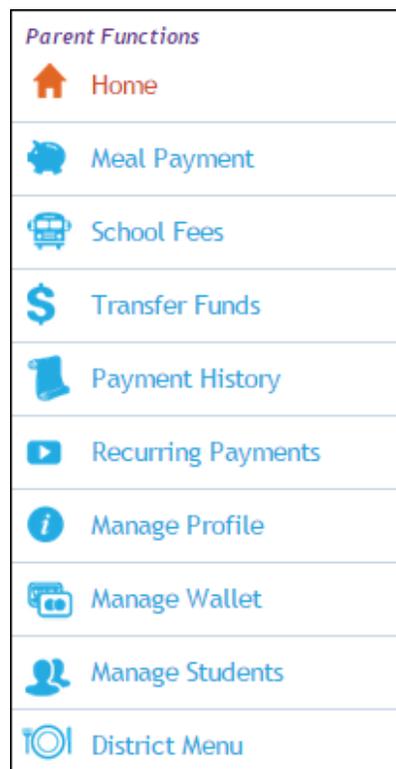
2.0 Parent Functions

2.1 Parent Home Page



2.1.1 Parent Functions

On the left side of the Parent's Home Page, there is a list of all the *Parent Functions* to navigate the site.



- Click any link to go to that page.

2.1.2 Home/Student Information

The page will display all your students.

- Click [Make Meal Payment](#) to make a meal payment to a student's account.
- Parents will also see each student's **Balance** from **Point of Sale**, and buttons for looking up **Meal History** and viewing **assigned School Fees**.

The screenshot shows the 'Home' page of the K12PaymentCenter.com Parent User Manual. At the top, there is a purple 'Home' header. Below the header is a red button with a white plus sign and the text 'Make Meal Payment'. The main content area displays a list of students. Each student entry consists of a blue header bar with the student ID, name, and balance, and a white body bar with two red buttons: 'Meal History' and 'School Fees(0)'. The first student is 0300 | LAUREN | \$9.00. The second student is 0125 | JASON | \$23.70. The third student is 12563 | SMITH | \$0.00. Below the third student entry, there is a white box with the text 'Not Verified: Please go to the [Manage Students](#) page to correct this student.'

- Click on the **Meal History** button to display all of the transactions for that student.

0300 LAUREN \$9.00			
Meal History		School Fees(0)	
0125 JASON \$23.70			
Meal History		School Fees(0)	
Make Meal Payment			
11/9/2016			Balance
1	ADJ. NC HURRICANE WAIVER	\$1.80	\$23.70
11/1/2016			Balance
1	LUNCH REGULAR	\$0.40	\$21.90
1	Milk	\$0.50	\$22.30
1	Waffle with fruit	\$1.00	\$22.30
1	BREAKFAST REGULAR	\$0.00	\$22.30
10/28/2016			Balance
1	LUNCH REGULAR	\$0.40	\$23.80
10/27/2016			Balance
1	BREAKFAST REGULAR	\$0.30	\$24.20
10/25/2016			Balance
1	MILK 8OZ CARTON	\$0.50	\$20.70
1	LUNCH REGULAR	\$0.40	\$20.70
1	BREAKFAST REGULAR	\$0.30	\$21.60
10/12/2016			Balance
1	LUNCH REGULAR VOIDED	\$0.40	\$22.60

- A student must be *verified* before meal payments can be made. If a student is **Not Verified**, click the **Manage Students** link to update the student's information

- Click the **View (X)** button under **Assigned Fees** to view and fees that have been assigned to your student. You will be directed to the [School Fees](#) page.
 - Use the **School Fees** page to add assigned fees to the cart or search for other fees to be added to the cart.

2.2 Meal Payment

Meal Payment is where **meal payments** are made.

Meal Payments		
Student	Balance	Amount
LAUREN	\$9.00	<input type="text" value="0.00"/>
JASON	\$23.70	<input type="text" value="0.00"/>

Add to Cart

LUNCH PAYMENTS

- To make a meal payment, enter the payment amount for each student in the **Amount** field and click . A note will momentarily appear at the top noting that payment has been added to the cart.
 - Only verified students will display here.
 - Once an amount is entered and added to the cart, the button changes to

Refresh Cart

*Example: If you originally added \$10 to a student's account and clicked **Add to Cart** but then decide you want to add \$20 instead, enter \$20 in the Amount field and click **Refresh Cart**. The **Total Meal Payment** will be the new amount entered, in this case: \$20 (plus any convenience fee).*

2.2.1 View Cart/Checkout

When all meal payments and School Fees have been added to the cart, click  to **View Cart** and **Checkout**.

View Cart

Cart Summary

Cart Total :	60.00
Convenience Fee :	4.33
Total Amount :	\$64.33

 Proceed To Checkout

Shopping Cart

LUNCH PAYMENT ✕

LAUREN	\$10.00
--------	---------

DISTRICT \$50.00 ✕

LAUREN	\$50.00	 <small>Edit Memo</small>
--------	---------	---

Cart Summary

This displays a summary of the **Cart Total**, **Total Convenience fees** (all Service Charges) and **Total Amount**.

- Click the **Convenience Fee** link to display the separate School Fee and Lunch Payment fees.

***NOTE:** Convenience Fee amounts shown are an example; fees may vary by district.*

Cart Summary	
Cart Total :	60.00
Convenience Fee :	
LAUREN-DISTRICT \$50.00	2.38
LAUREN-LUNCH PAYMENT	1.95
Total Amount :	\$64.33

- The district-set Convenience Fee will be charged to your account each time you make a meal payment and/or a school fee payment online (with a debit or credit card).

Shopping Cart

This displays a summary of the payments you are making that includes Meal Payments and School Fees payments.

Shopping Cart	
LUNCH PAYMENT ✕	
LAUREN	\$10.00
DISTRICT \$50.00 ✕	
LAUREN	\$50.00
	 Edit Memo

- Click the **Post-It icon** to edit or add a memo to the school fee.
 - The district will sometimes require student's name and classroom number or similar information.
- Click  to remove an item from the shopping cart.
- Click  to check out and make a payment.

Credit Card Details

First Name (As it appears on Credit Card)

Last Name (As it appears on Credit Card)

Address - Line 1

Address - Line 2

City

State/Province

Zip

Credit Card Number

CVV / Card Code ⓘ

Card Expiration Month

Card Expiration Year

Save to Wallet?

I have read and I abide by the rules and regulations stated in the [Terms of Use](#) and [Privacy Policy](#).

SELECT A WALLET

- If you select a **Wallet Account**, it will automatically fill in the information that was entered in **Manage Wallet**.

- Enter the CVV or card code in the **CVV/Card Code** text field.
- Check the box to confirm you have read [K12PaymentCenter.com's Terms of Use](#) and [Privacy Policy](#).
- Click  to complete the payment.

OR ENTER YOUR ACCOUNT INFORMATION

If you do not want to use, or have not set up a wallet account, you can enter the required information on this screen.

- Enter the **First and Last Name, Address, City, State/Province** and **Zip** exactly as it appears on the credit card bill in the appropriate fields.
- Enter the **Credit Card Number, CVV/Card Code, Card Expiration Month** and **Card Expiration Year**.
 - Click the **Save to Wallet?** box if you would like to save the credit card information to a wallet account.
- Check the box to confirm you have read [K12PaymentCenter.com's Terms of Use](#) and [Privacy Policy](#).
- Click  to process the payment.

- A confirmation message will display and also an email will be sent to you if **Send Notification** is checked in **Manage Profile**.

Check Out

Your payment has been received.

Transaction Details	
Lunch Payments:	\$20.00
School Fees:	\$50.00
Convenience Fee:	\$3.83
Approval Code:	92245
Status Code:	000
Transaction Id:	34140074882924000

Please keep this information for your records. Lunch Payments will be applied to your district account within 24 hrs.

Receipts can be generated anytime from the [Payment History](#) page.

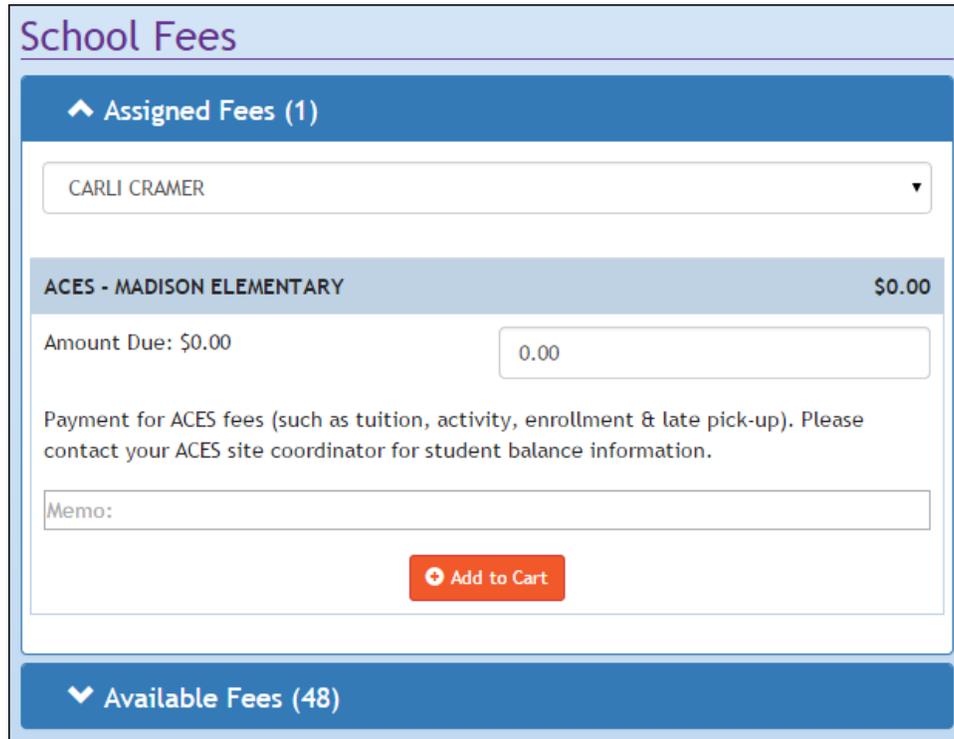
[Home](#)

- Click **Home** to go to the homepage.
- Click [Payment History](#) to print a receipt of the transaction.

2.3 School Fees

A parent can select school fees to be paid in [K12PaymentCenter.com](https://www.k12paymentcenter.com) if your district is set up to pay fees online.

The page opens with the first student selected in the **Student** dropdown list and displays fees assigned to them, if any. The parent can also search for other available fees and add them to the cart as well.



School Fees

Assigned Fees (1)

CARLI CRAMER

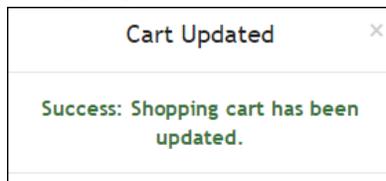
ACES - MADISON ELEMENTARY	\$0.00
Amount Due: \$0.00	0.00
Payment for ACES fees (such as tuition, activity, enrollment & late pick-up). Please contact your ACES site coordinator for student balance information.	
Memo:	
Add to Cart	

Available Fees (48)

ASSIGNED FEES GRID

Assigned Fees (1)

- The (1) means that the student has one fee assigned to them.
- To view another student's assigned fees, select a different name from the **Student** dropdown list. The grid will refresh with the newly selected student's assigned fees.
- To purchase an item, click **Add to Cart**.
- A message stating the shopping cart is updated will appear.



Cart Updated

Success: Shopping cart has been updated.

AVAILABLE FEES GRID

^ Available Fees (48)

- The (48) means there are 48 fees available for your student’s district and school.
- Click the down arrow to expand the **Available Fees** grid. The Assigned Fees grid will minimize.
 - District-wide fees will display first.

The screenshot displays a web interface for viewing available fees. At the top, there are two expandable sections: 'Assigned Fees (1)' (collapsed) and 'Available Fees (48)' (expanded). Below the 'Available Fees' section is a 'Filters' area with three input fields: 'Select a School' (dropdown), 'Title' (text), and 'Select a Category' (dropdown). The main content area lists four fee items, each with a title, price, and 'DISTRICT-WIDE' label. Each item includes a 'Memo' field, a dropdown menu for user selection (currently showing 'CARLI CRAMER'), and an 'Add to Cart' button.

Fee Title	Price
ABROAD TRIP	\$9,999.99
ACCESS TEST	\$12.00
DISTRICT - VER	0.00
DISTRICT ALL	\$10.10

- You can filter the list by selecting a **School** or **Category** from the dropdown lists.
- Or if you already know the name of the fee, enter it in the **Title** field.
- Select a student from the **Student** dropdown list, and click **Add to Cart**.
 - If there is a text field with a price of \$0.00, enter the price of your fee in the **Price** field before adding it to the cart.
 - The maximum fee price you can enter is \$9999.99.
 - If you are unsure what the price of a fee is, contact your district before purchasing a fee.
 - If the district has required a memo for a fee, you must enter a memo in the **Memo** text field. Enter information that will help the district apply the monies to the correct student (i.e. student first and last name and room #).

District, ALL, amount blank, memo required, placeholder

Stephanie Miller, room 147

- To view the shopping cart at any time, click .
 - The number in parenthesis denotes the number of items currently in the shopping cart.
 - Click [Proceed to Checkout](#) to go to the payment screen.

2.4 Transfer Funds

This allows a parent to transfer funds from one child's account to another.

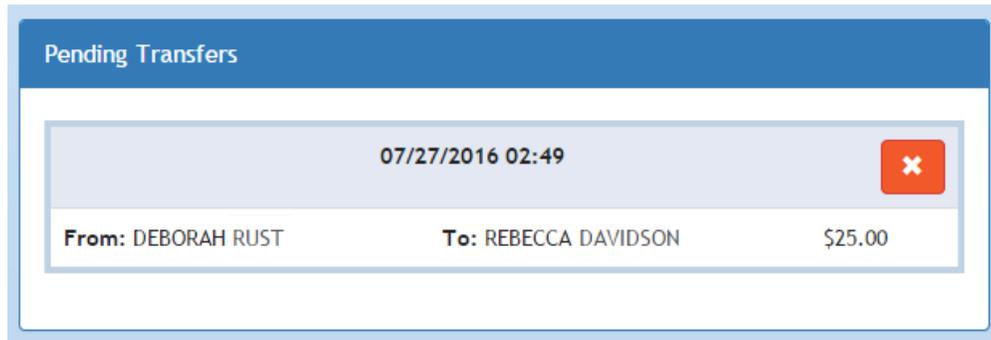
Transfer Funds

Create a Transfer

<p>From</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> RUST DEBORAH \$77.65 ▼ </div>	<p>To</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> DAVIDSON REBECCA \$0.00 ▼ </div>
<p>Amount</p> <div style="border: 1px solid #ccc; padding: 2px; width: 80%;">25.00</div>	
<div style="background-color: #e67e22; color: white; padding: 10px 20px; border-radius: 5px; display: inline-block; cursor: pointer;">Add Transfer</div>	

- Select the student's account you would like the money transferred from in the **From** dropdown list.

- Select the student's account you would like the money transferred to in the **To** dropdown list.
- Enter the amount you would like to transfer in the **Amount** text field.
- Click **Add Transfer**.
 - The transfer information will display in the Pending **Transfers** grid.



2.5 Payment History

Payment History shows all of the www.K12PaymentCenter.com payments made on the parent account since the beginning of the current school year.

Payment History			
Date	Amount	Approval Code	View
7/28/2016	\$73.83	92245	 Receipt
7/27/2016	\$21.95	65463	 Receipt
7/27/2016	\$51.95	13707	 Receipt

[Adobe Reader](#) is required to view Receipts



- You can click on any the **Receipt** link to view and print a receipt of the transaction.

K12PaymentCenter Transaction Statement 6/13/2013 5:18:57PM

UserName: cassattack
 Name: Stroehmer, Cass
 District: LPP District 123
 Payment Type: AmericanExpress XXXXXXXXXXXX8456
 Transaction Date: 2/18/2013 9:55:41AM
 Payment Id: 1228

School Payment
 Amount: 40.00
 Transaction Id: D9D0A2315E6248B0908C6120799E5F0D
 Approval Code: YNA6S2
 Status Code/Message: 00 Transaction Approved

Service Charge Payment
 Amount: 2.00
 Transaction Id:
 Approval Code:
 Status Code/Message:

Payment Summary
 Lunch Payments: 40.00
 School Fee Payments: 0.00
 Convenience Fee: 2.00
Total: 42.00

Student	Description	Amount	Lunch Payment Applied
MAKAYLA CORBETT	LUNCH PAYMENT	20.00	Y
RODNEY CORBETT	LUNCH PAYMENT	20.00	Y



- The report shows all the **Meal Payments** and **School Fees** paid with this transaction.
 - Meal Payments will always be associated with a Student name.
 - If a Meal Payment has not been applied to the student's cafeteria account yet, it will have **N** in the **Applied** column. It will be applied the next time the automatic system update runs.
 - School Fees will have a Student name if a student was selected in the Shopping Cart. They will always show **N/A** in the **Applied** column since they are not handled by the automatic update.

2.6 Recurring Payments

This page allows you to schedule recurring payments on a monthly or weekly basis.

NOTE: A *Wallet Account* is required for recurring payments.

Recurring Payments

ℹ Recurring payments will automatically transfer funds from your [Wallet](#) account to one or more student lunch accounts.

Recurring Payment Settings

Wallet Account

Auto Payment Type

Number Of Payments

Lunch Payments	
CARLI	<input type="text" value="20.00"/>
DANIEL	<input type="text" value="20.00"/>

⚠ WARNING: Payments can only be applied to VERIFIED students. If any student becomes un-verified or deleted, the recurring payments for all students on the account will be automatically unscheduled.

- Select the wallet account to be used from the **Wallet Account** dropdown list.
- Select **Monthly** (first day of each month) or **Weekly** (every Monday morning) from the **Auto Payment Type** dropdown list.
 - Enter the number of payments to be scheduled in the **Number of Payments** field.

Or,

- Select **Low Balance** from the **Auto Payment Type** to have a payment made from your wallet account whenever a student's balance falls under the entered amount. *(NOTE: The **Number of Payments** field changes to **Student balance falls below** field when **Low Balance** is selected.)*

- Enter an amount in the **Student balance falls below** field. *Example: If \$10 is entered here and your child's balance falls to \$9.95, additional money specified below will automatically be added to their account.*
- Enter an amount to be added to the student's lunch account in the **Amount** field.

Lunch Payments	
CARLI	<input type="text" value="20.00"/>
DANIEL	<input type="text" value="20.00"/>

- For each student that falls below the **Low Balance** threshold, a payment (\$20, per example above) will be added to each student's account. So, a total of \$40 will be charged to your wallet account, but will display as one transaction (with only one convenience fee).
- Click  to save.
 - You will get a message that tells you the recurring payment has been added successfully.

✓ Recurring payment has been added.

- The page refreshes. The **Wallet Account**, **Auto Payment Type** and **Next Payment** will display with the parent's selections, as well as the **Student Name** and **Amount** of the recurring payment.

NOTE: *Payments can only be applied to VERIFIED students. If any student becomes unverified or deleted, the recurring payments for all students on the account will be unscheduled automatically.*

- The amount of payments remaining will display in the **Next Payment** field.

Recurring Payment Settings

Wallet Account
DEFAULT CARD

Auto Payment Type
Weekly (every Monday morning)

Next Payment
08/01/2016 (6 payments remaining)

Lunch Payments

CARLI	20.00
DANIEL	20.00

Total Lunch Payments
(\$1.95 Convenience Fee):
40.00 + 1.95 = \$41.95

Delete payment(s)

- The total amount charged to the parent for each payment will display below the student name(s).
- To delete a scheduled payment, go to the **Recurring Payments** page, and click

Delete payment(s)

2.7 Manage Profile

Manage Profile is where the parent can change their password, email address and other account information.

NOTE: This information is used *ONLY* for managing [K12PaymentCenter.com](https://www.k12paymentcenter.com) accounts; it is never shared with anyone else.

Manage Profile

Profile Settings

District

First Name **Last Name**

E-mail **Phone**

Text Message Phone **Text Message Carrier**

Change Password or Username

Username

Password **Confirm Password**

Password Recovery Setting

Security Question

Answer

School Fee Notifications

Send School Fee Notifications when Fees are assigned to my Students

Also send E-mail Notification

Days before the Due Date

Email
 Text Message
 Email & Text Message

Low Balance Notifications

Send Low Balance Notification

When my balance is below

Email
 Text Message
 Email & Text Message

Maximum Online Lunch Payment

This setting controls the maximum online payment you wish to make for an individual student lunch payment. This will help safeguard against accidentally keying an amount larger than you intended. The setting can be modified at any time.

PROFILE SETTINGS

Profile Settings

District
LPP District 123 ▼

First Name
Jenny

Last Name
Jennifer

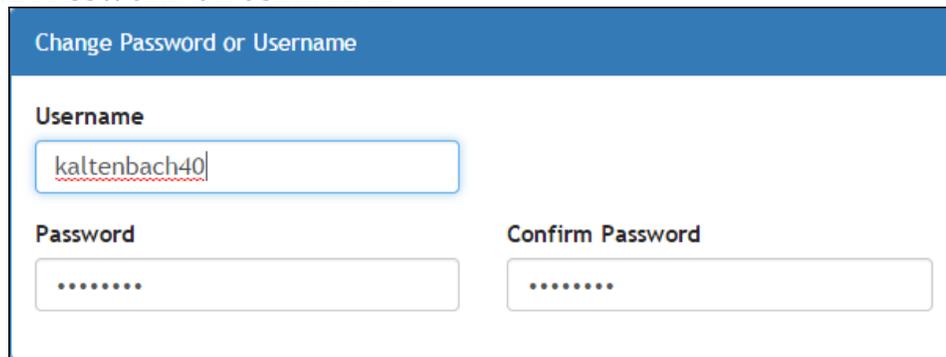
E-mail
jrohde2008@hotmail.com

Phone
(910) 352-0418

Text Message Phone

Text Message Carrier
Select a Carrier ▼

- Select the student's school district from the **District** dropdown list.
- Enter your first name in the **First Name** text field.
- Enter your last name in the **Last Name** text field.
- Enter the email you would like K12PaymentCenter.com to contact you with if necessary in the **E-mail** text field.
- Enter your phone number in the **Phone** text field. It will automatically be formatted.
- If you would like to receive text notifications, enter your cell phone number in the **Text Message Phone** text field and select the phone carrier from the **Text Message Carrier** dropdown list.

CHANGE PASSWORD OR USERNAME

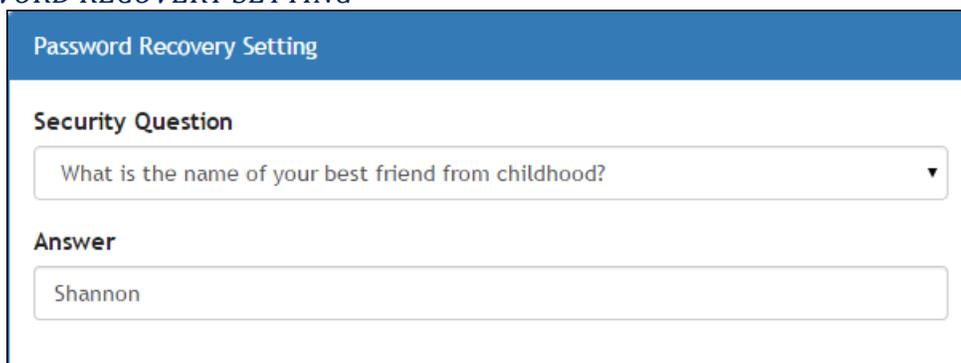
Change Password or Username

Username
kaltenbach40

Password
.....

Confirm Password
.....

- Your username will display in the **Username** text field. This is editable.
- Enter a password for your account in the **Password** text field.
- Enter the same password in the **Confirm Password** text field.
- If you have linked your **Facebook** account to your [K12PaymentCenter.com](https://www.k12paymentcenter.com) account, your **Facebook Account** picture will show here.
 - You can click **Unlink** at any time to unlink the two accounts.

PASSWORD RECOVERY SETTING

Password Recovery Setting

Security Question
What is the name of your best friend from childhood?

Answer
Shannon

- Select a security question from the **Security Question** dropdown list. If you select **Write your own question...** enter the question in the text box below.
- Type the answer to the security question in the **Answer** text field.

SCHOOL FEE NOTIFICATIONS

School Fee Notifications

Send School Fee Notifications when Fees are assigned to my Students

Also send E-mail Notification

0 ▾

Days before the Due Date

Email

 Text Message

 Email & Text Message

- Check the **Send School Fee Notifications when Fees are assigned to my Students** box for notifications when any school fees have been assigned to your child(ren). If the box is checked, enter the following:
 - Select a **number** of days in the dropdown list if you also want an email notification sent that many days before the due date.
 - Whether you'd like to receive an **Email, Text Message, or Email & Test Message.**

LOW BALANCE NOTIFICATIONS

Low Balance Notifications

Send Low Balance Notification

When my balance is below

0.00

Email

 Text Message

 Email & Text Message

- Check the **Send Low Balance Notifications** box if you would like receive notifications for low balances. If the box is checked, enter the following:
 - The amount at which you want to be notified.
 - Whether you'd like to receive an **Email, Text Message, or Email & Test Message.**

MAXIMUM ONLINE LUNCH PAYMENT

Maximum Online Lunch Payment

This setting controls the maximum online payment you wish to make for an individual student lunch payment. This will help safeguard against accidentally keying an amount larger than you intended. The setting can be modified at any time.

- Enter an amount in the text field.
 - The default is \$299, but you can change it to anything up to \$999.
 - Once an amount is entered and the profile is saved, you will be unable to make a payment greater than the set amount. If you would like to make a larger payment, update the amount here first.

DELETE ACCOUNT

If you would like to close your student's account, click the **Delete Account** button. On the next page, please read and verify that you want to delete your [K12PaymentCenter.com](https://www.k12paymentcenter.com) account.

Close Account

Deleting your account will remove all credit card and student information from your account, and disable all notifications. Once your account is closed, it cannot be re-opened and a new account will have to be created for access to the website and a student's meal information.

****When you delete your account on K12PaymentCenter.com, this does not remove the students from the school's cafeteria system or affect their balance in any way.****

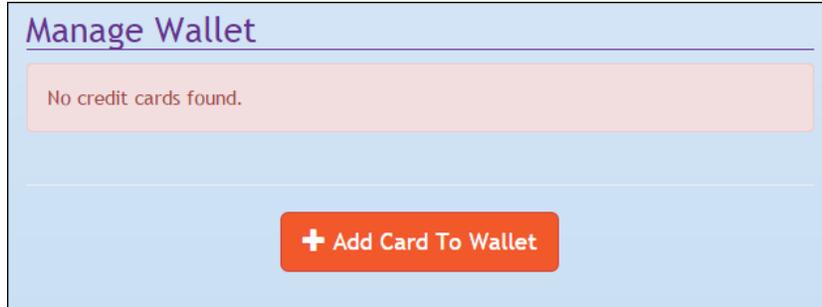
Delete Account

- Click **Delete Account**. You will no longer have access to the website unless you create a new account.

2.8 Manage Wallet

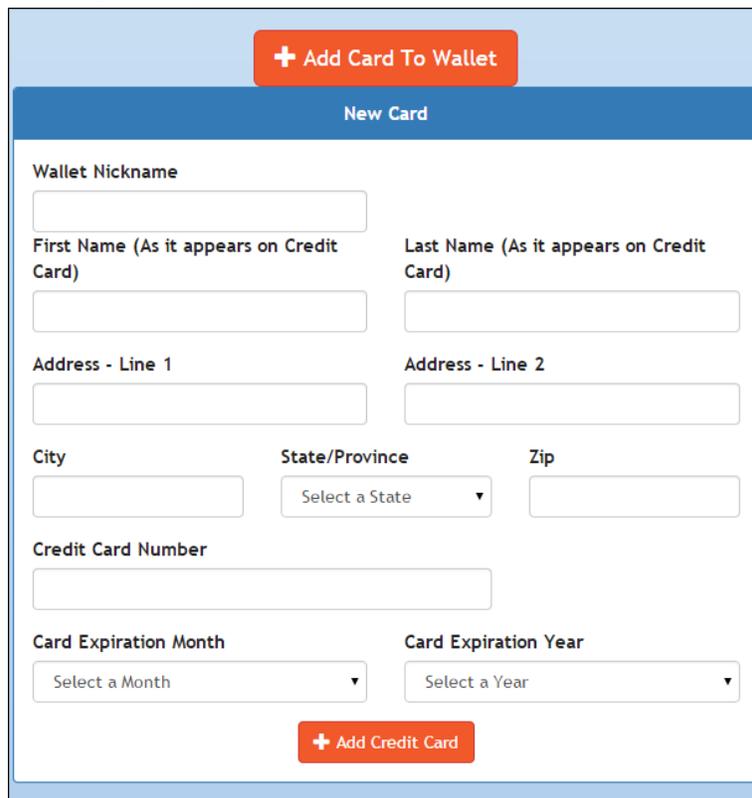
This feature is optional and allows the user to save credit card information so it does not need to be entered every time a payment is made.

- On the Manage Wallet page, click **Add Card To Wallet**.



The screenshot shows the 'Manage Wallet' page. At the top, there is a purple header with the text 'Manage Wallet'. Below the header, a light pink box contains the message 'No credit cards found.'. At the bottom of the page, there is a prominent orange button with a white plus sign and the text '+ Add Card To Wallet'.

- The screen expands to add a new card.



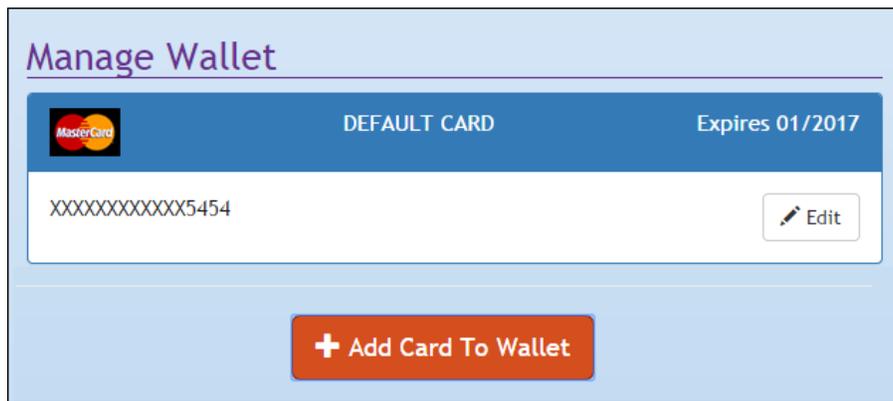
The screenshot shows the 'New Card' form. At the top, there is a blue header with the text 'New Card'. Below the header, there is a prominent orange button with a white plus sign and the text '+ Add Card To Wallet'. The form contains the following fields:

- Wallet Nickname (text field)
- First Name (As it appears on Credit Card) (text field)
- Last Name (As it appears on Credit Card) (text field)
- Address - Line 1 (text field)
- Address - Line 2 (text field)
- City (text field)
- State/Province (dropdown menu with 'Select a State' option)
- Zip (text field)
- Credit Card Number (text field)
- Card Expiration Month (dropdown menu with 'Select a Month' option)
- Card Expiration Year (dropdown menu with 'Select a Year' option)

At the bottom of the form, there is a prominent orange button with a white plus sign and the text '+ Add Credit Card'.

- Enter a Nickname for this card in the **Wallet Nickname** text field. This is used to make it easy to tell which card is being selected.
- Enter the **credit card billing First and Last Name and Address, City, State/Province, and State** in the appropriate text fields.
 - Verify it matches the credit card's billing information.

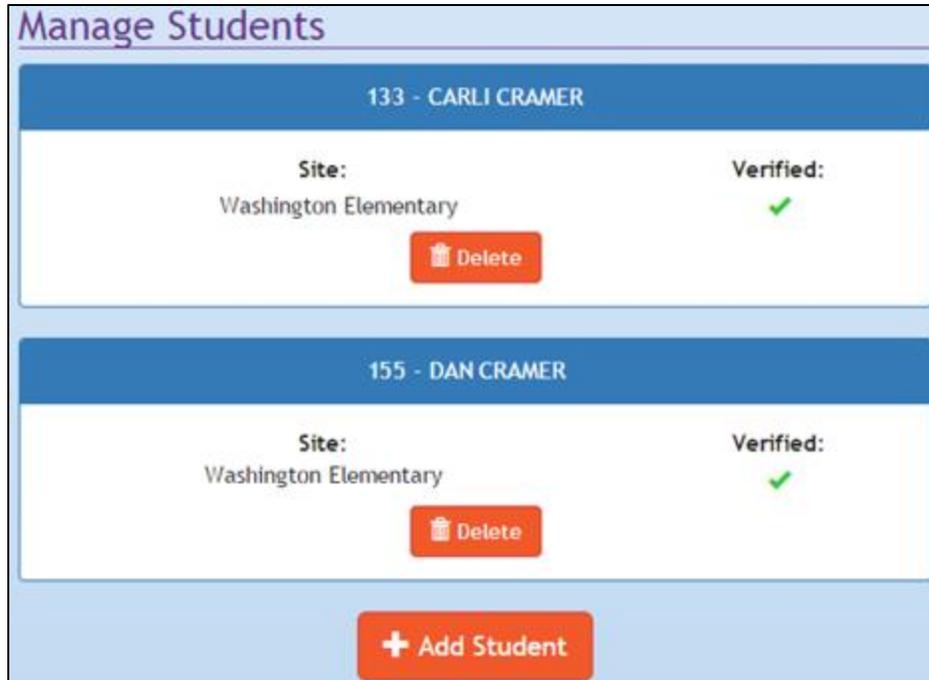
- Enter your card information in the **Credit Card Number** text field.
 - [K12PaymentCenter.com](https://www.k12paymentcenter.com) verifies the validity and type (Visa, MasterCard, Discover, American Express) of the card based on number entered.
 - An error message will appear if an incorrect card number is entered.
- Select the card's expiration date **from the Card Expiration Month and Card Expiration Year** dropdown lists.
- Click  when completed.



- To set up another account, click **Add Card to Wallet**. Up to five accounts can be saved.
- To delete or change an account, click **Edit**.
 - Everything is editable except the card number. To update/correct a card number, you will need to delete the card and add a new card to the wallet.
 - There will only be a **Delete** option if no recurring payments are attached to the account.
 - Click  to save any changes.

2.9 Manage Students

Parents can **Add** or **Delete** students or modify student information in **Manage Students**. K12PaymentCenter.com will verify that the information provided is correct.



The screenshot shows the 'Manage Students' interface. At the top, there is a blue header with the text '133 - CARLI CRAMER'. Below this, there is a white box containing the text 'Site: Washington Elementary' and 'Verified: ✓'. A red 'Delete' button is positioned below the 'Site' information. Below this box, there is another blue header with the text '155 - DAN CRAMER'. Below this, there is another white box containing the text 'Site: Washington Elementary' and 'Verified: ✓'. A red 'Delete' button is positioned below the 'Site' information. At the bottom of the interface, there is a red 'Add Student' button.

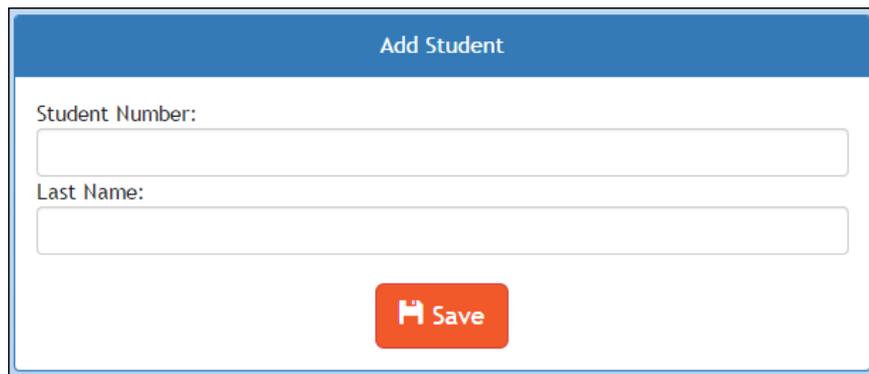


Why do students need to be verified?

This is done to ensure that a **POS** account exists for this student and that the correct student gets credit for the payments.

2.9.1 Add New Students

- Click **Add Student**.



The screenshot shows the 'Add Student' form. It has a blue header with the text 'Add Student'. Below the header, there are two text input fields: 'Student Number:' and 'Last Name:'. A red 'Save' button is positioned below the input fields.

- Enter the student's ID number in the **Student Number** text field.

- Enter the student's last name or the first three characters of the last name in the **Last Name** text field.
 - **Student Number** and the first three characters of the student's **Last Name** must match the school records exactly.
 - The **Student Number** digit length is determined by your district.

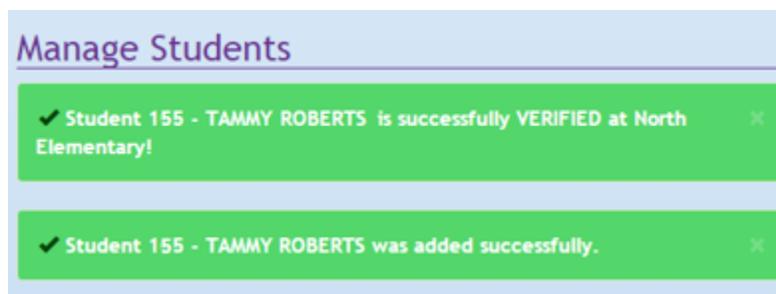


Why do we require an exact match on last name and student number?

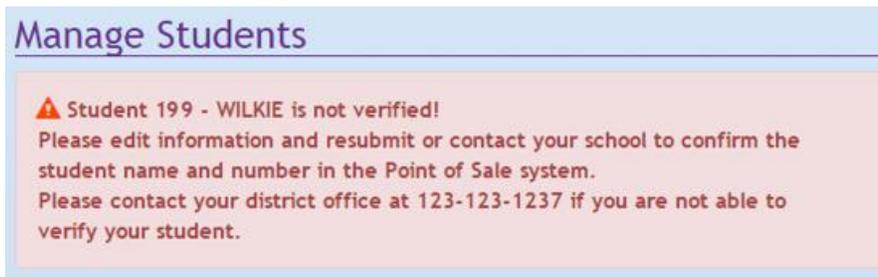
For security, we require that the parent provide at least these two pieces of information.

Then the verify feature can be used to fill in the first name and school. This makes the registration process easier if parents are not sure exactly how their child's first name is spelled in the school records, while still providing confidentiality.

- Click **Save** and it will search the database for a match.



- If a match is found, two messages will momentarily appear on the top of the page. It will be verified immediately and the account will be ready to accept payments.
- If no match is found, the student cannot be instantly verified.
 - Verify the **Student Number** and **Last Name** are entered correctly.
 - K12PaymentCenter.com will automatically attempt to verify the student when the auto updates run.



- Click **OK** to return to the **Add New Student** page.

2.9.2 Edit Existing Students

The screenshot shows a 'Manage Students' interface with three student records. Each record is displayed in a card format with a blue header containing the student ID and name. Below the header, the 'Site' and 'Verified' status are shown. The first two records are verified (green checkmark) and have a red 'Delete' button. The third record is unverified (red X) and has a blue 'Edit' button. At the bottom of the interface is a red '+ Add Student' button.

Student ID	Name	Site	Verified	Action
133	CARLI CRAMER	Alpha SiteID	✓	Delete
155	DANIEL CRAMER	Washington Elementary	✓	Delete
199	WILKIE	?	✗	Edit

- Click the **Edit** button to edit the information on an unverified student only.
 - You will get a screen similar to the new student setup.
 - Update the student number or last name and click **Save**.
 - Click to **Delete** students from the Edit screen.

The screenshot shows a 'Confirm Delete' dialog box with a close button (X) in the top right corner. The text inside the dialog asks, 'Are you sure you want to delete this student?'. At the bottom, there are two buttons: a grey 'Close' button with an X icon and a green 'Ok' button with a checkmark icon.

- Click **Ok** to delete the student or **Close** to close the window without deleting the student.

A green rectangular notification box with a white checkmark icon on the left and a white 'x' icon on the right. The text inside reads "Student 199 - WILKIE was deleted successfully." data-bbox="237 111 563 128"/>

***NOTE:** If a Student Number needs to be changed on a student that is already verified, you will need to delete that student and add as a new student.*

2.10 District Menu

This is a link to the School District's lunch calendar website.

If the web address needs to be updated, please contact *Meals Plus* support.

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