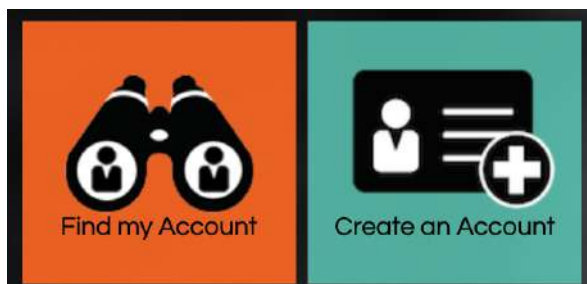


The safest and easiest way to electronically pay for school-related fees. Eliminate last minute check-writing hassles and lost cash. SchoolPay allows parents to pay for items across many school departments and school non-profits from a unified checkout.

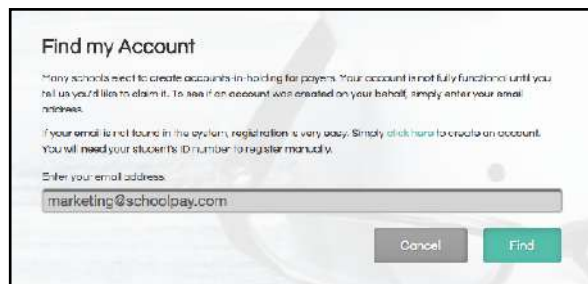
## REGISTRATION

To begin go to [www.schoolpay.com](http://www.schoolpay.com)

### 1 Click "Find My Account"



### 2 Enter your email address



### 3 Email is in the system...

A password link will be emailed to you. Click the link, select a new password, and you're all set! Your children will be in your account.

### Email is not in the system...

You will be guided through creating an account. You will need:

- Student's ID Number
- School's Site Name

*\* Important to either scenario: Make sure to check spam folders for auto-response emails coming from [support@schoolpay.com](mailto:support@schoolpay.com). Whitelisting SchoolPay with your email client will also ensure future mailings.*



833-731-2600

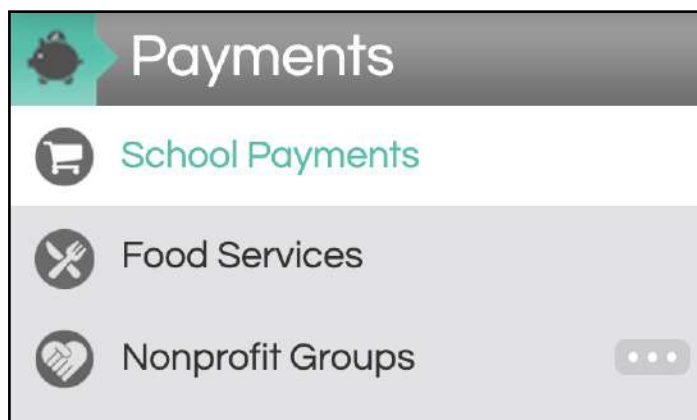


[support@schoolpay.com](mailto:support@schoolpay.com)

# MAKING PAYMENTS

## Item Organization

Make payments from the primary navigation menu titled "Payments". Items are first organized by category: School Payments, Food Service, and Nonprofit Groups; then further organized by relevance to each of your children.



## Combining Items

Every item in SchoolPay can be combined into one user checkout session. Simply click the above "add to cart" icon, then return to shopping mode if you have additional items. You may return to your cart any time.

## Payment History

Access all payment and purchase history from the main menu bar option titled "History". View history by Transactions, Items Purchased, and Food Service Purchase History directs you back to the Food Service dashboard.

## Customer Support



[support@schoolpay.com](mailto:support@schoolpay.com)



833.731.2600

Hours: Monday - Friday  
7AM - 7PM Central

*\*Afterhours, weekend, and  
holiday support by email*

Support for specifics about items should go directly to the school department that supports those payments.

## Security



SchoolPay is a Level-1 Payment Service Provider. As such, we are independently audited annually. Your payment information is being managed according to the highest Payment Card Industry Data Security Standards (PCI-DSS).



833-731-2600



[support@schoolpay.com](mailto:support@schoolpay.com)

# FOOD SERVICE DASHBOARD

## Balances

Balance: **\$55.65**

Manage Funds ⓘ

Last Payment  
a month ago for **\$15.00**

Next Payment  
When Below: **\$15.00**  
Add: **\$100.00**

**Add Funds Now**

AutoPay / Notifications **on** [Details ▼](#)

Balances are usually real-time depending upon your school's integration

## One-Time Payments

**Add Funds Now**

Add To	Amount	Current Balance
Elizabeth Zachariah	<input type="text" value="\$0.00"/>	\$1.00
Melissa Sullivan	<input type="text" value="\$0.00"/>	\$9.82

Add funds to any number of students in one location

AutoPay / Notifications **on** [Details ▼](#)

If balance is below:

[Send Email](#) [Automatic Payment](#)

[\\$10](#) [\\$25](#) [\\$50](#) [\\$100](#) [Other](#)

Pay From Account:

[Select Payment Method](#) ▼

Click "Details" to specify an automatic action when your student's balance reaches any threshold. Receive an email notice or authorize an automatic replenishment payment (SmartPay). Payment information must be stored to select SmartPay.

## Food Service FAQs

### Balance Transfer & Graduating Student Requests

Check your school's food service department page. Most schools automatically transfer balances from graduated siblings to remaining siblings. Balance transfer requests can typically be made directly with your food service department staff as well.

### End of Year Balance

Most schools carry balances over from one year to the next.

### Charge Disputes

Charge disputes should be put in writing and sent directly to your food service department staff.

## Purchase History

Purchase History		
Student Meal	\$2.75	Sep 12, 2017
Milk	\$0.50	Sep 11, 2017
Milk	\$0.50	Sep 10, 2017
Student Meal	\$2.75	Sep 07, 2017
Student Meal	\$2.75	Sep 05, 2017
<a href="#">View More ▼</a>		

Keep current on what your children are eating in the school cafeteria



833-731-2600



support@schoolpay.com