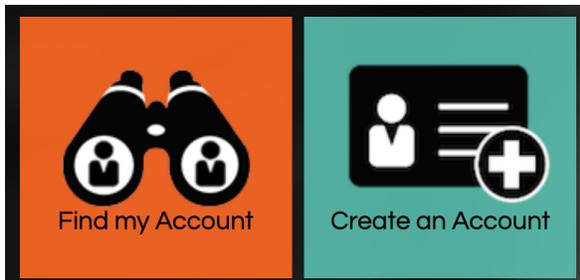


The safest and easiest way to electronically pay for school-related fees. Eliminate last minute check-writing hassles and lost cash. SchoolPay allows parents to pay for items across many school departments and school non-profits from a unified checkout.

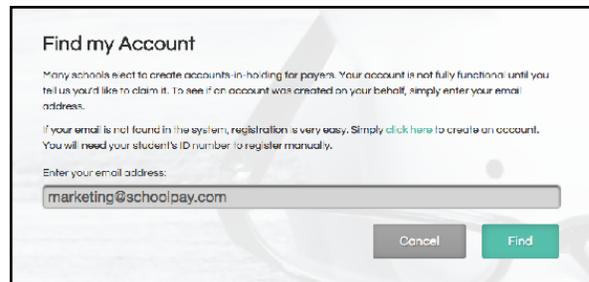
REGISTRATION

To begin go to www.schoolpay.com

1 Click "Find My Account"



2 Enter your email address

The screenshot shows a web form titled "Find my Account". Below the title is a paragraph of text: "Many schools elect to create accounts in-advance for payers. Your account is not fully functional until you tell us you'd like to claim it. To see if an account was created on your behalf, simply enter your email address." Below this is another paragraph: "If your email is not found in the system, registration is very easy. Simply click here to create an account. You will need your student's ID number to register manually." There is a text input field labeled "Enter your email address:" containing the text "marketing@schoolpay.com". At the bottom right of the form are two buttons: "Cancel" and "Find".

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. Whitelisting SchoolPay with your email client will also ensure future mailings.*



833-731-2600

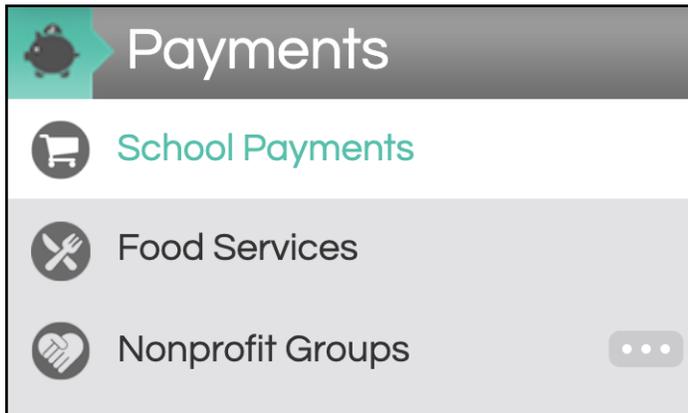


support@schoolpay.com

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

 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).

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 [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 [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 |

[View More](#) ▾

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



833-731-2600



support@schoolpay.com