



Questions Parents Frequently Ask

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1. General Questions

What is easyPay and why should I use it?

easyPay is a service for making online payments to your school. Benefits include:

- ◆ Make payments at your convenience
- ◆ Write fewer checks
- ◆ Enhanced security (cash and checks can be lost and credit card slips with account numbers listed are not as secure as data held in encryption)
- ◆ Reduce school work load in managing payments
- ◆ Parent Center contains all payments relevant to your children and stores all transactions

What method of payment can I use?

Your school may offer electronic check and/or credit card payments (VISA, MasterCard, and Discover. Some schools also offer American Express).

Where do I go to make payments with easyPay?

Your school may email you items which can be paid for by clicking on a link in the email, or they may place links on their website. Payment can also be made from the Parent Center, which is accessed from your school's website. See Section D--Parent Center for more details.

2. Security and Privacy

Are online transactions safe?

Paying at secure sites online is actually less prone to fraud than paying at a physical location or over the telephone. easyPay is PCI-DSS certified (Payment Card Industry Data Security Standard), the industry standard for internet-based financial services transactions. All data is encrypted using SSL technology so that payment account numbers are never viewable by an Internet hacker, the school, or even easyPay staff.

easyPay is a product of eSchoolMall and a Member of the School Payment Network
877.969.7246 ♦ www.eschoolmall.com
(888) 88-MYPAY (69729) ♦ www.schoolpaynetwork.com



What happens if I make an error when typing in my payment information?

Each transaction undergoes verification processes to guard against fraud and weed out typing errors. If the account number is not recognized you will be immediately notified and the transaction will not be authorized.

Is my personal information provided to other entities?

Our privacy policy is to never share your information with third parties. The information you provide is used solely for the purposes of conducting the transaction.

3. Parent Center: Registration and Making Payment for Multiple Children

What is registration? How and why should I do it?

Registration is free and easy. When you register: (1) you create a Parent Account and are provided access to the Parent Center, and (2) registration allows you to auto-populate basic information such as address on payment pages if you make payments from your school's website (auto-population happens automatically from the Parent Center).

To Register: Look for the easyPay Login box on your school's website. Click on the "Register" button. You will need your children's student ID number and your school name (not the district name).

The image shows a screenshot of the easyPay login and registration interface. At the top is the easyPay logo. Below it are two input fields: 'E-mail:' and 'Password:'. Underneath the password field are two buttons: 'Login' and 'Register'. At the bottom of the form is a link that says 'I forgot my password...'.

What if I have more than one child?

You only need to register once. Simply "add child" to associate more than one child with the same Parent Account.

Am I required to store financial account information?

No. Storing account information is optional and not required to register.

What is the "Parent Center"?


The "Parent Center" is essentially a "private store" containing payments items relevant to your children and an expedited "check out". The Parent Center has four main functions: You can make payments, manage your account data, view all transactions, and get help.

Can I make multiple payments at one time?

Yes, go to “Make a Payment” in the Parent Center and select a child. A list of items will appear. These are all the payment items that are relevant to that child:

ITEMS					
<u>Add Item</u>	<u>Available Items</u>	<u>Amount</u>	<u>Payee</u>	<u>History</u>	
<input type="checkbox"/>	Monte Carlo Night Fundraising Dinner Tickets	\$51.85	Park Lake School		
<input type="checkbox"/>	School Text Books Online Order	\$25.00	Park Lake School		
<input type="checkbox"/>	June 2009 Fundraiser	\$0.00	Park Lake School		

-OR- The check box allows you to select an item. To pay for multiple items simply check every box you wish to pay for (you may do this for each child), and then “Pay for Selected Items”. Your items will be combined for check out. If an item has a grayed out check box with an “i” in it, the item is unable to be combined with other items. Recurring payments, e.g., cannot be combined with other payment items.

 The magnifying lens icon provides a description of the payment item and offers you the option to immediately “check out” or “place in cart” so that you can continue to shop.

ITEM DESCRIPTION ✕

Item:
School Text Books Online Order

Description:

School Text Books Online Order!

Ordering Online Saves the School Money!!

Bring in this order form to your child's home-room teacher.



4. Food Service – SmartPay, Low Balance Reminders, etc.

This section only applies to schools that offer food service payments through easyPay

What is SmartPay?

SmartPay is a smarter way to make food service payments. SmartPay allows you to schedule the replenishment of your children's food service account when it reaches a balance of your choosing. You may select a unique balance for each child and you may replenish each child's account with any dollar value. SmartPay prevents you from missing a Low Balance Reminder notification due to spam filter or other issues and ensures your child will always have a balance in their account.

How Can I Use the Low Balance Reminder?

You can use the Low Balance Reminder to simply send you an email that your child's balance is low. You will select \$5, \$10, or \$15 as the trigger for the notification to be sent. There are two ways to use the Low Balance Reminder:

1. Simply send the email and prompt you to "Add Funds" to your child's food service account
2. Use the Low Balance Reminder in conjunction with SmartPay. When you use the Low Balance Reminder with SmartPay you will receive a receipt each time your payment was made as a result of your child's account reaching the balance value you chose.

5. Customer Service and Settlement Times

How do I get help if I need it?

Live customer support is available Monday-Friday (888.88.MYPAY) 8:00 am – 5:00 PM CST and online support is available after hours and weekends. Use the Help Tab in your Parent Center Account or send an email to info@mypaynet.com.

When are my funds withdrawn from my account?

Electronic check funds are withdrawn from your account within 3-4 business days and credit card transactions will appear in 3 business days.