

Web Prepayment System for School Meals

K12 Payment Center

With K12 Payment Center, you never have to worry about lost lunch money again. K12 Payment Center is a secure, easy and convenient way to apply funds directly to your student's account online. You can even check the account balance and keep an eye on what your student is buying! As an added convenience, parents can receive a Low Balance notification email alerting the parent that the student's account will need another payment applied soon.

K12 Payment Center has been designed to make it easy for you to know exactly what information you need to provide and to guide you through the process.

Membership

- Deposit money with ease using your debit or credit card
- Flexibility to deposit money into multiple student accounts with one payment
- View Account Balances
- View 90 day Meal History
- Low Balance Notification via email

To learn more visit www.k12paymentcenter.com to register, you simply need your student's district student ID#. If you do not have this number, you may obtain it from your student's school.

Frequently Asked Questions:

What is my student's Student ID?

The Student ID is the same as the PowerSchool number assigned by Alamance-Burlington Schools. It is usually printed on report cards and correspondence that you receive from the school. Please contact your child's school if you do not know the number.

Why are there fees for this service?

The fees cover the costs of maintaining the secure web site and the cost for processing credit card payments. Most web sites use revenue from advertising and sales to maintain the website. There is no advertising on K12 Payment Center and your information is never sold to anyone, therefore, fees are necessary to allow you the convenience of online payments.

How long from the time I register as a New User can I make a 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 been completed, you can make payments directly to your student's account at K12 Payment Center.

Why is the verification process necessary?

This is the way we make sure that your payment is credited to the correct student's account. We check for a match on the student's last and first name, school, and student ID number. This can usually be done instantly; however, in some cases it may take up to 24 hours.

More than 24 hours has gone by and my student has not been verified.

If it has been more than 24 hours, please contact the School Nutrition Department at (336-570-6080) for assistance.

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

Generally, all payments are applied within 24 hours.

How do I know it is safe to enter my credit card information on www.LunchPrepay.com?

K12 Payment Center has 128 Bit Encryption provided by Verisign, which 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.

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 ID. Correct any errors and save your changes. This student's information will be available as soon it is verified.

What does the service cost?

Each transaction will have a processing fee of \$1.95 to handle the associated banking fees for credit card transactions.

- You will always be provided with the cost information before any payment is processed.
- One on line payment can be split among all of the students attached to your account, with no additional cost.

What does the registration fee include?

The registration fee 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 an Alamance-Burlington School.

What does the processing fee cover?

The payment fee covers the fees that the credit card company charges for processing the transaction.

Do I have to pay a separate registration fee for each student?

No, one registration fee covers all the students in your family who attend an Alamance-Burlington School.

How do I set up a low balance notification?

Go to My Account - 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?

Go to My Account - Meal History and click on student name.

What if I forget my user name or password?

Click on "Forgot User Name/Password?" on the K12 Payment Center Login screen. Send us your registered e-mail address and we will send you a return e-mail with your information.

What if I cannot remember the e-mail address I used, or it is no longer available?

Contact K12 Payment Center for assistance.

What if my student transfers to a different Alamance-Burlington School during the school year?

We will transfer any existing prepaid balance to the new school automatically. After your student has enrolled in the new school and before you make your next payment), go to Manage Students and change the school name.

What happens to balances left over at the end of the school year?

In Alamance-Burlington Schools, funds remaining on your student's account carry over to the coming school year.