

# FAMILY PAYMENT FREQUENTLY ASKED QUESTIONS

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## Does the system require me to store my payment account information?

Yes. The benefit to this is that once the card is stored, it only takes a few clicks to make a payment. Please note that your information is safe.

## How do I know that my payment information is protected?

We take your financial privacy very seriously. We utilize state-of-the-art financial networks and security technology throughout our system to safeguard your financial information and provide peace of mind.

## What is the difference between recurring payments and future payments?

Recurring payments (autopay) are set up once and automatically pay your balance prior to services rendered. Future payments are scheduled one at a time by using the one-time payment feature and selecting the date you want the payment to be made. Please note that future one-time payments will process independently of recurring payments. If you schedule a future payment after the date your payment is due, you may be subject to late fees.

## Why would I want to use the recurring payment (autopay) feature?

Recurring payments save time. You set it up, decide the duration, make edits to your payment schedule, and can turn it off at any time. Recurring payments eliminate the need to initiate a payment each week and prevent late fees because the payments are made automatically in advance of services rendered.

## Why would I want to use the future payment feature?

This is a great feature for our families who want to schedule one-time payments in future on a specific day. You can schedule individual payments on the day of your choice, but remember tuition is due on Fridays for weekly tuition and the 1st of the month for monthly; if you choose to schedule payments, just make sure your payments are in advance of services rendered. This option is also convenient for scheduling payments for upcoming charges like Learning Adventures or Fall Registration Fees. You can manage the payment functions in the "Scheduled Payments" option of the payment portal.

To schedule a future payment:

- Click on "Make a Payment."
- Enter the amount you wish to pay, your payment account, and select the date you want the payment to be made.
- View your future payment in the "Scheduled Payments" field of the payment-processing screen.

### Questions?

Contact the Family Support team 866-207-6109 or [onlinepayment@kc-education.com](mailto:onlinepayment@kc-education.com)

## Will my future payments or autopay be deleted if we stop attending?

No. Once any outstanding balance is paid in full, please delete or remove any future payments and disable autopay to avoid future processing. Remember to have any secondary payers for your child(ren) do the same in their Family Connection account.

## How do I manage my recurring payments (autopay)?

Just log in to Family Connection and click "Manage Autopay" from the homepage! Be sure to make any changes by Thursday at 5:00 p.m. PST for them to take effect for the upcoming week's tuition. Autopay processes based on an invoice's due date. Autopay for regular weekly tuition invoices will be processed on Tuesdays, and for monthly tuition on the 2<sup>nd</sup> of the month. If you receive a one-off invoice for any reason, it will be paid automatically on its assigned due date.

## How do I set up an additional account member (secondary payer)?

- From your parent portal homepage, click "Add New Members" in the bottom left-hand side of the screen.
- Use the drop-down menus at the top of the screen to select the correct account member, child, and center.
- Enter the last name, first name, and email address for the person you wish to set up an account for in the boxes provided.
- Click "Submit."

Once you complete this process, an email will be sent to this individual so they can register an online account of their own. Please note that your additional account member will have login information separate from yours, and that additional account members cannot view balances or invoices; the account member will only have access to make payments, which are applied to your account at the center.

## Can I pay using my FSA (Flexible Spending Account)?

If your FSA card has a MasterCard, Visa, or Discover logo, and says "Debit" on the front of the card, then you can pay using your FSA card. You can even use your FSA card to add credit to your Family Connection account if your balance due is \$0. Credits in Family Connection will be applied to future invoices until the credit runs out. If you have autopay set up, credit on your Family Connection account will apply first, and then your automatic payment method will be charged for any amount left over. If you need an FSA statement, those statements are available by navigating to the tab "My Account" and then "Account History." Select the drop-down option "Flexible Account Reimbursement Statement" to prepare a statement listing invoicing and payment information for a date range of your choice.

### Questions?

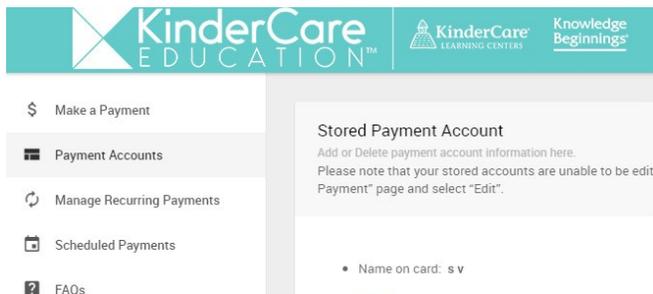
Contact the Family Support team 866-207-6109 or [onlinepayment@kc-education.com](mailto:onlinepayment@kc-education.com)

# ONLINE FAMILY CONNECTION QUICK REFERENCE GUIDE

From your Family Connection page, click on “Make a Payment” and follow the directions below on how to store your account information, make a payment and set up any payment schedules.

## How to Store a Card

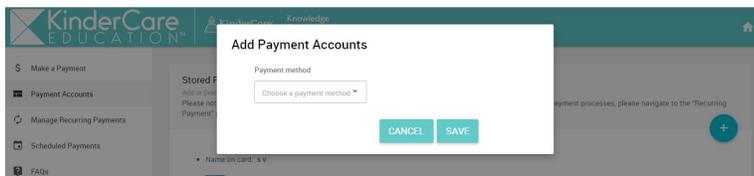
Select “Payment Accounts” from the menu on the left.



Click on the plus (+) sign at the top right-hand corner of the page.



Follow the prompts accordingly.

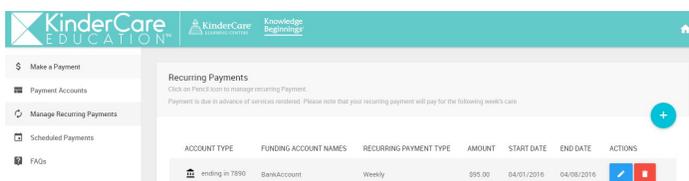


## How to Add a Recurring Payment (Autopay)

Select “Manage Recurring Payments”.



Click on the plus (+) sign in the top, right-hand corner of the page.



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# ONLINE FAMILY CONNECTION QUICK REFERENCE GUIDE

## How to Add a Recurring Payment (continued)

Follow the prompts accordingly

The screenshot shows the 'Add Recurring Payments' form. The form includes the following fields and options:

- Account Type:** A dropdown menu with the option 'Choose a payment account'.
- Recurring Payment Type:** A dropdown menu with the option 'Weekly'.
- Amount:** A text input field containing '\$ 0.00'.
- Start date:** A date selection field with a 'Select date' prompt.
- End date:** A date selection field with an 'Optional' prompt.
- Table:** A table with columns 'START DATE', 'END DATE', and 'ACTIONS'. It contains one row with '04/07/2016', '04/06/2016', and two action buttons (a blue checkmark and a red 'X').
- Buttons:** 'SAVE' and 'CANCEL' buttons at the bottom.
- Text:** A note at the bottom: 'By clicking Save I agree to the Terms and Conditions. Please note that if you choose to pay less than your balance due or schedule a payment after your due date you may be subject to additional late payment fees.'

## How to Add a Future One-Time Payment

- Add the desired amount to be paid. Select a future payment date.
- Select a payment account.
- Click on "Next".

The screenshot shows the 'Add Future One-Time Payment' form. The form includes the following fields and options:

- Payment amount:** A text input field containing '\$ 50.00'.
- Payment date:** A date selection field containing '08/30/2016'.
- Pay from:** A dropdown menu showing 'ending in 1722'.
- Buttons:** 'RESET' and 'NEXT' buttons at the bottom.
- Text:** 'All fields are required unless otherwise noted.' and 'Payment Options' > 'Review' > 'Confirmation' navigation links.

Review that payment was scheduled successfully.

The screenshot shows the 'Review Payment Details' screen. The form includes the following fields and options:

- Payment amount:** \$50.00
- Payment date:** 08/30/2016
- Pay from:** Account Nickname: sv, Name on card: S Y, ending in 1722
- Buttons:** 'BACK' and 'SUBMIT' buttons at the bottom.
- Text:** 'Please review payment details', 'Payment Options' > 'Review' > 'Confirmation' navigation links, and a note: 'By clicking Submit I agree to the Terms and Conditions. Please note that if you choose to pay less than your balance due or schedule a payment after your due date you may be subject to additional late payment fees. Click on "Submit" to make a payment and wait until it completes. Do not refresh your browser or use the browser's "back" button, or duplicate payments could result.'

Click "OK"

The screenshot shows the 'Payment Scheduled Successfully' confirmation screen. The form includes the following fields and options:

- Message:** 'Your payment of \$50.00 has been successfully scheduled for 08/30/2016.' (in a green box)
- Buttons:** 'OK' button at the bottom.
- Text:** 'Payment amount: \$50.00', 'Pay from: Account Nickname: sv, Name on card: S Y, ending in 1722', 'Payment date: 08/30/2016', and 'Payment Options' > 'Review' > 'Confirmation' navigation links.

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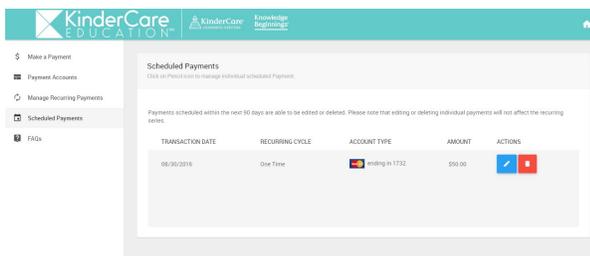
# ONLINE FAMILY CONNECTION QUICK REFERENCE GUIDE

## How to View or Delete a Future Payment

Go to the “Scheduled Payments” page.

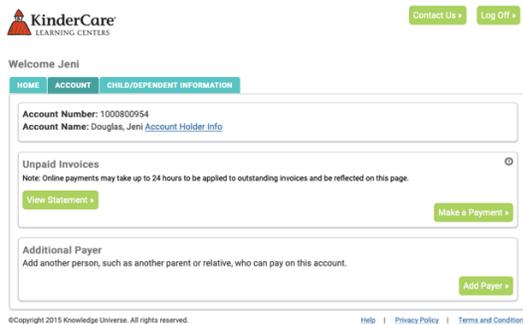


Locate your scheduled payment in the list. View and make changes by clicking on the pencil icon. Click on the trash can icon to the right of the row to delete your future payment.



## How to View Statements/Prepare a Flexible Account Reimbursement Statement

Click on “Account” tab and then “View Statement”.



Select the date range of your choice and click “Submit”.

Statement

Start Date:

End Date:

## How to Return to the Home Page After Making a Payment

Click on the Home Icon in the top, right-hand corner of the screen.



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