



Frequently Asked Questions

Question: What is my child's Student Number?

Answer: The Student Number is a unique number assigned by your school office. It will come to home to you in an envelope with a K-12 payment information sheet in your child's backpack. Please use this student ID number when registering for your account on-line. This student ID number can also be found by calling the OLG cafeteria.

Question: What are the fees for this service?

Answer: Registering for an account is free. The fees only occur when adding money via credit card to your student(s) account. Cash and checks can still be sent into school to be put on your child's lunch account without incurring any convenience fee. The fees cover the costs of maintaining the secure website and the fees that are charged to us for processing credit card payments. School districts usually do not have funds available for this type of expense.

Question: What is the cost associated with online payments?

Answer: There is a convenience fee, which covers the fees that the credit card company charges for processing the transaction. This cost per transaction is \$1.95. In some areas, the fee is partially paid by the school district, so the fee varies per district. That fee is charged per transaction, and can include all students attached to your account, with no additional cost.

Question: How long from the time I register as a New User can I make a lunch payment?

Answer: 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 completed, you can make payments directly to your student account from www.K12PaymentCenter.com

Question: Why is the verification process necessary for lunch payments?

Answer: This is how we make sure that your payment is credited to the correct student's cafeteria account. We check for a match on the student's last and first name, school, and student Number. This can usually be done instantly; however, in some cases it may take up to 24 hours. Once a student has been verified, lunch payments are processed by a service that runs automatically throughout the day. If it has been more than 24 hours, please contact the school cafeteria and they will be able to assist you.

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

Answer: Generally, all lunch payments are applied within 24 hours.



Question: How do I know it is safe to enter my credit card information on the online payment website?

Answer: The online payment site has 128 Bit Encryption provided by Thawte. Thawte 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.

Question: What do I do if I do not see all my students listed on the payment screen?

Answer: 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 Number. Correct any errors and save your changes. This student account will be available as soon it is verified with the school's information.

Question: What if my student's school is not listed under Participating Schools?

Answer: If your student's school is not listed in the dropdown box you will need to check with your school directly. They will be able to tell you if the school will be added to our program.

Question: How do I set up a low balance notification?

Answer: Go to 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. (You must have Premium service to use this feature.)

Question: How do I find out what my student has been buying for lunch?

Answer: On your home page, click on Meal History next to the student's name.

Question: How do I pay School Fees?

Answer: Our Lady of Grace does not currently have this capability.

Question: What if I forget my user name or password?

Answer: Click on "Forgot Login Info?" on the Login screen. Send us your registered e-mail address and we will send you a return e-mail with your information.

Question: What if I can't remember what e-mail address I used or it is no longer available?

Answer: Contact the OLG Cafeteria and they will assist you.



Question: During the summer, why does my student's account show up as Not Verified?

Answer: Over the summer months, the link between the online payment website and the school's cafeteria server is down. Most schools are out for summer break and the cafeteria staff and teachers have the summer off. We take this opportunity to update the website and add features. Usually about a week before school starts, the cafeteria staff returns to work and the online payment website reconnects to the cafeteria servers. When this happens, you will need to login to your account, go to Manage Students and update your student's school. At that point your students will automatically be re-verified, as long as the Student Number still matches your district's records. If your student's Student Number changed over the summer, please go to the Manage Students page and update the Student Number and school accordingly.

Question: I know that my student should have meal history or money in their account, so why does the balance show N/A?

Answer: There are a couple of reasons that the online payment website displays balance as N/A. The most likely reason is the link between our website and the school's cafeteria server was broken during a nightly upload. When this occurs, we display N/A to avoid showing inaccurate information or because no information is available.

Question: What if I am currently using this online payment system and am transferring to/from another district that also uses the website?

Answer: Please send an email to ContactUs@K12PaymentCenter.com, requesting your school district to be changed. Please provide your username and email address when contacting us. The change will be made within 24 hours. PLEASE NOTE: THIS IS NOT THE SAME AS CLICKING ON CONTACT US ON THE WEBSITE. Any money left in your student's account cannot be transferred between districts. You must withdraw any outstanding balance from the school cafeteria you are leaving. Contact your student's cafeteria for more information.

Question: I have a question about one of the charges on my student's account. How do I dispute it?

Answer: If you suspect a cashier error or wonder if another student may be borrowing your student's account number, please contact your cafeteria directly.

Question: I'm getting some sort of error while trying to make a payment. What do I do?

Answer: It's possible that your credit card information that you've entered on the website does not match the information on file with your credit card company. Delete and re-enter your credit card information, paying particular attention to your address and name. If that does not work, send an email to ContactUs@K12PaymentCenter.com. PLEASE NOTE: THIS IS NOT THE SAME AS CLICKING ON CONTACT US ON THE WEBSITE.



Question: If I make payments in the cafeteria, will they appear on the online payment site?

Answer: When you view Payment History, the page only displays the payments made through our website. Any payments made in the cafeteria will be shown on the Meal History page for each student.

Question: Why do I sometimes get an error while making a payment, and then find a charge on my credit card anyway?

Answer: All credit cards are processed through a third-party service that verifies all the credit card information and payment amount. The service verifies that your name, address, card number, and card code match exactly to what your credit card company has on file. If there is a mismatch, the service sends a message to us that the charge failed. Depending on your credit card company's policy the payment amount may still show as a Pending or a Temporary Hold against your account. Again, depending on your credit card company's policy, it may take a day or two for the temporary hold to be removed. Please note that K12PaymentCenter.com has no control over this process.

Can my child pay for milk, juice or snack with their accounts?

Not at this time. Money in the child's lunch account can only be used to purchase the lunch meal and extra entrée if desired. The capability to pay for snacks and beverages with money on an account will be rolled out at a future date. Students will still need cash for purchasing beverages and snacks.

How will lunches be paid for at the register?

Each student has a unique bar code on their new student ID badges. This badge will be scanned at the register. A picture of that child will appear along with their lunch account as to easily verify student identification.

What if my child forgets their ID badge?

Students will need to wear their ID badges daily. However, if a badge is forgotten, our cashier can easily locate a student's account.

What if my child still has lunch tickets in the old system?

Any remaining balances will be transferred to the new electronic system on Thursday, Oct 20th.

What if my child is on free or reduced lunch?

All students will pay for their lunch with their student ID badge. Lunch status is confidentially entered into a student's electronic account and will not be evident when purchasing a lunch. It is still useful for parents to register for an account in the K-12 Payment System so they can view their child's buying history regardless of lunch benefit status.