schoolcafé
For Parents

KANSAS CITY PUBLIC SCHOOLS

SchoolCafé Support Hours: 6:00 am to 6:00 pm CST

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Website: www.schoolcafe.com

SchoolCafé provides a secure, online system for parents to
- Make payments to their student(s) cafeteria-meal account(s)
- Set Low Balance Alerts for each account
- Review your student's buying history

Quick Answers

✓ **How do I add money/make a payment to my child's account?**
You can continue to send money to school with your student or you can add money through SchoolCafé. Follow the steps in Make a Payment in this guide.

✓ **I made an online payment. When can my student use the payment?**
Your student's cafeteria account at the school is credited within 24 hours but may become available as quickly as 2 hours.

✓ **Is there a fee or service charge for making online payments?**
A convenience fee **is** charged for each online payment transaction. For example, if you make a $20.00 payment and the convenience fee is $1.00, the total debited from your credit card is $21.00. The available funds for your child will be $20.00. Convenience fee is 5 % for LPS.

✓ **Can I receive notification when my student's account balance is low?**
Yes! Follow the steps in **Set Up a Low Balance Alert** in this guide.

✓ **Why was my account locked when making a payment?**
After three failed payment attempts, payment function is locked. Contact SchoolCafé to remove the lock.

✓ **What if I have several students in different schools?**
Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.

✓ **Can I transfer money from one child to another?**
Contact the Child Nutrition Services office at the school district for assistance with a transfer.

✓ **What happens to the money in my account at the end of the school year?**
Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Nutrition Services office at the school district for assistance with a refund.

✓ **How do I receive a refund if my child changes school districts?**
Contact the Nutrition Services office at your school district for assistance with a refund.

1 Register
a   Click **Register**
b   Verify "**I'm registering as a Parent**" is selected and click **Next Step**
c   Enter your state and then school district name and then click **Next Step**
d   Enter your name and contact information, and then click **Next Step**
e   Set up your username and password
f   Select a **Security Question** and enter a **Security Answer**, and click **Next Step**
g   Check **I accept the Terms & Conditions** and click **Create My Account**
h   **Click here to verify** using the verification code sent to your email address just used.

2 Add Your Student(s)
a   Next select Add **Students or Apply for free and Reduced meals**
b   Click **Add a Student**
c   Enter your **Student's ID** and select your student's **School.**
d   Click **Search & Verify Student the student.**
e   Click **Add this Student. An Email is sent**

Set Automatic Payment
1   Click **Automatic Payment** (⟳) in a student listing
2   Enter **Payment Amount** and enter amount in **Balance Threshold** to trigger payment
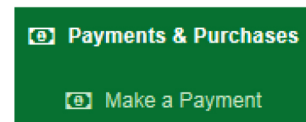3   Select a **Payment Source** and set **Auto Pay Expiration Date** for stop payment date

3 Add Payment Source
a   Click **Payment and purchases →Sources**
b   Click **Add a Card**
c   Enter your **Card Number** and **Card Expiration** date
d   Enter a name to associate with this card, if wanted (May select as default)
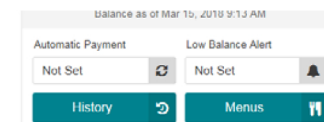e   Click **Add Card**

4 Make a Payment
a   Click **Students → Student Accounts**
b   Click **Make a Payment**
c   Enter **Payment** dollar amount
d   Click

e   Select a **Payment Method**, or enter card information for a one-time payment

Set Low Balance Alerts

From the Dashboard