MEALPAYPLUS

QUICK REFERENCE GUIDE

MealpayPlus®
Online Prepayment System
Powered by Horizon Software International, LLC

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MealpayPlus Quick Reference Document

How do I register?

- Go to www.MealpayPlus.com
- Select the appropriate market:

Step 1: Create your sign-in

- Select :

- Choose a "Username" that will be easy for you to remember
- Enter a 7-20 character password. Keep in mind that your password is case sensitive.
- Enter an active e-mail address. It's important to enter a correct address so that you can receive e-mail reminders, username/password information, and payment confirmations.
- Enter a password hint to help you remember your password.
- Select:

Step 2: Create your profile

- Enter your name, address, and phone number
- Select:

Step 3: Add your student/patron to the account

- Select the appropriate state and school district/institution
- Enter your child's student ID number and last name
    - ID numbers may be located on a report card or bus schedule. If you don't have your ID number, contact our support department to learn how you can obtain this information: 1-877-237-0946.
    - If your child's last name has a suffix, please keep this in mind when entering the last name. Ex. "Smith Jr." "Smith IV" "Smith-Arnold"

- Select :

  Add Student

- If you wish to add another student, repeat step 3
- Select:

  Next

Step 4: Confirm your profile

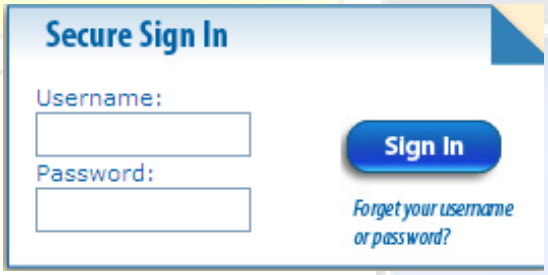
- Verify that all information you entered is correct
- If you need to change any of the information, you can click on the *Edit* link next to each section title.

Step 5: Your registration is complete

- Select:

  Continue to Sign In

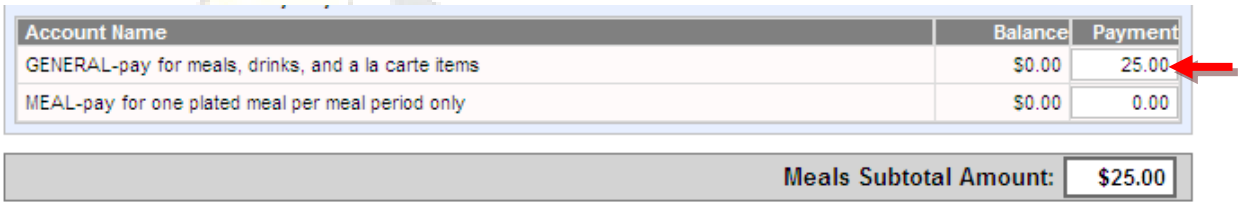
- Sign in by entering the username/password you created in "Step 1"



How do I make a Payment?

- Sign in by entering your username/password
- Select:

- Add money to an account by entering your desired payment amount into the "payment" field for each student/patron. The amount you entered will automatically reflect in the "Subtotal Amount".

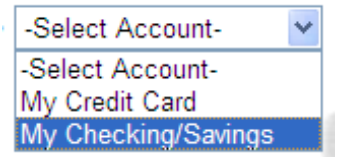


Account Name	Balance	Payment
GENERAL-pay for meals, drinks, and a la carte items	$0.00	25.00
MEAL-pay for one plated meal per meal period only	$0.00	0.00

Meals Subtotal Amount: $25.00

  - You may have the option to designate how your child's funds will be spent. Place funds into the "meal" account to allow purchase of one-plated meals. Add funds to the "general" account to allow purchase of meals, as well as a la carte items.
- Select:

- Confirm that your payment amounts to each account are correct
- Choose your payment method by using selecting it from the dropdown:



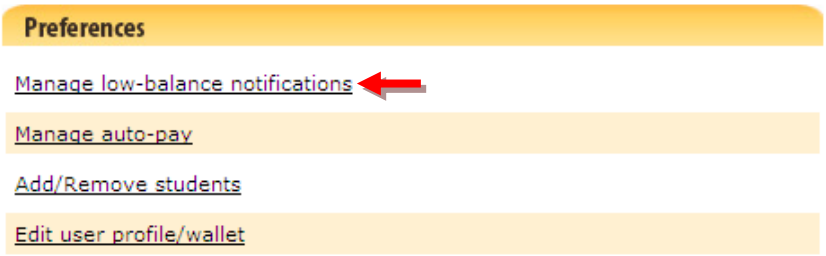
- Enter your credit card/checking information
  - Tip: You can save this account information to a **secure** wallet profile so that you won't be required to re-enter it each time you make a payment. This payment method will become a stored option, available to you for future use.
- Select:

- Review the final screen to verify that everything has been entered correctly, and confirm your payment.

How do I set up Low Balance E-mail Reminders?

Low balance e-mail reminders are an excellent way to stay updated, to make sure your child has funds for their breakfast or lunch every day.

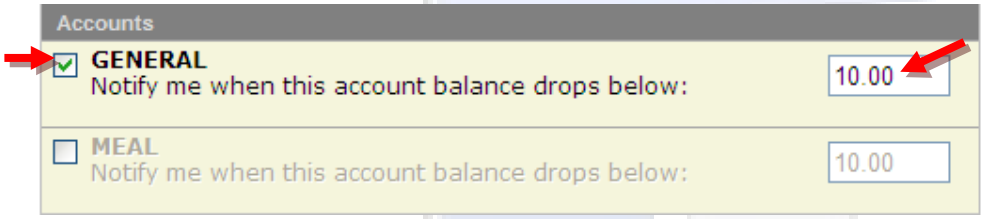
- Sign in by entering your username/password.
- Select:



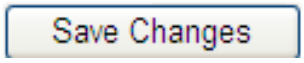
- For each of student/patron, check which account(s) you would like to receive e-mail reminders for.

  Tip: Select **only** the account you will use, unless you actively use both. Keep in mind that you will receive e-mail reminders for each account you check.

- Choose your threshold for the account by entering a dollar amount into the appropriate box. This is the amount that will trigger your low balance e-mail reminder. A $10.00 threshold is recommended.

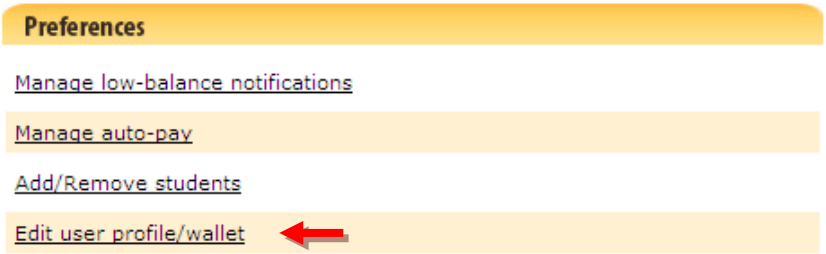


- Select:

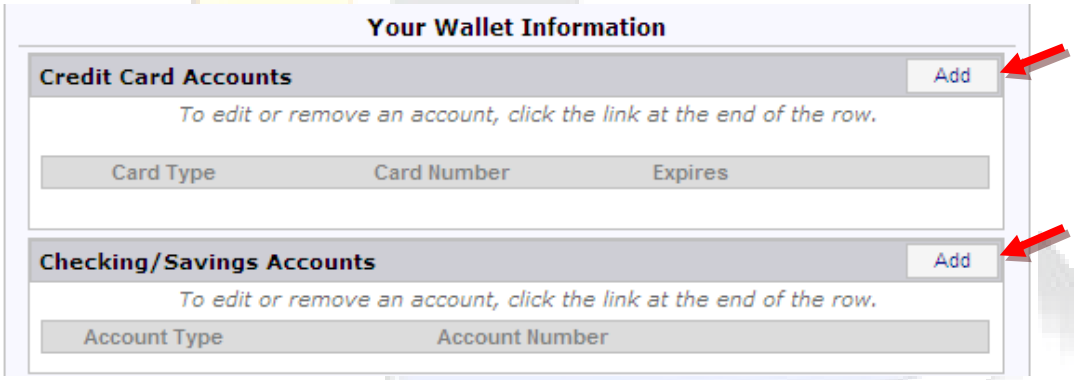


How do I store banking/credit card information to my wallet?

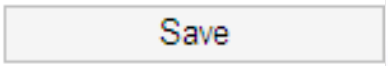
- Sign in by entering your username/password
- Select:



- Scroll down to "your wallet information" and choose "add" for the "credit card" and/or "checking/savings account"



- Enter your credit card/checking information
  - Tip: Storing your credit card/checking information in your secure "wallet" will prevent you from having to re-enter your information at check-out. You can also choose any of your stored methods of payment when setting up the auto-replenish feature.
- Select:



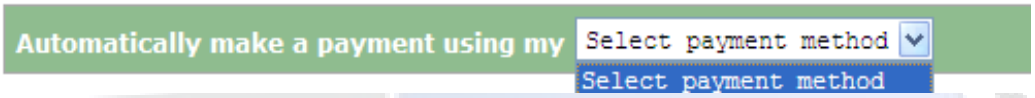
- Repeat the above steps to add additional payment methods to your "wallet."

How do I set up auto-replenish?

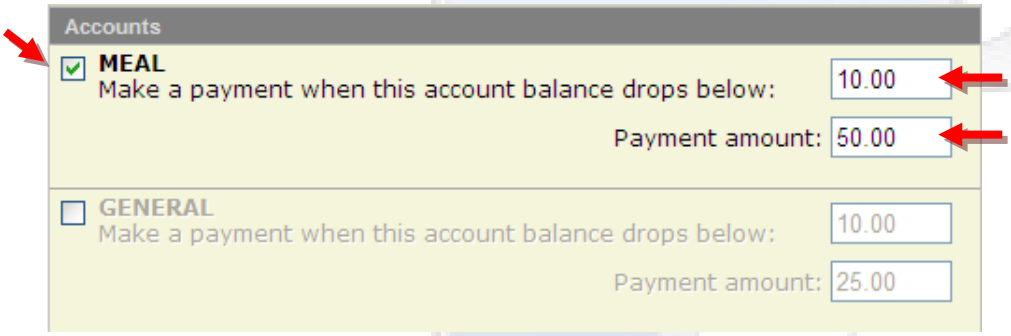
AutoPay allows you to setup automatic payments into an account when the account balance drops below a minimum amount.

- Sign in by entering your username/password
- Once you have completed the above steps for setting up your “wallet,” go back to the “home” screen and select:

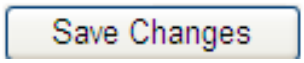
- Select your desired payment method for auto-replenishes from the drop-down. Automatic payments are made to an account using stored information from your “wallet”.



- Check the box next to the account you would like to have auto-payments for.
- Select the minimum amount the account can have before an auto-replenish payment is made.
- Choose your total payment amount once the account reaches the threshold.

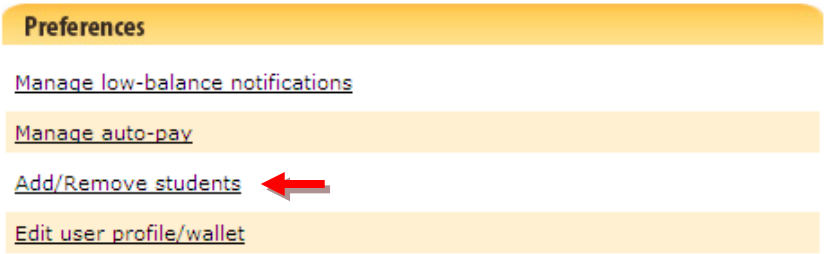


- Select:



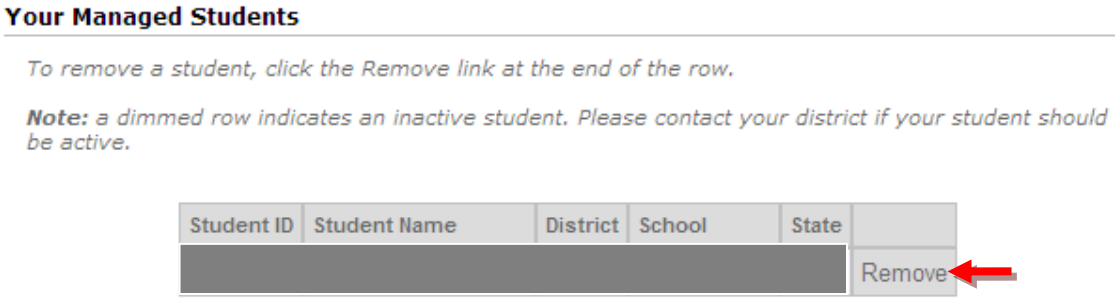
How do I add/remove students?

- Sign in by entering your username/password
- Select:



- Select the appropriate state and school district /institution
- Enter your child's student ID number and last name
    - ID numbers may be located on a report card or bus schedule. If you don't have your ID number, contact our support department to learn how you can obtain this information: 1-877-237-0946.
    - If your child's last name has a suffix, please keep this in mind when entering the last name. Ex. "Smith Jr." "Smith IV" "Smith-Arnold"
- Select :

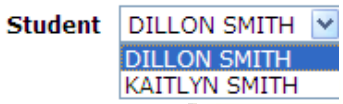
- Repeat to add additional students.
- To remove a student, simply click on "remove" under "your managed students"



How do I view purchase history?

- Sign in by entering your username/password
- Select:

- Select the student you would like to see purchase history for, from the drop down menu



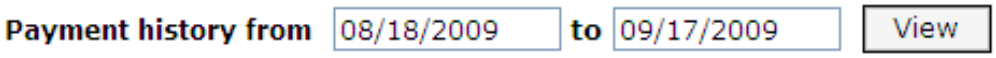
- Select the appropriate date range and press "View". Please keep in mind that the length of time purchase history is retained varies by district, but generally can range from 7 - 45 days.

Date	Line	Tran#	Quantity	Description	Amount
9/17/2009	4	544	1	Buffalo Strips (4)	$2.75

How do I view payment history?

- Sign in by entering your username/password
- Select:

- Select a range of dates within the last 12 months for which you would like to see payment history for and select "View"

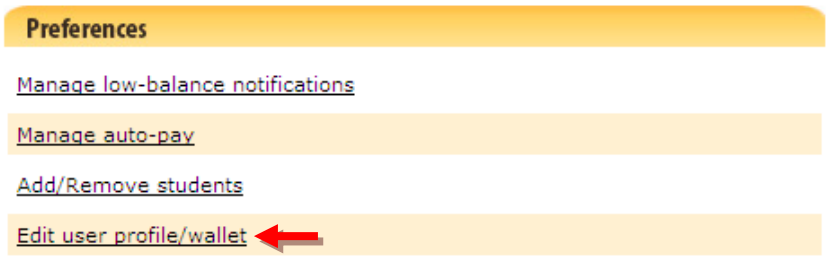


➢ Note: You will only be able to see payments made via MealpayPlus. Payments made to the school will not show in the "Payment History", but will reflect in the balance. You can print a receipt and track payments for all deposits made through MealpayPlus.

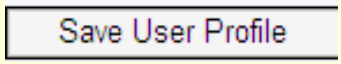
How do I update my personal profile and/or change my password?

It is important to keep your profile up to date. Make sure your information remains accurate:

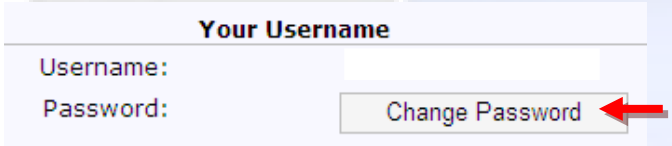
- Sign in by entering your username/password
- Select:



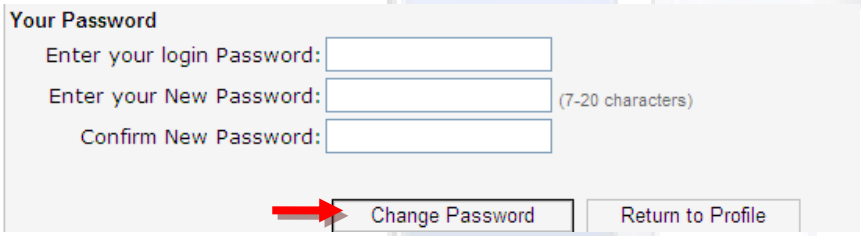
- Edit any of your personal information such as: name, address, e-mail address, and phone number, etc. Your username **cannot** be changed.
- Toward the bottom of the page, select:



- **To change your password**, select:



- Enter your previous and new login password, then select "Change Password"



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Special Note:

MealpayPlus makes secure prepayments convenient for parents, districts and organizations. Parents enjoy the ease, flexibility, and security while districts and organizations see significant business benefits.

- Have additional questions about MealpayPlus? Visit our FAQs at: https://www11.mealpayplus.com/FAQ.aspx

- Join our facebook family to receive tips, updates, and promotional offers! Become a fan by visiting our facebook page at: http://www.facebook.com/MealpayPlus.com

- Interested in having a one-stop shop for all your payment needs? Ask your school about adding the fees/activities function of MealpayPlus.