



Quick Reference Guide

Café Prepay is a powerful online service that allows your customers to make payments toward their student's school fees via Credit Card or by Direct Withdrawal from their checking account. From time to time, a customer inquiring about Café Prepay and its services may contact you. This guide is designed to quickly instruct you and your customers on the basics of creating and using a Café Prepay.com account. We hope that you find it to be both useful and informative.

I. Creating a New Account

The first step in making an online payment or checking a student's information online is to create an account on the Café Prepay website. In order to create a new Café Prepay account a parent should take the following steps:

1. Open your internet browser and go to www.cafeprepay.com.
2. Click on the "New User" tab.
3. Read the information under "Step 1."
4. Enter their Name and email address under "Step 2."
5. Type and Re-Type a password under "Step 3." Passwords must be at least 6 characters long and are case-sensitive.
6. Select a Security question and enter an answer to that question under "Step 4." *This security question will be used if you ever forget or lose your password.*
7. Under "Step 5," type in the security verification code shown in the box below.
8. Click on the "Submit" button.
9. Enter your personal information and click on "Update."
10. As a new user, you will now be prompted through the "Add a Student" process.

II. Adding a Student to Your Online Account

Before a parent can make payments or check balances online they must first add the students who they want to have access to. The following steps detail this process:

1. After logging into to your Café Prepay account, click on the “Add Student” link on the far left side of the page.
2. Click on the State the School District is in.
3. Click on the Name of the School District.
4. Click on the Name of the School your students attend.
5. Carefully read and follow the instructions on the next page to add your student.
6. Repeat this process for each of your students.

III. Checking Your Student’s Balance

If your school is utilizing Café Enterprise or an “integrated” version of Café Terminal, parents are able to view their student’s “Current Balance” online. To do so they will take the following steps:

1. After logging into to your Café Prepay account, click on the “Current Balance” link on the far left side of the page.
2. If this is your first time checking a student’s balance, and you have not yet made an online payment, you must open the “Current Balance” feature by entering the student’s school identification number.
3. Click on the “Check Balance” link next to the student’s name.
4. Enter the student’s full ID number and click on “Check Balance.”
5. To return to the list of your students click on the “Current Balance” link on the far left again.
6. Repeat this process for all of your students.

IV. Making a Payment by Credit Card

Making a payment by credit card is fairly simple and only requires a few clicks of the mouse. To make a payment using a MasterCard, Visa, or Discover credit card take the following steps:

1. After logging into your Café Prepay account, click on the “Make Payments” link on the far left side of the page.
2. Click on the link labeled “Continue and pay by Credit Card.”
3. Enter or select the amount you would like to pay to each Student and Program.
4. Click on “Next.”
5. Review the information on the next page and click on “Next” again.
6. Carefully enter all of your Credit Card information.
7. Click on “Update & Continue.”
8. Verify the information on the next page and click on “Next.”

9. Once again check all the information on this page and click on “Process Payment.”
10. After a few seconds your payment will be processed. If your payment is approved, you will receive a Transaction ID number. This Transaction ID will also be sent to your email account.
11. This payment will be posted to your student’s account on or before the next school day.

V. Payment Schedules

Café Prepay offers several different types of Payment Schedules. When a parent sets up a Payment Schedule they are not making a payment right away, but rather scheduling when and how payment will be made in the future. Payment Schedules can be set under either the Credit Card or Direct Withdrawal payment methods, and can be altered or canceled at any point. Here is a brief description of the Payment Schedules offered by Café Prepay:

- **One Time:** This is a one-time payment that is scheduled to process on a specific day in the future.
- **Monthly:** A payment is processed once each month for the amount specified by the parent.
- **Automatic Replenish on Low Balance:** A payment begins processing when the student’s current balance drops below the “low amount” set by the parent. *Please Note: This option is only available in districts that offer online balances.*

Take the following steps when setting up or changing a payment schedule:

1. After logging into your Café Prepay account, click on the “Make Payments” link on the far left side of the page.
2. Click on **either** “Schedule Payments by Credit Card” or “Continue and Pay by Direct Withdrawal” depending on your payment method.
3. Find the student who you would like to set a schedule for and click on “Click here to schedule.” *Please Note: If you have already set the schedule, and are changing it, the link will read, “Click here to Edit.”*
4. Read the information on the following page and click on “Continue.”
5. Select the type of Payment Schedule you would like from the drop down menu.
6. Fill in all of the fields with the appropriate information and finally click on “Update.”
7. You will be notified of your successful Payment Schedule update at the top of the page.
8. Click on the “Student List” link at the bottom of the page to return to your list of Payment Schedules.
9. *Please Note: To cancel a Payment Schedule, simply edit the schedule and select “Not Scheduled” from the drop-down menu.*

VI. Direct Withdrawal

Many parents will choose to make payments via Direct Withdrawal because of the low service fee, only \$1 per transaction. It is important that you and your customers note the following:

- Café Prepay begins processing Direct Withdrawal payments on all weekdays, excluding holidays.
- It will take **3 to 4 business days** for a payment to show at the school *after* it begins processing.

Before a parent can use Direct Withdrawal as a payment method, they must go through a one-time set up process. Follow these steps to setup the Direct Withdrawal payment option:

1. After logging into your Café Prepay account, click on the “Make Payments” link on the far left side of the page.
2. Click on the link labeled “Continue and Pay by Direct Withdrawal.”
3. Carefully read the information on the following page and click on “Continue.”
4. On the next page: Enter all of your personal and banking information, read and agree to the “Terms and Conditions,” and click on “Update and Continue.”
5. You are now provided with a Café Prepay Direct Withdrawal account number.
6. Write this number on a voided check and Fax or mail a copy of the check to Café Prepay using the information provided on the screen.
7. Within a few days Café Prepay will verify your Banking Information and send you an email announcing that you are now able to schedule payments using Direct Withdrawal.

To schedule a payment using Direct Withdrawal follow the instructions under “Scheduling Payments.”

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