

Add Funds to a Prepay Account

Purpose	Payments for Prepay Accounts can only be made online. This article shows what it looks like for the customer as they add funds.
Watch a Video	Add Funds to Prepay Accounts

Navigation

Customers can access the payment screen 2 ways:

1. A link in an email message from FACTS
2. From their user account



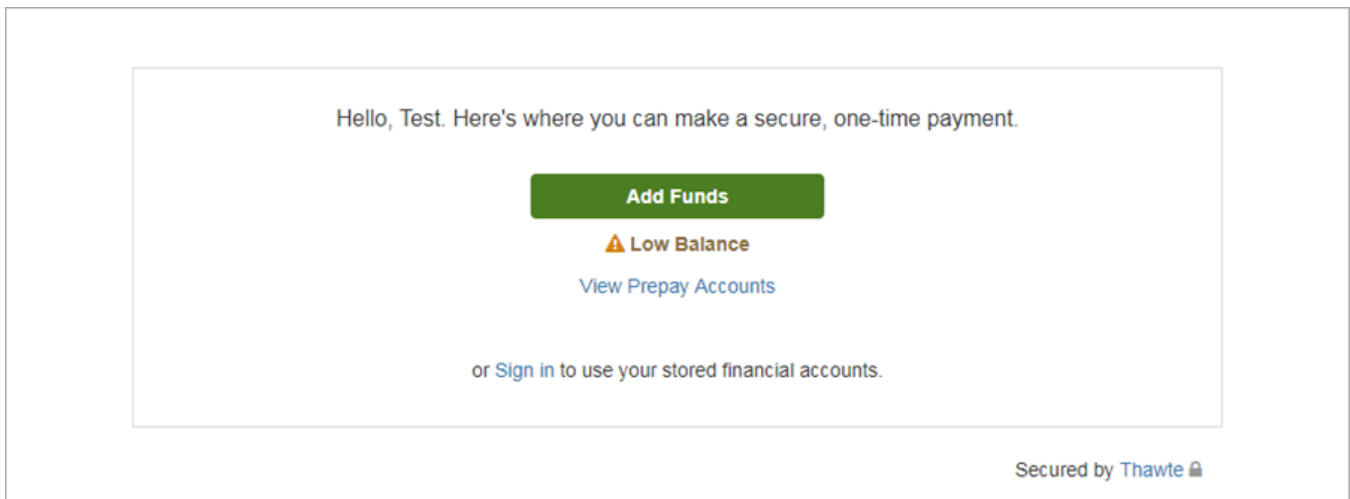
Premier Integration Users

If your school is using Premier Integration, your families can click Add Funds from the Family Portal. See [Make a Payment or Add Funds from Family Portal](#) for more information.

Adding Funds via an email link


When following a link from a FACTS notice, the customer can make a payment **without signing in**. However, if they want to use stored financial account information, they will need to sign in.

- Click **Add Funds** to proceed without signing in.
- Click **Sign In** to use stored financial account information.



User account

When signed in to a user account, the user will be able to click **Add Funds** to proceed.



Prepay Accounts

Hershey Krackel #1001530110
For Arthur Krackel and Jen Krackel

[View Details](#)

Add Funds

SCHOOL YEAR	BALANCE
Lunch - Jen Krackel Negative Balance	-\$25.00
Lunch - Arthur Krackel	\$25.00

Add funds

Step 1 – Select a Payment

- All accounts available are listed.
- Accounts can be listed by student or customer name, depending on institution preference.
- Enter the **Payment Amount** for each account.
- Click **Next-Payment Method**.

Add Funds

Test Payer #1002364709

1 Select A Payment 2 Payment Method 3 Receipt

Select Term

Term

School Year

ACCOUNT	NAME	CURRENT BALANCE	PAYMENT AMOUNT	NEW BALANCE
Lunch	Student Test	\$15.00	\$ 25.00	\$40.00
	⚠ Low Balance			

PAYMENT AMOUNT \$25.00

Cancel **Next - Payment Method**



Note

If this is the first deposit for an account and the institution has set a minimum first prepay amount, a warning will appear when the customer enters an amount less than the minimum.

ACCOUNT	NAME	CURRENT BALANCE	PAYMENT AMOUNT	NEW BALANCE
Before School Care	Student Test	\$0.00	\$ 10.00	
			Amount must be at least \$50.00	
Lunch	Student Test	\$40.00	\$ Enter Amount	

Step 2 – Payment Method

- If signed in, choose from a stored account on file or enter a new account.
- If not signed in, enter a new account.
- The **Total Amount** is displayed.
- A [Payment Confirmation](#) is sent to the email address on file. The customer can add additional email addresses.
- Click **Pay \$ Now**.

Add Funds

Test Payer #1002364709

1 Select A Payment 2 Payment Method 3 Receipt

Payment Method

Test Bank ending in 6789
or [Add a New Account](#)

Payment Method Disclosure

The following processing fees apply:

- Credit Card - up to %
- Debit Card - up to %
- Checking or Savings Account - no fee

Card transactions for Sample School are processed by FACTS Management Company, USA.

[FACTS Returned Payment Fee Policy](#)

Total Amount

Institution Amount	\$25.00
<hr/>	
Total	\$25.00

A transaction receipt will be sent to: . [Add](#)

Authorization

By clicking the Pay Now button, you authorize FACTS to process this payment from the financial account identified above.



This is an immediate payment and cannot be canceled.

[Cancel](#) [Pay \\$25.00 Now](#)

Step 3 – Receipt

This page is a printable confirmation of the payment that was submitted.

Click **Proceed to Home** to leave the payment screen.


 **Thank You**
Your payment for \$25.00 has been authorized and submitted.
A transaction receipt was sent via e-mail.

[Proceed to Home](#)

Summary

Institution	Sample School
Customer	Test Payer
Customer Number	1002364709
Payment Date	30 Aug 2018
Account Holder Name	Test Payer
Account	Test Bank - 6789
Institution Payment Amount	\$25.00

This is an immediate one-time payment and cannot be canceled. If you have any questions, contact FACTS at (866)441-4637.

Authorization ▾

See the screen in motion

This screen recording quickly shows how a user adds funds to Prepay Accounts. This screen capture does not include a voice recording.

Media, iframe, embed and object tags are not supported inside of a PDF.