



Quick Reference Guide

I. Creating a New Account

The first step in making an online payment or checking your student's information online is to create an account on the Café Prepay website:

1. Go to www.cafeprepay.com.
2. Click on the New User tab and follow the steps for setting up your account. If you have any trouble seeing the security text at the bottom of the page, if you're accessing the Café Prepay website via a link from your school or district's website, instead try accessing the site directly by typing cafeprepay.com in your address bar. If you're still not able to see the security text, you probably need to lower your privacy settings. Normally you can have your privacy set as high as medium-high and still be able to view the text and log in, but there may be something else on your computer preventing you from seeing it with the higher privacy settings. Please try the following if you are using Internet Explorer (Please note: if the following procedure fixes things, then each time you visit Café Prepay using that same computer, you'll need to lower your privacy settings. You probably don't want to keep them set at Low when visiting the rest of the Internet though):

1. Click on the Tools Menu
2. Click on Internet Options
3. Click the Privacy tab
4. Drag the setting to Low
5. Click Apply
6. Click OK

II. Adding a Student to Your Online Account

Before you can make payments or check balances online, you must first add your student(s) to your account. When no student is attached to the account, the website automatically directs you to the Add Student page. From there, you simply:

1. Click on your state, district and school.
2. At this point you'll be searching the Café Prepay database for your student. Enter just the first three letters of the student's last name in the Name field, leaving the Grade field blank, and click Find Student to cast the widest net for finding your student.

3. Your student's name should appear below the Find Student box. Simply click Add to My Students where this link appears next to your student's name and grade.

III. Checking Your Student's Balance

As stated on the website, for security reasons, you either need to enter your student's ID number or make a payment toward your student's account in order to view the balance.

Please note that as you make payments, your school's cafeteria will download them to your student's meal account the next morning. However, you may not see these payments reflected in the balance as displayed online until your school performs a balance update to the Café Prepay website.

IV. Making a Payment

To make a payment using MasterCard, Visa, Discover or American Express (direct withdrawal is no longer available), simply click on the Make Payments link where you can then select to pay "now" (Continue and Pay by Credit Card) or to schedule payments on a monthly or "auto replenish" basis. If selecting Continue and Pay by Credit Card, once you have successfully entered your information, you will receive a transaction ID. If for some reason your card is declined (which is often simply the result of entering the wrong billing address, expiration date or card security code), you will receive either an error or a "declined" message, and no payment will have processed. If you wish to reattempt the payment, please wait five minutes and then go through the Make Payments process again, double checking the above-mentioned information as you enter it. If your card is still declined at that point, you would need to contact your credit card company for further assistance. Please note that authorizations may continue to appear on your card for several days, but will ultimately be removed by the credit card company for any declined transactions.

V. Payment Schedules

If you would like, you may choose to set up either monthly payments or Automatic Replenish on Low Balance. Once you've set up a schedule, you may edit it or end it at any time by clicking on the Edit Scheduled Payments link.

Automatic Replenish on Low Balance is optimal for the student whose lunch spending varies greatly from day to day. With this type of schedule set up, when the student's account balance goes below a specified amount, then another specified amount is deposited into the student's account via credit card. With this system, the student will never run out of money in his/her account. Conversely, your credit card will not be charged until the student's balance goes below the specified dollar amount.

When setting up Automatic Replenish, it's important to enter an End Date. Please choose a date close to the end of the school year; you will be able to edit this at any time if you need to.

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