K12Payment Center
Frequently Asked Questions

** Make meal payments on the internet using your credit card
** Check your child's meal account balance
** Get low balance alerts by e-mail
** See what your child is buying
** Concerned about your child bringing cash to school

WHAT DOES THE SERVICE COST for the Premium Service?
DoDEA Guam District has paid the premium registration fee for all DoDEA Guam District users.

**Premium** service gives you access to your student's lunchroom balance and meal history, and the option of e-mail notification of low balance notices. It includes all the students in your family who attend school in the same district.

- Regular payment transaction fees **will** apply but there is no registration fee.
- When you make **Payments**, a transaction fee will be added to cover the cost of processing the credit card.
- One online payment can be split among all of the students attached to your account, with no additional cost.

*How do I set up a low balance notification?*
Go to **Manage Profile** and **Low Balance Notifications**, check **Send Low Balance** Notifications, enter the amount and select the preferred method(s) of notification. You will receive an e-mail and/or text message when the balance drops below the amount you entered. It is strongly recommended this option is exercised.

**What is my student's Student Number?**
The Student ID Number is a unique number assigned by your school/district. Please contact your school office if you do not know what number to use.

**How long from the time I register as a New User can I make a lunch payment?**
This process usually takes less than a day. Students must be "verified" before we can accept payments. This can usually be done instantly; however, in some cases it can take up to 48 hours. Once this process has completed, you can make payments directly to your student's account from www.k12paymentcenter.com

**Why is the verification process necessary for lunch payments?**
This is how we make sure that your payment is credited to the correct student's cafeteria account. We check for a match on the student's last and first name, school, and student number. This can usually be done instantly; however, in some cases it may take up to 48 hours. Once a student has been verified, lunch payments are processed by a service that runs automatically throughout the day.

**More than 24 hours has gone by and my student has not been verified yet.**
Please contact your cafeteria office directly during non-service hours of 0730-1000 and 1230-1400.

  ** McCool cafeteria: 339-2778
  ** Andersen cafeteria: 366-1655
  ** Guam High cafeteria: 344-7223

You may also contact the School Food Authority at District Superintendent’s Office on 344-9578

**How do I find out what my student has been buying for lunch?**
On your home page, click on **VIEW** under the **Meal History** next to the student's name
I have a question about one of the charges on my student's account. Who do I talk to?
Please contact your cafeteria office directly during non-service hours of 0730-1000 and 1230-1400.
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I see my child buying items I do not want them to have. What can I do?
All children have access to the School Lunch Program meal and milk service. Children who are in middle school and above may also make ala carte purchases. If you wish to restrict any item(s) please provide written notification to the cafeteria manager.

What do I do if I do not see all my students listed on the payment screen?
If all the students you have entered do not show up on the payment screen, it is possible the information you supplied could have been typed incorrectly. Please go to the Manage Student page and check the student's first and last name, school, and student Number. Correct any errors and save your changes. This student's account will be available as soon it is verified with the school's information.

What does the processing fee cover?
The payment fee covers the fees that the credit card company charges for processing the transaction.

What if I forget my user name or password?
Click on "Forgot Login Info?" on the Login screen. Send us your registered e-mail address and we will send you a return e-mail with your information.

What if I can't remember what e-mail address I used or it is no longer available?
You may also contact the School Food Authority at District Superintendent's Office on 344-9578

I'm getting some sort of error while trying to make a payment. What do I do?
Chances are your credit card information that you've entered on the website does not exactly match the information on file with your credit card company. Delete and re-enter your credit card information, paying particular attention to your address and name. If that does not work, send an email to. PLEASE NOTE: THIS IS NOT THE SAME AS CLICKING ON "CONTACT MY DISTRICT" ON THE WEBSITE.

If I make payments in the cafeteria, will they show up on K12PaymentCenter?
When you view "Payment History", the page only shows the payments you have made through our website. Any payments made in the cafeteria will be shown on the "Meal History" page for each student.

Why do I sometimes get an error while making a payment, and then find a charge on my credit card anyway?
All credit cards are processed through a third-party service that verifies all the credit card information and payment amount. The service verifies that your name, address, card number, and card code match exactly to what your credit card company has on file. If there is a mismatch, the service sends a message to K12PaymentCenter that the charge failed. Depending on your credit card company's policy the payment amount may still show as a Pending or a Temporary Hold against your account. Again, depending on your credit card company's policy, it may take a day or two for the temporary hold to be removed. Please note that K12PaymentCenter.com has no control over this process.

How do I know it is safe to enter my credit card information on www.K12PaymentCenter.com?
K12PaymentCenter.com has 128 Bit Encryption provided by Thawte. Thawte is the most trusted name in online shopping. All information submitted is protected by our secure server, which automatically encrypts your personal information so that it cannot be read while traveling over the Internet. SEE the Security Scanned Trust Guard” Emblem on the site.