

***KPCPAY EMPLOYER USER GUIDE***

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**KANSAS PAYMENT CENTER**

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August 2023

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## KPCPAY – HOW TO MAKE WAGE WITHHOLDING PAYMENTS

KPCpay enables employers to pay support obligations 24 hours a day/ 7 days a week through a secure, electronic payment portal. Use a computer, a tablet, or a mobile phone from anywhere, initiate and submit support payments mandated by wage withholding orders.

To access KPCpay, the website is located at: <http://www.kspaycenter.com>

KPCpay can be used with the following browsers: Microsoft Edge, Google Chrome, and Apple Safari.

There are many benefits to using KPCpay as described below:

- Convenient, accurate, safe, and secure 24/7
- Pay immediately, get instant confirmation
- Avoid Post Office delays – faster than mail and needs no stamp
- Pay by electronic check and it's free
- Option to use a credit or debit card\*
- Option to use “digital wallets” (ApplePay, GooglePay, Venmo)\*
- Sign up just once – it's easy
- Reduce paper, benefit the environment
- Pay online when YOU want to:
  - Set up a payment and choose the date it will be paid
  - Warehouse (set a payment to be made in the future) a payment up to 180 days in advance
  - Cancel or reset a future payment
  - It's there for you to use anytime, anyplace

\* A processing fee will be charged for credit card, debit card or digital-wallet payments

Note: Your session on KPCpay will “time out” as a security measure if there is no activity for 15 minutes. Please be sure to save your work before leaving the KPCpay site.

## EMPLOYER ROSTER

Note: When navigating to the Employer Roster, the list will automatically show active Employees and Court Orders. To show the list of terminated Employees, click on the terminated indicator box just above the Employer Roster table.

### ADD EMPLOYEE

1. After logging in navigate to Employer Roster
2. Click on Add New
3. Enter Employee details
  - a. Last Name
  - b. First Name
  - c. Middle Initial (not required)
  - d. SSN (without dashes)
  - e. Click Add
  - f. Court Order field will be displayed
  - g. Check box to left of Court Order field
  - h. Enter 12-character Court Order Number (can be added later)
    - i. Example: AT12DM000078
  - i. Click Add
4. New Employee will show in Active list

KPC KANSAS PAYMENT CENTER SECURE

[Customer Service](#)   [KPC Public Web](#)   [Log Off](#)

**Employer Home**

**Employer Roster**

**Make a Payment**

**My Wallet**

**Payment History**

**Update Profile**

**Notice:** Click only on the checkbox next to the employees or specific court orders for which you would like to make a payment and then click the Make a Payment button. For more information, please see the [KPCpay Employer User Guide](#).

[Instructions](#)   [FAQ](#)    Active    Terminated

**Employer Roster**

<input checked="" type="checkbox"/>	Last Name	First Name	MI	SSN	Med.	
<input checked="" type="checkbox"/>	JONES	SAMANTHA		XXX-XX-9585	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MOORE	JAMES		XXX-XX-6789	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	HIGGINS	JOHN		XXX-XX-9812	<input type="checkbox"/>	

<input checked="" type="checkbox"/>	Last Name	First Name	MI	SSN	<input type="checkbox"/>	<a href="#">Add</a>   <a href="#">Cancel</a>
<input type="checkbox"/>	CO Number					

Add New

Make a Payment

For assistance contact KPC Customer Service Toll Free Number 877-572-5722  
 KPCpay<sup>SM</sup> Secure Site Release v4.6 - 6/20/2023

## ADD COURT ORDER TO EXISTING EMPLOYEE

1. Find appropriate Employee in Roster
2. Click on the Add Icon next to Employee
3. Enter the 12-character Court Order Number
  - a. Example: AT12DM000078
4. Click Save
5. Click on Employee to expand/collapse section and view /hide Court Order numbers

KPCpay Employer User Guide

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[Employer Home](#)
[Employer Roster](#)
[Make a Payment](#)
[My Wallet](#)
[Payment History](#)
[Update Profile](#)

**Notice:** Click only on the checkbox next to the employees or specific court orders for which you would like to make a payment and then click the Make a Payment button. For more information, please see the [KPCpay Employer User Guide](#).

[Instructions](#) [FAQ](#)

Active  Terminated

### Employer Roster

<input checked="" type="checkbox"/>	Last Name ?	First Name ?	MI ?	SSN ?	Med. ?	
<input checked="" type="checkbox"/>	JONES	SAMANTHA		XXX-XX-9585	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MOORE	JAMES		XXX-XX-6789	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="text" value="HIGGINS"/>	<input type="text" value="JOHN"/>	<input type="text"/>	<input type="text" value="140569812"/>	<input type="checkbox"/>	Save   <a href="#">Cancel</a>
<input checked="" type="checkbox"/>	<input type="text" value="INKXO5673425"/>					
<input type="checkbox"/>	<input type="text" value="CO Number"/>					

[Add New](#)

[Make a Payment](#)

For assistance contact KPC Customer Service Toll Free Number 877-572-5722  
KPCpay<sup>SM</sup> Secure Site Release v4.8 - 7/3/2023

## TERMINATE EMPLOYEE

Note: Terminating an Employee from the Employer Roster page, will terminate the Employee and any Court Orders associated with the Employee. No payments will be able to be made once terminated from the Roster.

1. Navigate to Employer Roster
2. Click Trash Can Icon on the Appropriate Employee
3. The Employee will be removed from the Active Employee list
4. User can view Terminated Employees/ Court Orders by clicking on the Terminated checkbox.

KPC KANSAS PAYMENT CENTER SECURE

[Customer Service](#) [KPC Public Web](#) [Log Off](#)

- Employer Home
- Employer Roster
- Make a Payment
- My Wallet
- Payment History
- Update Profile

**Notice:** Click only on the checkbox next to the employees or specific court orders for which you would like to make a payment and then click the Make a Payment button. For more information, please see the [KPCpay Employer User Guide](#).

[Instructions](#) [FAQ](#)  Active  Terminated

Employer Roster					
<input type="checkbox"/>	Last Name ?	First Name ?	MI ?	SSN ?	Med. ?
<input checked="" type="checkbox"/>	JONES	SAMANTHA		XXX-XX-9585	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MOORE	JAMES		XXX-XX-6789	<input type="checkbox"/>
<input checked="" type="checkbox"/>	HIGGINS	JOHN		XXX-XX-9812	<input type="checkbox"/>
<input type="checkbox"/>	ODONNELL	PATRICIA		XXX-XX-3690	<input type="checkbox"/>
<input type="checkbox"/>	JONES (2)	PAM		XXX-XX-8908	<input type="checkbox"/>
<input type="checkbox"/>	SMITH	JONATHAN		XXX-XX-3838	<input type="checkbox"/>
<input type="checkbox"/>	SMITH	JEANETTE		XXX-XX-9414	<input type="checkbox"/>

Add New
Make a Payment

For assistance contact KPC Customer Service Toll Free Number 877-572-5722  
 KPCpay<sup>SM</sup> Secure Site Release v4.6 - 6/20/2023

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**TERMINATE COURT ORDER**

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Note: Terminating the Court Order from the Employer Roster will keep the Employee active, but no further payment can be made on that Court Order.

1. Navigate to Employer Roster
2. On the appropriate Employee click the Edit icon 
3. Click on the Trashcan  icon to the right of the appropriate Court Order number
4. The Employee will remain on the Active list, the terminated Court Order will be found on the Terminated list.

Customer Service [KPC Public Web](#) [Log Off](#)

KPCPublicWeb

**Notice:** Click only on the checkbox next to the employees or specific court orders for which you would like to make a payment and then click the Make a Payment button. For more information, please see the [KPCpay Employer User Guide](#).

[Instructions](#) [FAQ](#)

Active  Terminated

### Employer Roster

<input type="checkbox"/>	Last Name ?	First Name ?	MI ?	SSN ?	Med. ?	
<input checked="" type="checkbox"/>	JONES	SAMANTHA		XXX-XX-9585	<input type="checkbox"/>	  
<input checked="" type="checkbox"/>	MOORE	JAMES		XXX-XX-6789	<input type="checkbox"/>	  
<input type="checkbox"/>	HIGGINS (2)	JOHN		XXX-XX-9812	<input type="checkbox"/>	  
<input checked="" type="checkbox"/>	INKXO5673425					
<input type="checkbox"/>	INKXO8372052					

[Add New](#)

[Make a Payment](#)

For assistance contact KPC Customer Service Toll Free Number 877-572-5722  
KPCpay<sup>SM</sup> Secure Site Release v4.6 - 6/20/2023

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## REACTIVATE EMPLOYEE

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1. Navigate to Employer Roster
2. Unclick Active Indicator
3. Click Terminated Indicator
4. User should now see the Terminated Employee list
5. Find appropriate Employee and Click on the Edit  icon for that Employee
6. Verify Employee Last Name, First Name, Middle Initial (if applicable) and SSN
7. Click Save
8. Employee will now show on the Active Employee list
  - a. Note: this does not reactivate the Court Orders for the selected Employee

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## REACTIVATE COURT ORDER

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1. Navigate to Employer Roster
2. Unclick Active Indicator
3. Click Terminated Indicator
4. User should now see the Terminated Employee list
5. Find appropriate Employee and Click on the Edit  icon for that Employee
6. Click on the Add  icon to the right of appropriate Court Order number and add the Court Order number.
7. Click Save
8. The Court Order number will be on the Active list

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## MAKE A PAYMENT

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Note: Only a previously saved payment roster will be visible from this page. If there is not a previously saved payment roster, the User will see the Employer Roster to select Employees/Court Orders for payment.

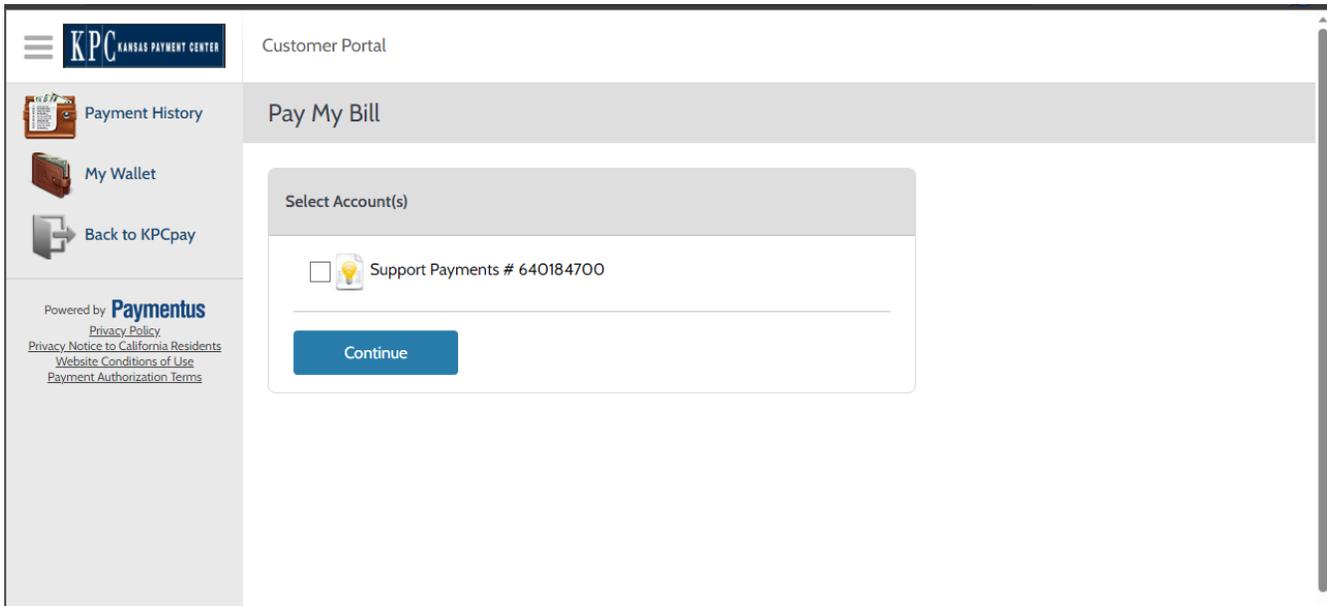
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## CREATE NEW PAYMENT

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1. Navigate to Employer Roster
2. Select/Unselect Employees for payment
3. Click Make a Payment
4. Date field will be defaulted to current day
5. Amount field will be defaulted to last payment amount
  - a. If no payment has been made previously for the individual/court order, the amount will default to 0.00
6. Click Make a Payment

- a. Click Save (To save payment information if User needs to navigate away and make the payment later)
- 7. User is taken to Pay My Bill screen (powered by Paymentus)
  - a. Check box for Support Payment referencing your company's EIN



- b. Click Continue to the next screen which is payment confirmation
- c. Verify payment amount is correct

YoungWilliams Customer Portal

Pay My Bill

Payment Details

Payments

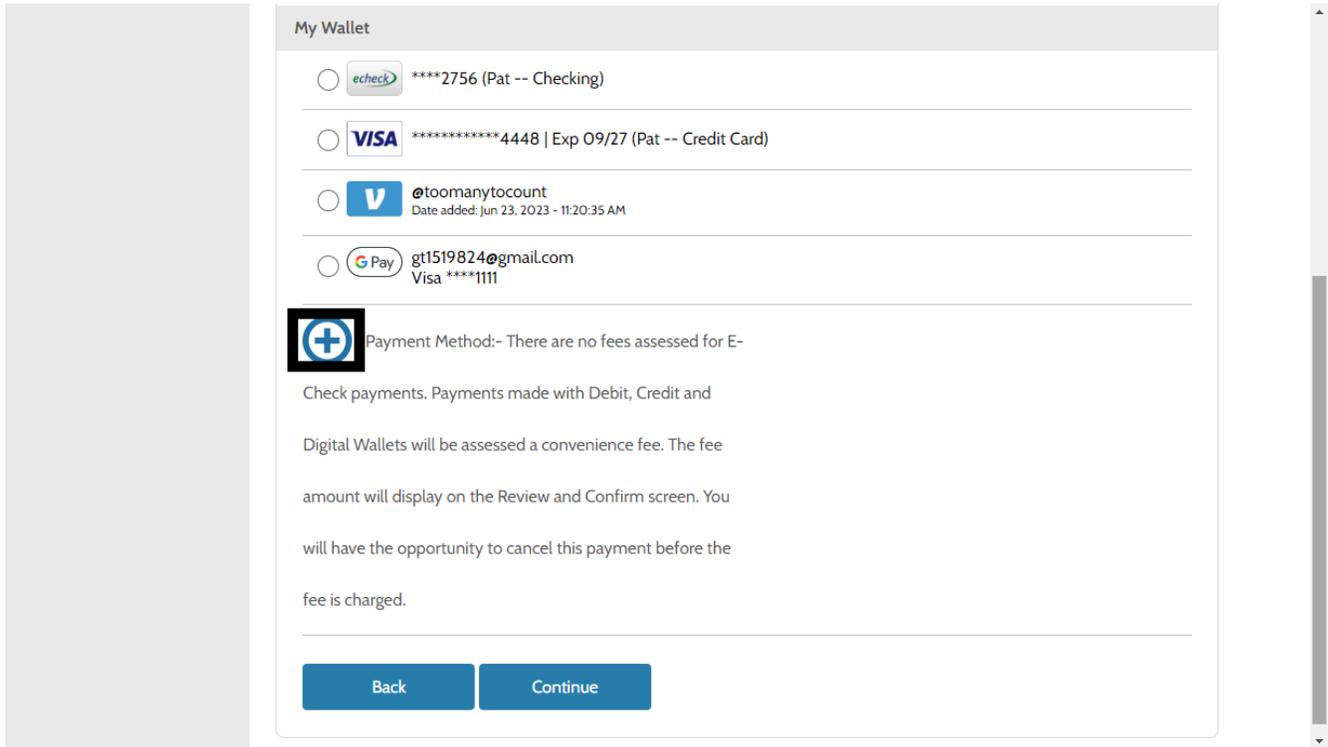
Add / Remove	Payment Type	Account Number	Date Due	Amount Due	Payment Amount	Payment Date ?
	Child Support Pay...	15898989		\$275.00	275.00	<input checked="" type="radio"/> Now <input type="radio"/> Later

My Wallet

- echeck \*\*\*\*2756 (Pat -- Checking)
- VISA \*\*\*\*\*4448 | Exp 09/27 (Pat -- Credit Card)
- @toomanytocount  
Date added: Jun 23, 2023 - 11:20:35 AM
- GPay gt1519824@gmail.com  
Visa \*\*\*\*\*1111

- d. Press “Now” to make payment immediately
- e. Press “Later” to schedule payment for a future date (a calendar will appear from which the desired payment date can be selected)
- f. Multiple payments may be scheduled for future dates (up to 180 days in the future from current date) by clicking the Back to KPCpay button on the left.

To add a new payment method, click the  sign and then select the payment type and associated account information you would like to add.



A screen will appear (see example below) providing the following options:

- E-Check
- Debit
- Credit
- Digital Wallet

When a selection is made, the next screen will enable account information to be entered.

After the payment method is saved, it is available for future use.

YoungWilliams

Payment History

My Wallet

Back to KPCpay

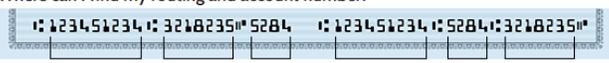
Powered by Paymentus

Privacy Policy  
Privacy Notice to California Residents  
Website Conditions of Use  
Payment Authorization Terms

**E-Check** Debit Credit Digital Wallets



Where can I find my routing and account number?



Routing Account Check OR Routing Check Account

Account Type

Checking  Savings

Routing Number Account Number

Bank Name Name on Account

Nickname

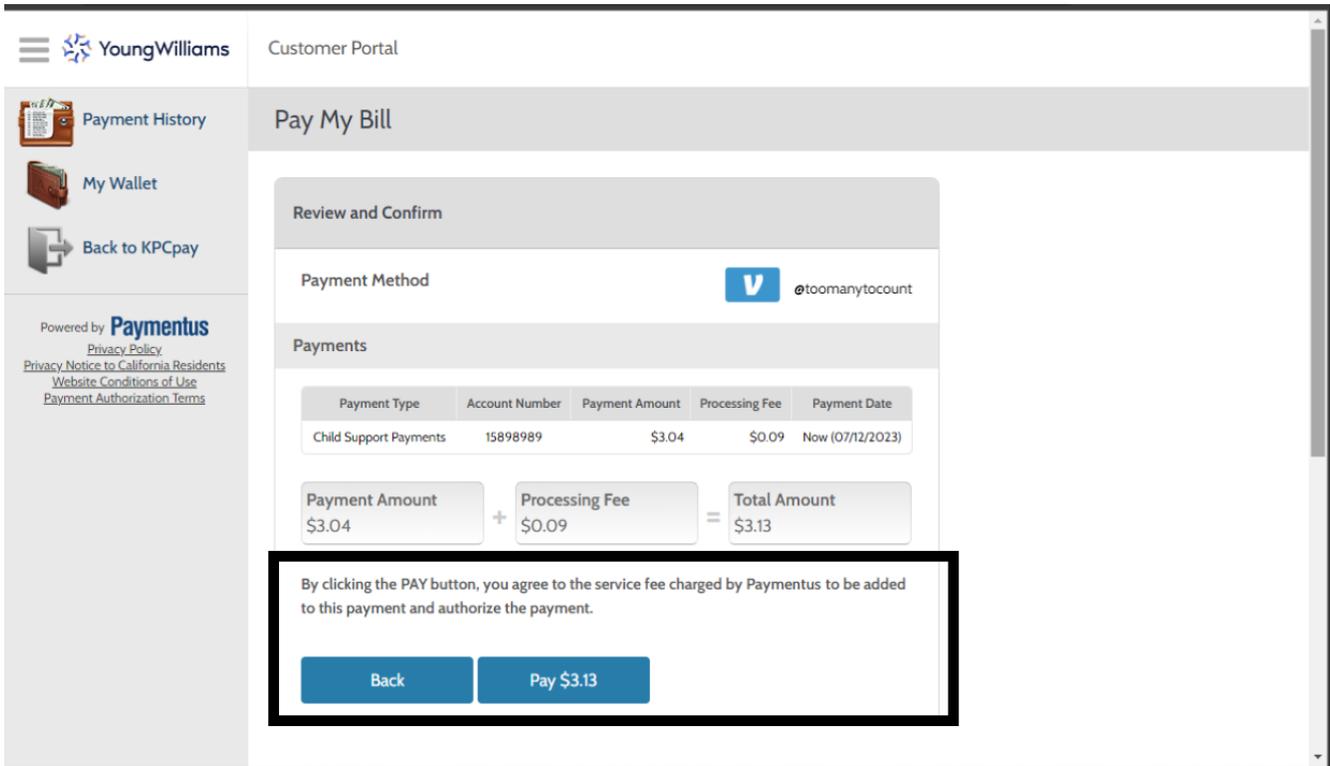
Set as default payment method

Back Add

## CREATE PAYMENT USING DIGITAL WALLET

### VENMO

1. Venmo app must be loaded on your mobile device
2. Bank account/credit cards are linked to your Venmo account
3. Select Venmo from saved My Wallet Options
4. Review total payment (including processing fees)
5. If acceptable, Press “Pay \$xxx.xx” (illustrated below)



The screenshot shows the 'Pay My Bill' interface in the YoungWilliams Customer Portal. The page is titled 'Review and Confirm' and shows a Venmo payment method selected for the account '@toomanytocount'. Below this, a table lists the payment details:

Payment Type	Account Number	Payment Amount	Processing Fee	Payment Date
Child Support Payments	15898989	\$3.04	\$0.09	Now (07/12/2023)

Below the table, a summary shows: Payment Amount \$3.04 + Processing Fee \$0.09 = Total Amount \$3.13. At the bottom, a disclaimer states: 'By clicking the PAY button, you agree to the service fee charged by Paymentus to be added to this payment and authorize the payment.' Two buttons are visible: 'Back' and 'Pay \$3.13'.

 My Wallet

 Back to KPCpay

Powered by **Paymentus**  
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[Privacy Notice to California Residents](#)  
[Website Conditions of Use](#)  
[Payment Authorization Terms](#)

### Payment Receipt

1 of 1 payment(s) have been accepted.

---

Payment 1 of 1	
Confirmation #	200040347616
Payment Type	Child Support Payments
Account #	15898989
Status	Accepted
Payment Date	Aug 17, 2023 – 12:14:06 PM
Payment Method	Venmo (@toomanytocount)
Payment Amount	\$3.04
Processing Fee	\$0.09
Total Amount Charged	\$3.13

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Combined Payment Amount Charged	\$3.04
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Combined Total Service Fee	\$0.09
----------------------------	--------

---

Combined Total Amount Charged	\$3.13
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[Print](#)

## GOOGLE PAY

1. Establish your GooglePay account
2. Bank account/credit cards are linked to your GooglePay account
3. Select GooglePay from saved My Wallet Options
4. Follow steps as defined above for Venmo payments

Payment History

My Wallet

Back to KPCpay

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## Pay My Bill

### Review and Confirm

**Payment Method**  Visa \*\*\*\*1111

---

**Payments**

Payment Type	Account Number	Payment Amount	Processing Fee	Payment Date
Child Support Payments	15898989	\$375.00	\$11.06	Now (06/23/2023)

Payment Amount  
\$375.00

+

Processing Fee  
\$11.06

=

Total Amount  
\$386.06

By clicking the PAY button, you agree to the service fee charged by Paymentus to be added to this payment and authorize the payment.

Back

Pay \$386.06

My Wallet

Back to KPCpay

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## Payment Receipt

1 of 1 payment(s) have been accepted.

---

**Payment 1 of 1**

Confirmation #	800202
Payment Type	Child Support Payments
Account #	15898989
Status	Accepted
Payment Date	Jun 23, 2023 – 2:57:10 PM
Payment Method	Google Pay (gt1519824@gmail.com) Visa ****1111
Payment Amount	\$375.00
Processing Fee	\$11.06
<b>Total Amount Charged</b>	<b>\$386.06</b>

---

Combined Payment Amount Charged	\$375.00
Combined Total Service Fee	\$11.06
<b>Combined Total Amount Charged</b>	<b>\$386.06</b>

## APPLEPAY

To use ApplePay, you must use an Apple device (iPhone or iPad).

1. Access Safari from your Apple mobile device (iPhone, iPad)
2. Log onto [kspaycenter.com/KPCpay](https://kspaycenter.com/KPCpay) with your authentication credentials
3. Click on “Digital Wallets”
4. Click on “ApplePay”
5. Press the black “ApplePay” bar located toward the bottom of the screen
6. Select the credit or debit card stored in your ApplePay account on your iPhone or iPad
7. The amount due will display on the screen
8. Complete the ApplePay transaction by using the authentication feature of your iPhone (double click on side button, fingerprint, facial recognition, etc.)

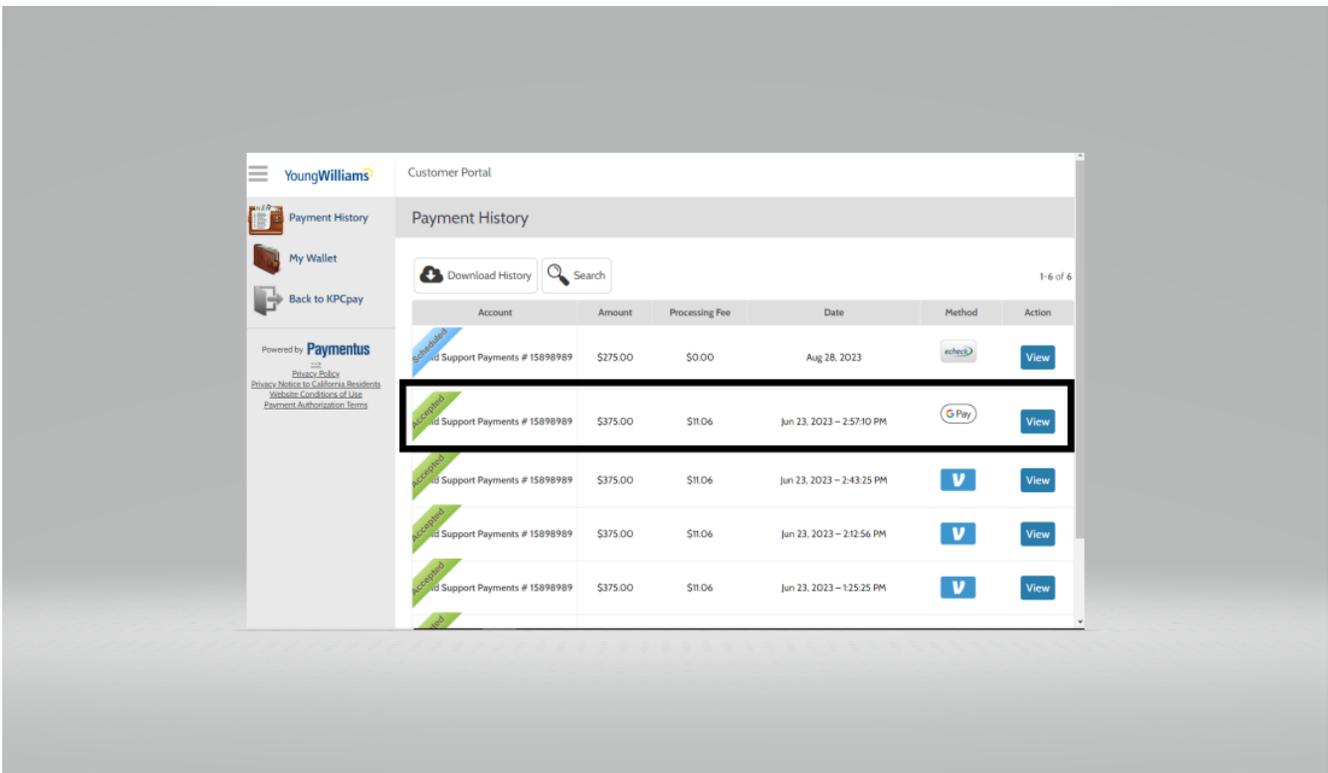
These steps must be taken **each and every** time you want to use ApplePay. ApplePay does not store credentials.

**PAYMENT HISTORY**

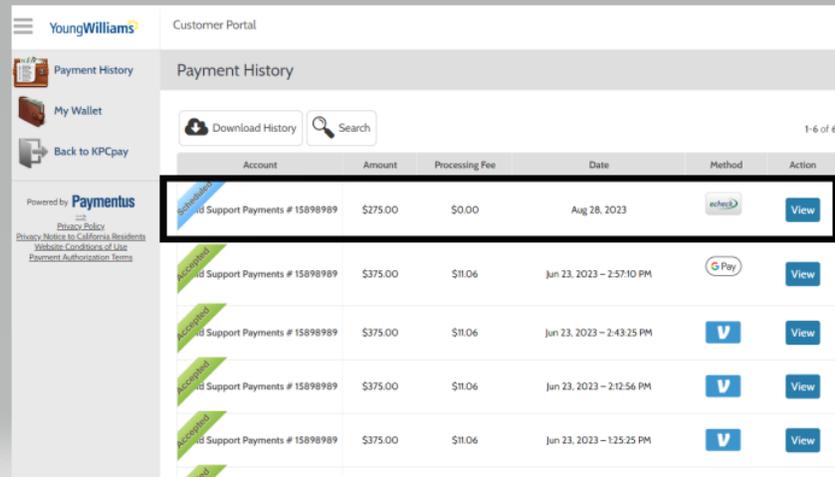
Complete Payment History is included on the website, [www.kspaycenter.com](http://www.kspaycenter.com). You may use a court order number for access to this information.

Specific payment transaction information is available on the Paymentus system. It is here that both historical and future dated payments made on or after August 23, 2023 are listed.

Payments successfully made are indicated by the “green” ribbon as illustrated below. Click on View to see the details of the payment.



Future dated (scheduled) payments are indicated by the “blue” ribbon as illustrated below. Click on View to see the details of the scheduled payment.



Account	Amount	Processing Fee	Date	Method	Action
Support Payments # 15898989	\$275.00	\$0.00	Aug 28, 2023	efers	View
Support Payments # 15898989	\$375.00	\$11.06	Jun 23, 2023 - 2:57:10 PM	GPAY	View
Support Payments # 15898989	\$375.00	\$11.06	Jun 23, 2023 - 2:43:25 PM	V	View
Support Payments # 15898989	\$375.00	\$11.06	Jun 23, 2023 - 2:12:56 PM	V	View
Support Payments # 15898989	\$375.00	\$11.06	Jun 23, 2023 - 12:25:25 PM	V	View

## CANCELLING PAYMENTS

1. Payments scheduled for same day **cannot** be cancelled by you, the participant. Should you need to cancel a payment scheduled for the same day, please call the Kansas Payment Center at **877-572-5722** and the Customer Service Team will assist with the payment cancellation.
2. Future dated payments can be **cancelled up to the date prior to the future dated payment** by editing the transaction listed under the Payment History tab. Find the correct payment and click on View to see the details of the scheduled payment and then select Cancel Payment option. For example, if the payment is scheduled for October 1, it must be cancelled prior to 7:00 p.m. Central Time on September 30.

[Payment History](#) > View Payment # 802451

### Payment Details

Confirmation #	802451
Account	1008867
Status	SCHEDULED
Channel	Web Channel
Payment Date	Jun 30, 2023
Payment Type	Child Support Payments
Payment Method	Checking Account *****7890
Payment Amount	\$15.00
Total Amount Charged	\$15.00

[Back to Payment History](#)

[Cancel Payment](#)

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**FREQUENTLY ASKED QUESTIONS**

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Q: What are Warehoused (Future Dated/Scheduled) payments?

A: Warehoused (Future Dated/Scheduled) payments are payments the user can setup as far as 180 days in advance. This payment can be canceled any time prior to the payment effective date.

Q: Can the user make a payment for any amount?

A: The maximum allowed per transaction for an Employer is \$50,000.00

Q: Are there fees for using KPCpay?

A: There are no processing fees when paying with eCheck. When paying with a Credit Card/Debit Card or “digital wallet” (ApplePay, GooglePay, Venmo), a processing fee of 2.95% will be applied to the amount of the total payment.

Q: Will the users’ KPCpay password expire?

A: Yes. KPCpay passwords expire 90 days after they are created. The user will not receive an alert before your password expires.

Q: How long will the user be able to view payments?

A: KPCpay Payment History will display the users’ completed payment transactions indefinitely.

Q: If the user has a question about KPCpay, or they find an issue with the site, who do they contact?

A: KPC can be reached by email: [kpcpaysupport@ywcss.com](mailto:kpcpaysupport@ywcss.com) or by phone: 877-572-5722