KPC KANSAS PAYMENT CENTER

Kansas Department for Children and Families

KPCPAY PARTICIPANT USER GUIDE

KANSAS PAYMENT CENTER

August 2023

KPC KANSAS PAYMENT CENTER

Kansas Department for Children and Families

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KPCPAY – MAKE A SUPPORT PAYMENT

KPCpay enables individuals 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 a support payment.

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 is free.
- Option to use a credit or debit card*
- Option to use a "digital wallet" (ApplePay, GooglePay, Venmo)*
- Sign up just once – it is 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 is there for you to use anytime, anyplace.

* A processing fee will be charged for credit/debit card or digital wallet (ApplePay, GooglePay or Venmo) payments.

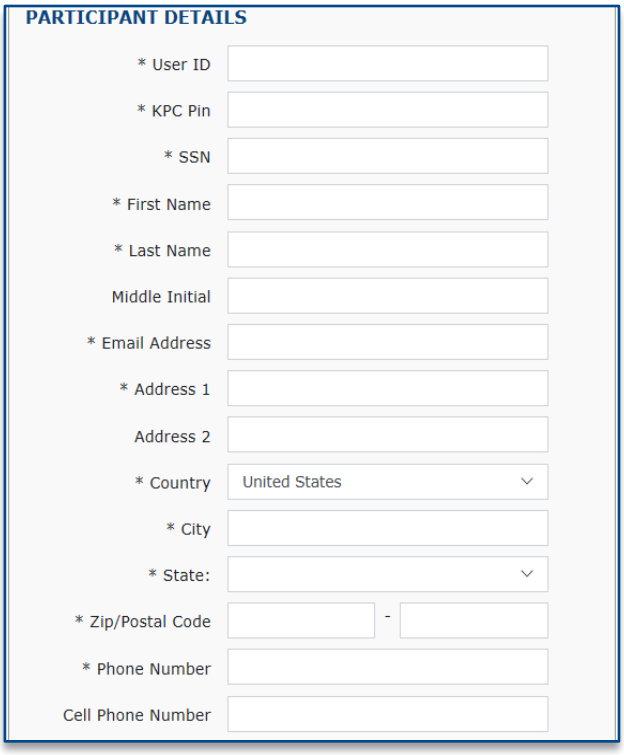
Note: Your session on KPCpay will "time out" as a security measure if there is no activity for 15 minutes. Please be sure to save your work before leaving the KPCpay site.

KPCPAY REGISTRATION

To register on KPCpay:

- **Step One**: Go to kspaycenter.com
- **Step Two**: Select ***Make a Payment***, located on the left side of the home page.
- **Step Three**: Select ***Register as Participant***

- **Step Four - Individual Registration:** Fill out the details. Listed below are the required fields:
  - **User ID** – User ID must be at least 7 characters, include one number and one letter, no special characters (-, *, %)
  - **KPC Pin** – Must have a KPC pin assigned to register.
  - User can obtain their KPC pin # by contacting KPC customer service at 1-877-572-5722
  - **SSN** – SSN must match KPC pin within the KPC system.
  - **First Name**
  - **Last Name**
  - **Email Address** – Email address is required to register for KPCpay℠
  - **Address 1**
  - **Country**
  - **City**
  - **State**
  - **Zip / Postal Code**
  - **Phone Number**



- **Step Five: Email / Initial Login**
    - Email – Upon selecting Continue in the previous step, the system will generate an email to the address on file. This will include a temporary password (case sensitive) and a link to the log-in page.
        - Initial Login – At the login page, the user will enter the User ID they chose in registration and the temporary password received in the email, then choose ***Log On***
        - Upon selecting Log On, the user will be required to change their Password and setup Challenge Questions and Answers

Upon logging in successfully, the individual will be taken to the home page.

- From the Participant Home, users can:
  - Make Payment,
  - Access “My Wallet” to add, modify or delete a payment method.
  - View Payment History
  - Update their Profile.
  - Access FAQs
  - Link to KPC Public Web
  - Access KPC Customer Service contact phone number
  - Logoff
- To make a payment the user will select ***Make Payment*** on the left side of the page.

KPC KANSAS PAYMENT CENTER SECURE

Customer Service KPC Public Web Log Off

- Participant Home
- Make Payment
- My Wallet
- Payment History
- Update Profile

Participant Home

Welcome (Hide Details...)

Welcome to the KPCpay Participant Home page.

Make Payment/Participant Support Orders: click to make a new payment.

My Wallet: click to update your bank or card account information or to view or cancel your warehoused payments.

Payment History: click to view a list of electronic payments already submitted or still pending.

Update Profile: click to view or update your user profile information.

FAQs (Show Details...)

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

PARTICIPANT PAYMENT

To make a payment:

Important:

- All active court orders for which the user is a payer in the KPC system will automatically populate on this screen.
- If user is paying on a case that is not setup in the KPC system, they will need to manually enter payment information.

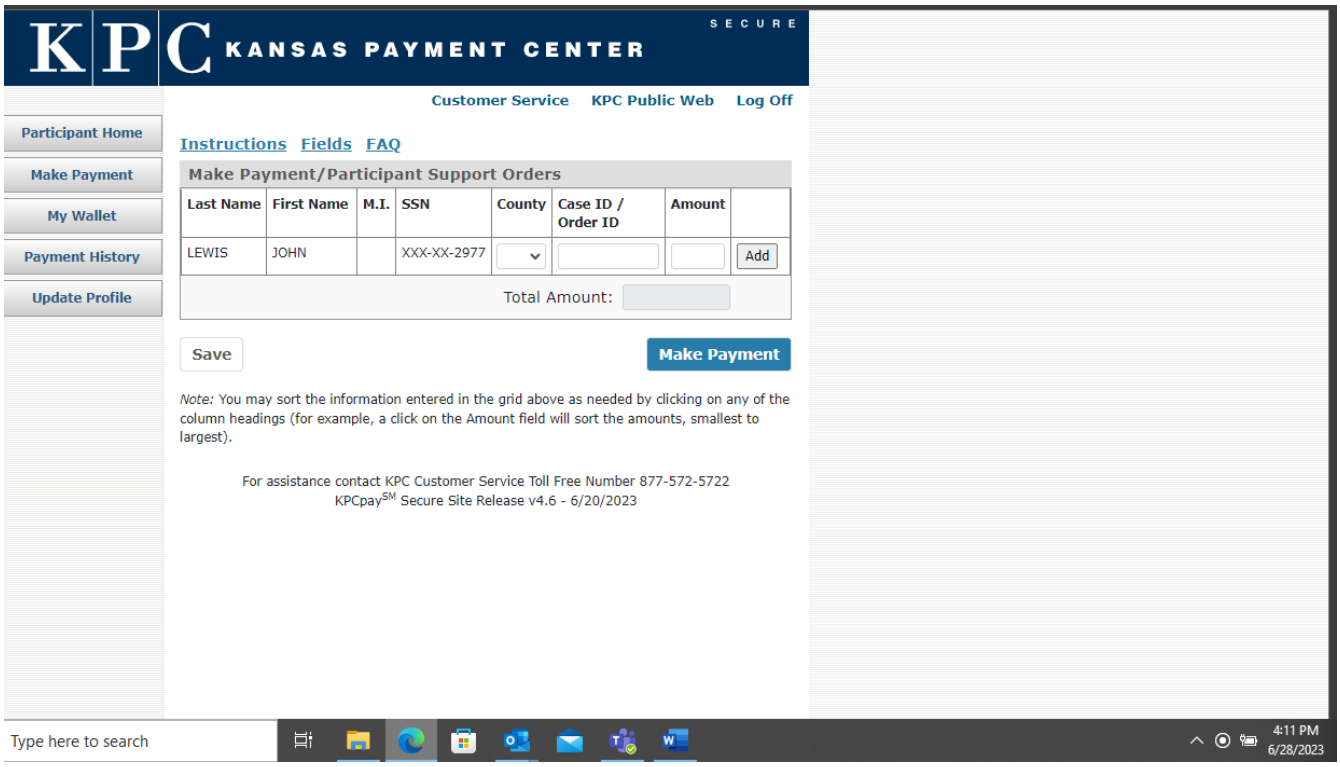
Fields/Buttons:

- Last Name: *required*
- First Name: *required*
- M.I.
- SSN: *required* – Must be a valid SSN
- County: *required* – Two-letter abbreviation for the county where the order for support was established
- Case Identifier / Order Identifier: *required* – Correct format of court order is required; instructions can be located in Field Definitions section located on this screen (not pictured)
- Amount: *required* - Amount of support payment
- Add: Upon filling out Participant Payment information, user will need to select *Add*
- Continue: Continue will save the entered payment information and take the user to the next step
- Save: Will allow user to save entered information and come back later to complete payment

KPC KANSAS PAYMENT CENTER
SECURE
Customer Service
KPC Public Web
Log Off
Participant Home
Make Payment
My Wallet
Payment History
Update Profile
Instructions
Fields
FAQ
Make Payment/Participant Support Orders
Last Name
First Name
M.I.
SSN
County
Case ID / Order ID
Amount
LEWIS
JOHN
XXX-XX-2977
Add
Total Amount:
Save
Make Payment
Note: You may sort the information entered in the grid above as needed by clicking on any of the column headings (for example, a click on the Amount field will sort the amounts, smallest to largest).
For assistance contact KPC Customer Service Toll Free Number 877-572-5722
KPCpay℠ Secure Site Release v4.6 - 6/20/2023

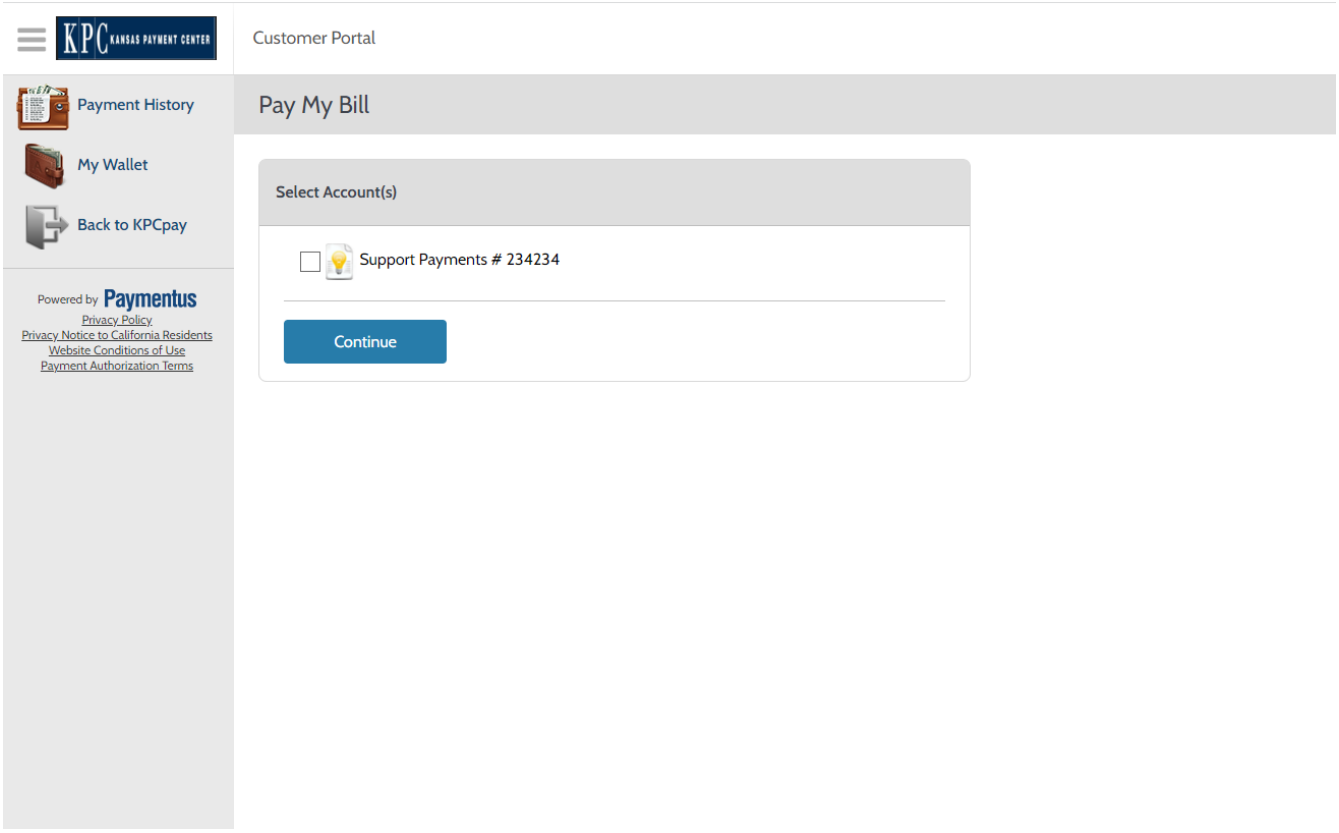
MAKE A PAYMENT

The first screen you will see is shown below.

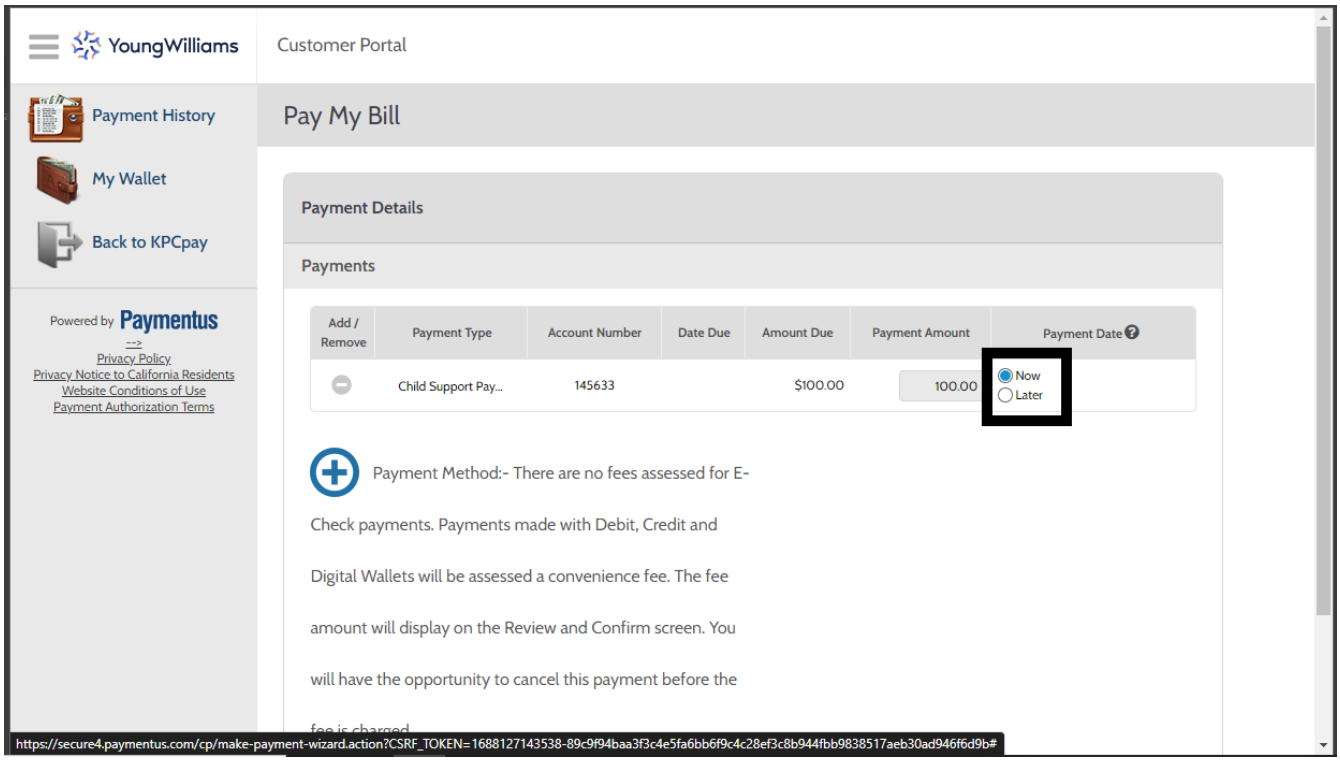


Enter the amount of the payment in the “Amount” column and press the “Add” button. After the “Total Amount” appears on the screen, press the “Make Payment” button.

The next screen displayed will show your KPC pin. You must click the box on the left side and press “Continue” to proceed.

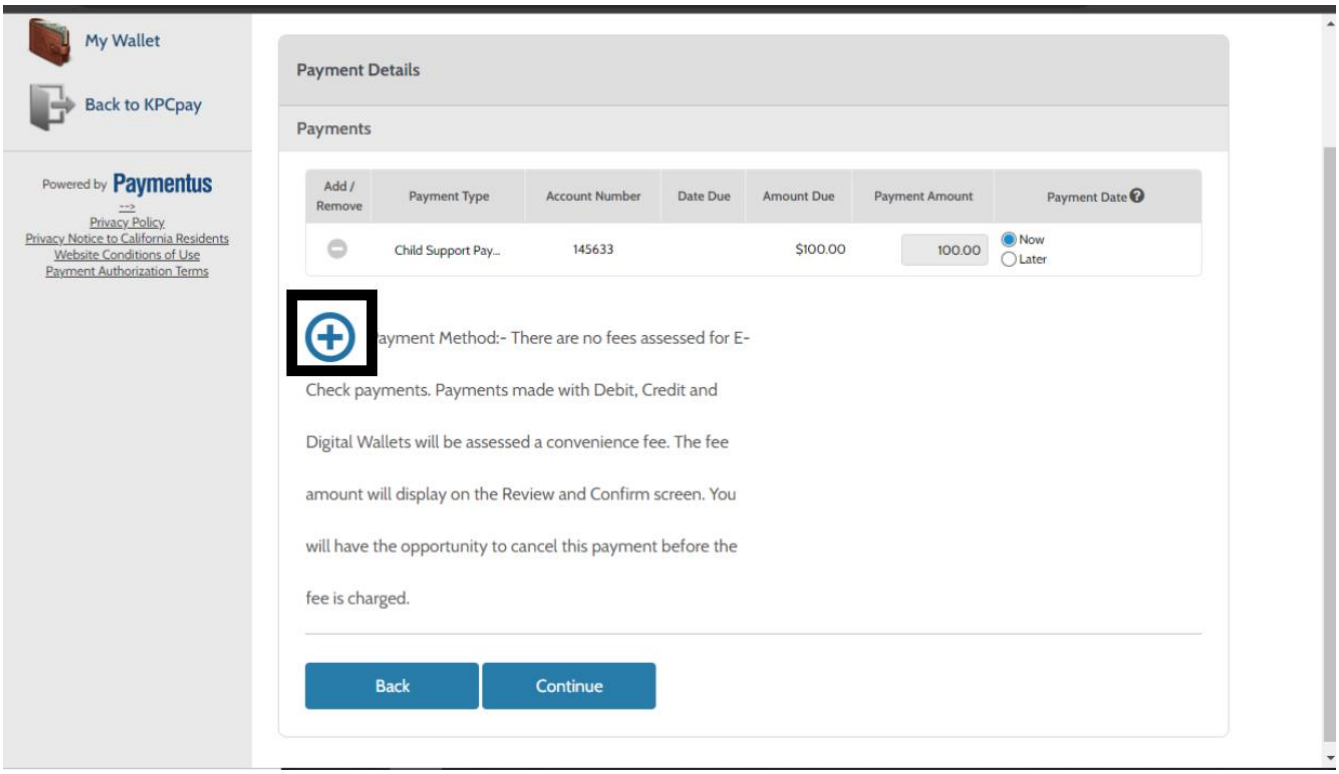


The next screen that will appear enables you to select when the payment should be made.

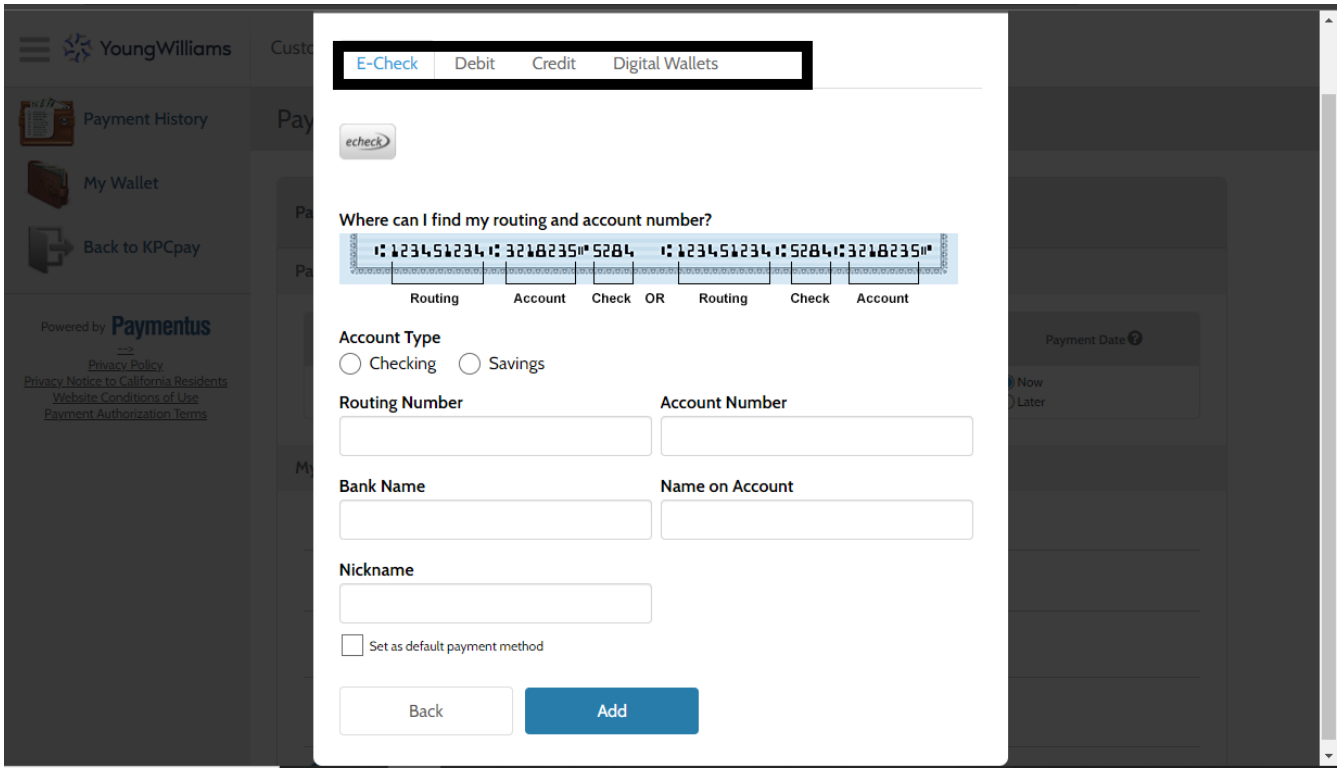


a. Press “Now” to make payment immediately.
b. Press “Later” to schedule payment for a future date (a calendar will appear from which the desired payment date can be selected).
c. Multiple payments may be scheduled for future dates (up to 180 days in the future from current date).
d. Future dated payments can be canceled at any time prior to the payment effective date set by editing the transaction(s) listed under the Payment History tab.

To add a new payment method, click the ⊕ sign to select the payment type and associated account information you would like to add. Press “Continue”


My Wallet
Back to KPCpay
Powered by Paymentus
Privacy Policy
Privacy Notice to California Residents
Website Conditions of Use
Payment Authorization Terms
Payment Details
Payments
Add / Remove
Payment Type
Account Number
Date Due
Amount Due
Payment Amount
Payment Date
Child Support Pay...
145633
$100.00
100.00
Now
Later
ayment Method:- There are no fees assessed for E-Check payments. Payments made with Debit, Credit and Digital Wallets will be assessed a convenience fee. The fee amount will display on the Review and Confirm screen. You will have the opportunity to cancel this payment before the fee is charged.
Back
Continue

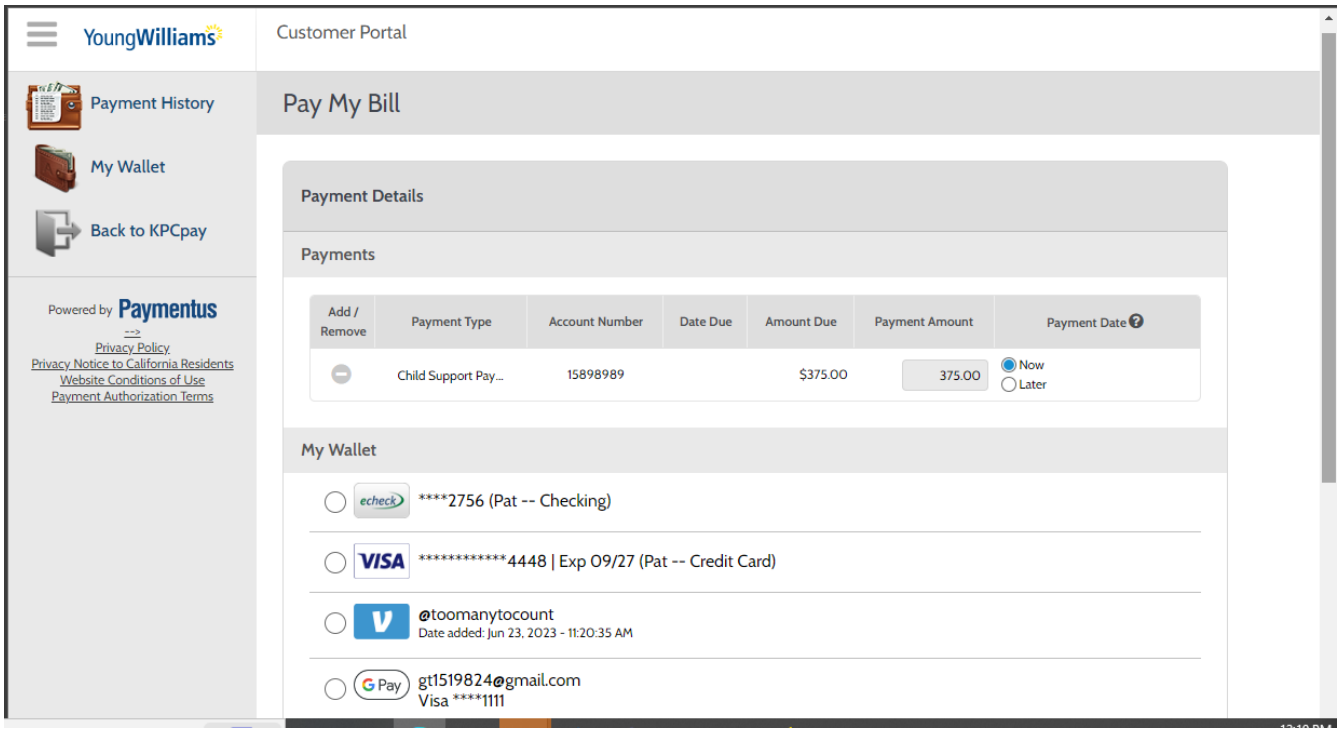
The next screen will display the payment methods/types available.



As highlighted in the box above, the available payment methods are:

- E-check
- Debit card
- Credit card
- Digital Wallets
    - Venmo
    - GooglePay
    - ApplePay

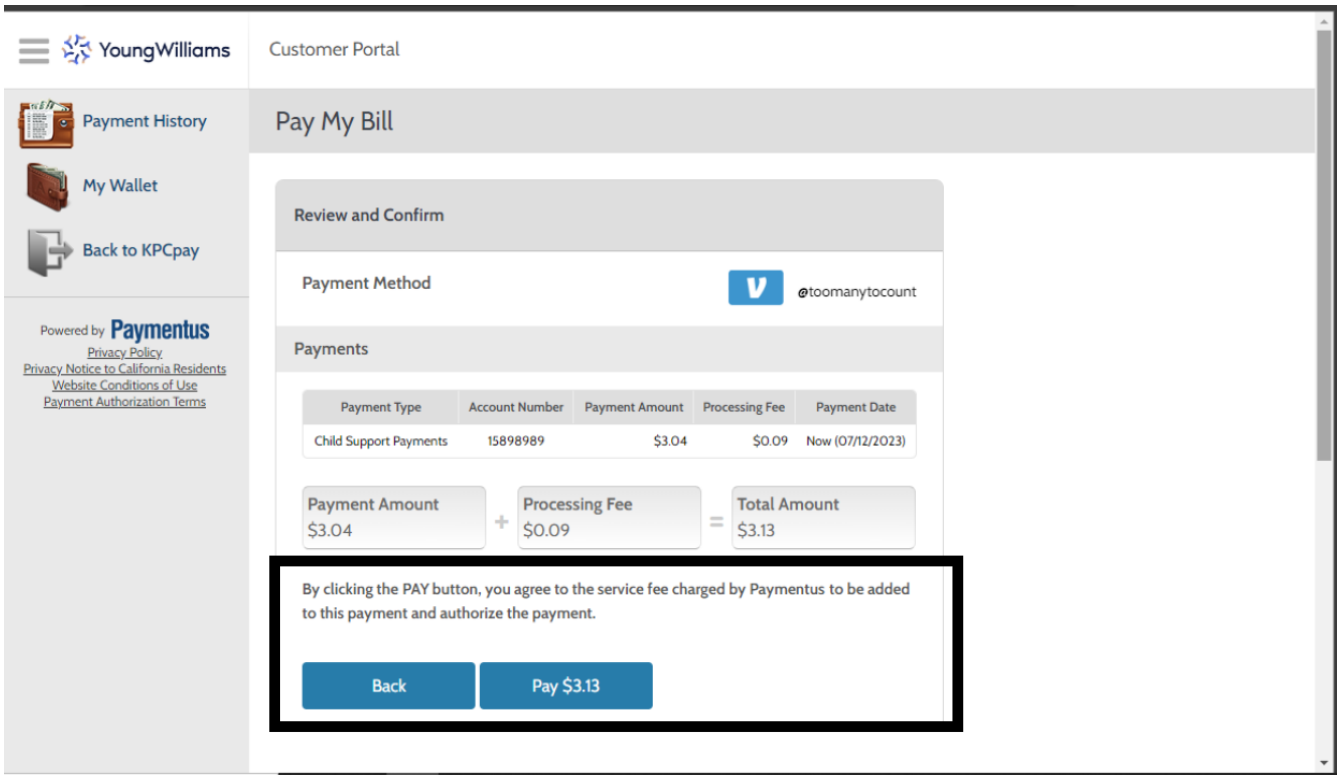
For each payment method selected, provide the required information, and press the “Add” button. The information will be saved and available for future use in “My Wallet” as illustrated below.



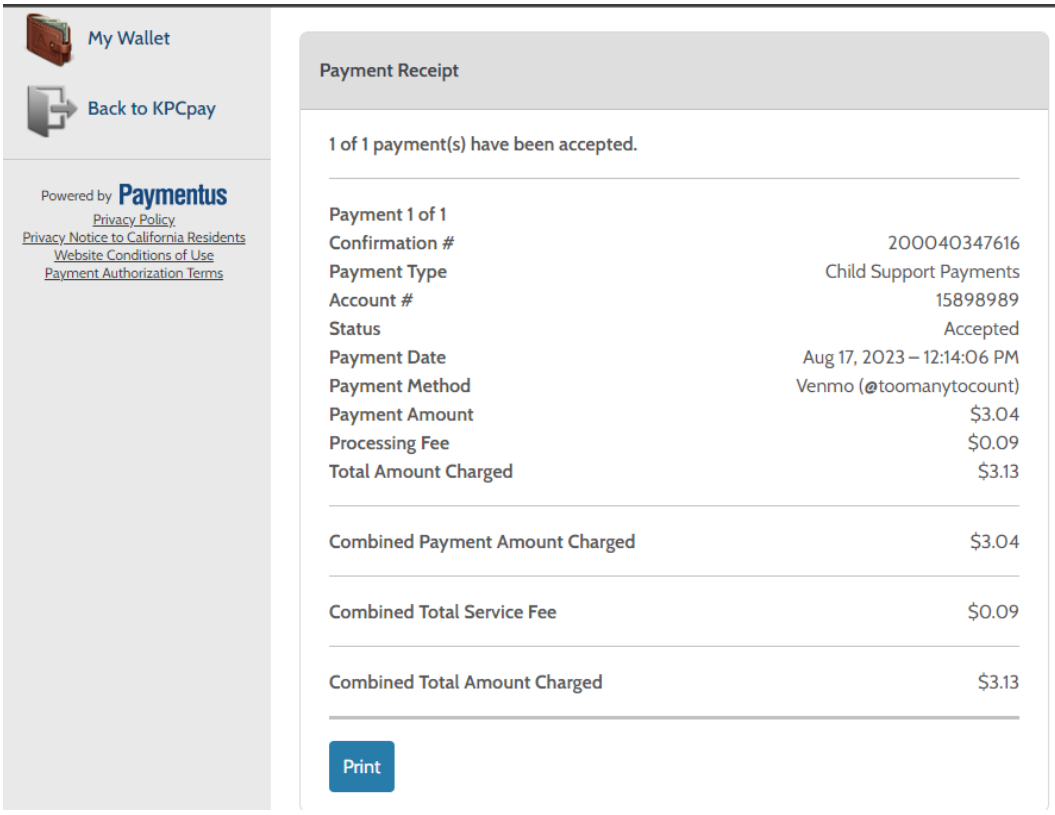
HOW TO SET UP DIGITAL WALLETS

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)

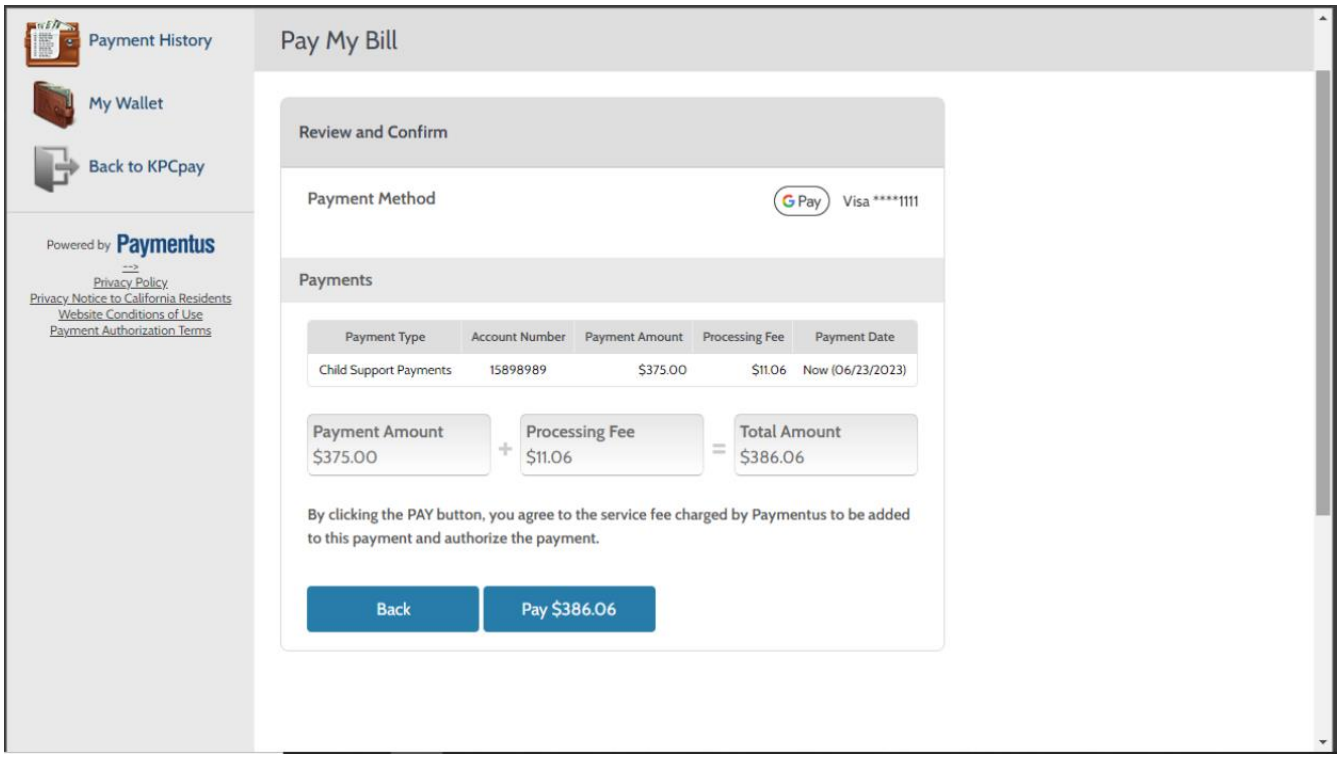


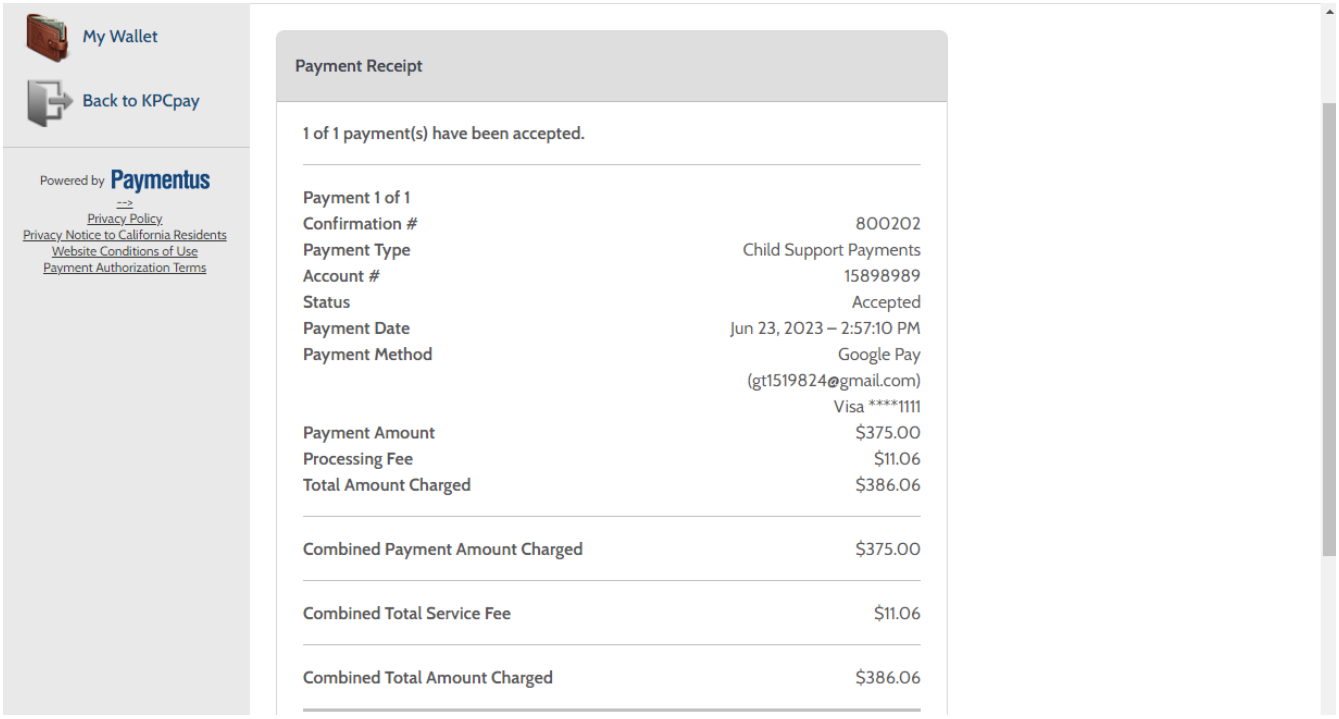
Click the Pay $XXX.XX button and a payment confirmation screen will be presented. A confirmation e-mail will also be provided to the e-mail address saved within your user profile.



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
Powered by Paymentus
Privacy Policy
Privacy Notice to California Residents
Website Conditions of Use
Payment Authorization Terms
Pay My Bill
Review and Confirm
Payment Method
G Pay
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

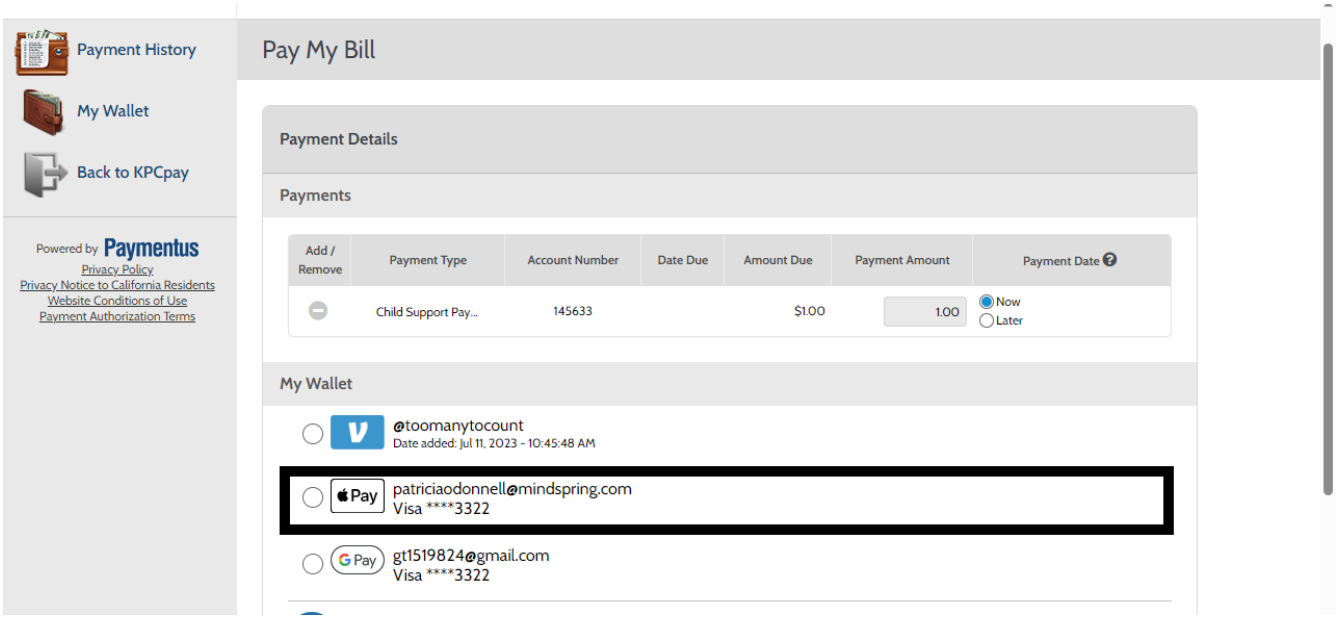


APPLEPAY

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 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 every time you want to use ApplePay. ApplePay does not store credentials.

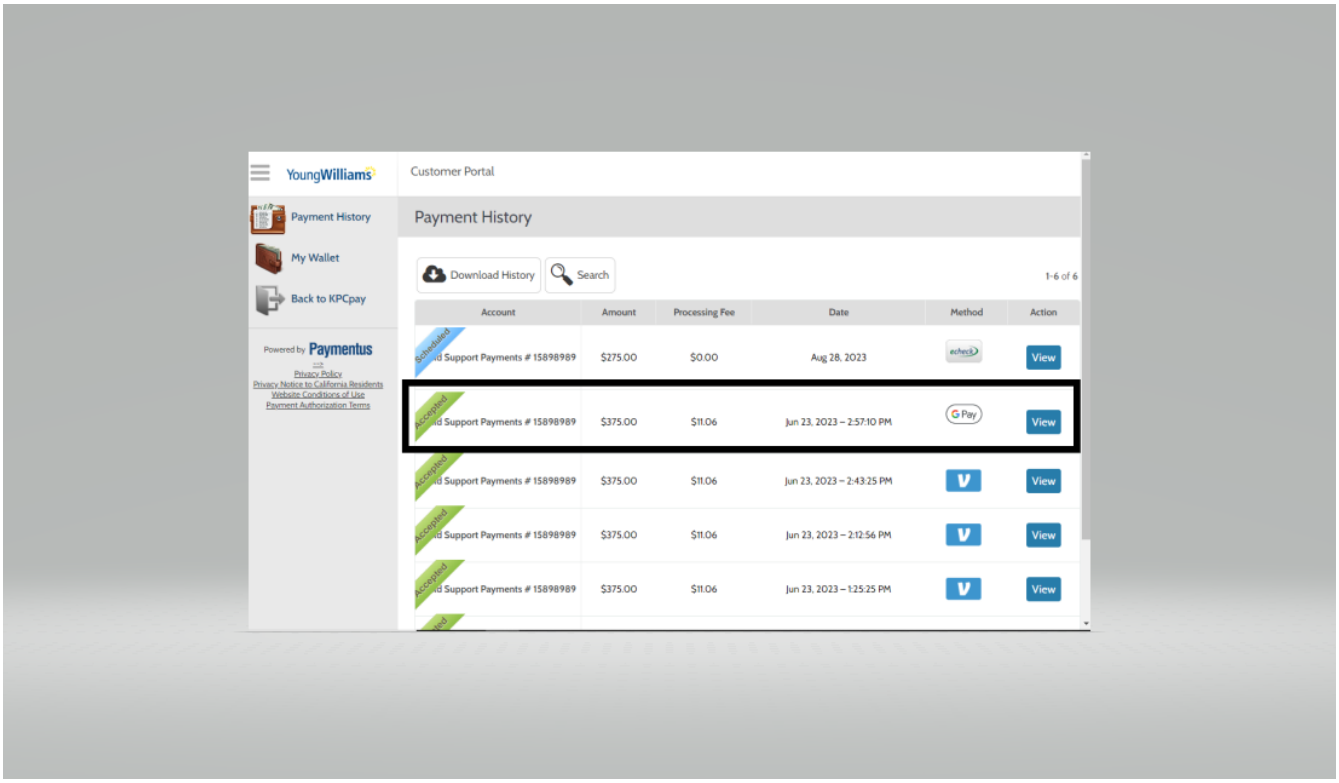


PAYMENT HISTORY

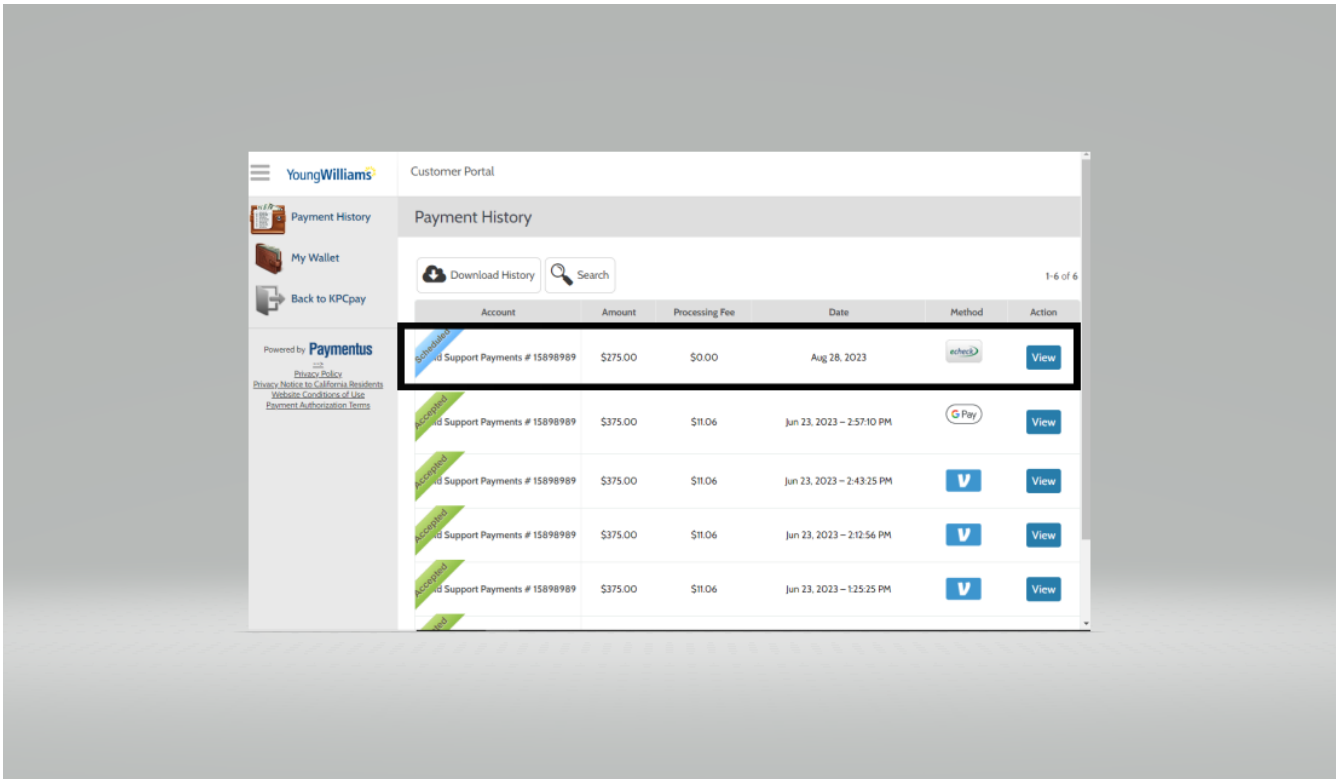
Complete Payment History is included on our website, www.kspaycenter.com. You may use your court order number for access to this information.

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.

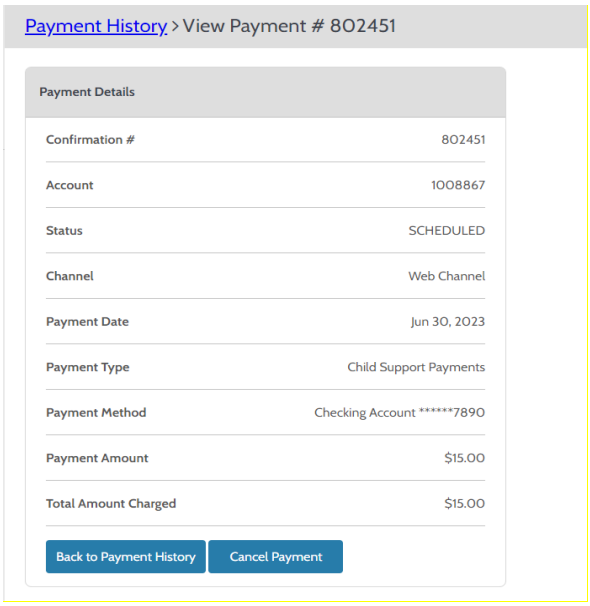


Future dated (scheduled) payments are indicated by the “blue” ribbon as illustrated below.



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

FREQUENTLY ASKED QUESTIONS

Q: What are warehoused (future Dated scheduled) payments?

A: Warehoused 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 Individual Participant is $5,000.00

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 or Venmo) a processing fee of 2.95% will apply based upon the amount of 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 on kspaycenter.com.

Q: What is the processing time frame for receiving a payment once submitted?

A: Based on the payment date selected, the payment can take 2-3 business days for KPC to receive.

Q: Does KPC verify funds on large payments?

A: If KPC receives a $3,000 or greater payment from the payor's bank account, and if there is no consistent payment history (4 or more payments within the last year that are the same amount, or greater), the payment will be held for verification. Attempts will be made to contact the payor by email or the phone number on file on the day the payment is received. The payor will be informed funds verification is required before the payment can be credited. Documentation from the payor's bank indicating the payment has been cleared/settled as well as the balance after the payment is required. Please send bank verification back by email to KPC-Reconcilement@ywcss.com or fax it to 785-232-7536.

If KPC does not receive verification of these funds clearing the bank account, the payment/s will be held in suspense for 10 business days before being processed to the court order for the payor's support obligation. After 10 business days, the payment will be posted to the court order and released to be disbursed. The disbursement process between banks will take 2-3 business day.

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 or by phone: 877-572-5722