

## RevTrak - Quick Payment Guide

RevTrak is an outside company that parents use to make online payments for School Fees, Transportation (Bus) Fees and Lunch. You also have the option to pay by eCheck. **Also new, for 2017-2018, a \$4.95 transaction fee will only be applied at checkout to Instructional Materials Fees.**

### Account and Password Information

- You do **NOT** need an account prior to using RevTrak. Type your email address when prompted and select **New Customer**. You will create a password after entering your billing information.
- For returning customers, enter your email address and password when prompted and select **Returning Customer**. Your address information will be remembered from your first purchase.
- If you forget your password, click **Forgot Your Password** at the bottom of the Sign In page.
- To change your email or password, select **My Account** from the menu at left. Login with the "old" email address and password. On the next screen, click on **Account Settings** and you may edit your email address and/or password.

### Purchase an Item

- Click on a group of fees (Instructional Materials, Lunch, etc...) from the "Browse" menu on the left side of the screen, or click on a category button on the homepage and then select the item you wish to purchase.
- For lunch payments, Enter your Total Access Username (Family ID) in the "Username (Family ID)" box and your Total Access Password number in the "Total Access Password" box. Then select **Add to Shopping Cart**.
- **For all other fees** Enter your child's last name in the Last Name box and their student ID number in the ID box.
- Select **Go to Checkout** to pay, **Continue Shopping** to add more fees, **or Empty** to clear out your Shopping Cart.
- If this is your first purchase in RevTrak, enter the email address where you want your receipt sent and click **I am a New Customer**. If you are a *returning customer*, enter the password you established on your first visit and click **Continue**.
- Complete Billing Information and select **Continue**.
- If you would like to **pay by eCheck**, enter your Bank's Routing Number and Account Number.
- If you prefer, click on **Pay with a Credit Card**. RevTrak accepts Discover, Visa or MasterCard (debit, credit or check card) and enter your Credit Card Number, Cardholder Name and Expiration Date.
- Choose **Verify information** and click **Complete Order**
- The final step of your checkout process produces a printable receipt. A confirmation email/receipt is also sent immediately to the e-mail address you provided during the payment process.
- To view a receipt from a previous order, choose **My Account, Order History**. Approved payments appear instantaneously in the listing.
- If your credit/debit card payment is not accepted, you will receive an error message from the card processing service. Review the information you entered for the card number, type and expiration date. If entering your information correctly did not resolve the error, and you do not understand the error message, call the number on the back of your card. Your card company should be able to view the error message and explain why it was not accepted.

**Special note to Debit Card users:** Many banks "*reserve*" the amount you charge for each attempted payment, even if the debit card is declined. While the money will not be withdrawn from your account, a reserve will prevent you from making other withdrawals for several days and MAY create an overdraft.

Click **Log Out** in top right corner of the screen.

If you have a question about your payment, select **Contact Us** under **Services** on the left side of RevTrak.