

KPCPAY EMPLOYER USER GUIDE

KANSAS PAYMENT CENTER

Version 01

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KPCPAY – HOW TO MAKE WAGE WITHHOLDING PAYMENTS

KPCpay enables employers to pay child 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 child 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*
- 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 convenience fee will be charged for credit or debit card 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. Enter 12-character Court Order Number (can be added later)
 - i. Example: AT12DM000078
 - f. Click Save
4. New Employee will show in Active list



The screenshot shows the KPC Employer Roster interface. On the left is a navigation menu with options: Employer Home, Employer Roster, Make a Payment, Manage Accounts, Payment History, and Update Profile. The main content area has a header with 'KPC KANSAS PAYMENT CENTER' and 'SECURE'. Below the header are links for 'Customer Service', 'KPC Public Web', and 'Log Off'. There are also links for 'Instructions' and 'FAQ'. A filter section shows 'Active' selected and 'Terminated' unselected. The main table is titled 'Employer Roster' and contains two rows of employee data: JONES, SAMANTHA (SSN: XXX-XX-9585) and MOORE, JAMES (SSN: XXX-XX-6789). Below the table is a form for adding a new employee with fields for Last Name, First Name, MI, SSN, Med., and CO Number. There are 'Add', 'Cancel', and a plus icon button next to the form. At the bottom, there is an 'Add New' button and a 'Make a Payment' button. A footer note provides assistance contact information: 'For assistance contact KPC Customer Service Toll Free Number 877-572-5722 KPCpaySM Secure Site Release v3.17 - 9/21/2021'.

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
4. Example: AT12DM000078
5. Click Save
6. Click on Employee to expand/collapse section and view /hide Court Order numbers



KPC KANSAS PAYMENT CENTER SECURE

Customer Service KPC Public Web Log Off

[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		785656789	<input type="checkbox"/>	Save Cancel
<input checked="" type="checkbox"/>	INXOK7538902					
<input type="checkbox"/>	CO Number					

Add New
Make a Payment

For assistance contact KPC Customer Service Toll Free Number [877-572-5722](tel:877-572-5722)
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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

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Employer Home

Employer Roster

Make a Payment

Manage Accounts

Payment History

Update Profile

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Active **Terminated**

Employer Roster

<input type="checkbox"/>	Last Name	First Name	MI	SSN	Med.	
<input checked="" type="checkbox"/>	SMITH (2)	JANE		XXX-XX-2977	<input type="checkbox"/>	
<input type="checkbox"/>	LUNA	BELLA		XXX-XX-2849	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	JONES	SAMANTHA		XXX-XX-9585	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MOORE	JAMES		XXX-XX-6789	<input type="checkbox"/>	

Add New
Make a Payment

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TERMINATE COURT ORDER

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.

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KANSAS PAYMENT CENTER

SECURE

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- Employer Home
- Employer Roster
- Make a Payment
- Manage Accounts
- Payment History
- Update Profile

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Employer Roster

<input type="checkbox"/>	Last Name	First Name	MI	SSN	Med.	
<input type="checkbox"/>	SMITH (2)	JANE		XXX-XX-2977	<input type="checkbox"/>	
<input type="checkbox"/>	LUNA	BELLA		XXX-XX-2849	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	JONES	SAMANTHA		XXX-XX-9585	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MOORE (2)	JAMES		XXX-XX-6789	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	INXOK7538902					
<input type="checkbox"/>	INXOK9837637					

Add New
Make a Payment

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REACTIVATE EMPLOYEE

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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KANSAS PAYMENT CENTER

SECURE

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Employer Roster

<input checked="" type="checkbox"/>	Last Name	First Name	MI	SSN	Med.	
<input type="checkbox"/>	SMITH (2)	JANE		XXX-XX-2977	<input type="checkbox"/>	
<input type="checkbox"/>	LUNA	BELLA		XXX-XX-2849	<input type="checkbox"/>	
<input type="checkbox"/>	JONES	SAMANTHA		XXX-XX-9585	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	MOORE	JAMES		XXX-XX-6789	<input type="checkbox"/>	

Add New

Make a Payment

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REACTIVATE COURT ORDER

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
7. Click Save
8. The Court Order number will be on the Active list

MAKE A PAYMENT

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.

CREATE NEW PAYMENT

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 PayConnexion site
 - a. Enter payment date and payment information
 - b. Click Continue through to payment confirmation
 - c. Confirmation email will be provided to account email address

KPC KANSAS PAYMENT CENTER SECURE

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Make a Payment

Last Name ?	First Name ?	Court Order ?	Term. ?	Pay Date ?	Amount ?
JANE	SMITH	INXOK9383930	<input type="checkbox"/>	9/23/2021	2.00
SAMANTHA	JONES	IXOK387892	<input type="checkbox"/>	9/23/2021	1.50
JAMES	MOORE	INXOK7538902	<input type="checkbox"/>	9/23/2021	1.00
JAMES	MOORE	INXOK8361273	<input type="checkbox"/>	9/23/2021	0.00
Total Amount:					04.50

[Back](#)
[Save](#)
[Continue](#)

For assistance contact KPC Customer Service Toll Free Number [877-572-5722](tel:877-572-5722)
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Payment History
Update Profile



Your payment will be posted when the funds have been received from your financial institution or credit card company - normally 2 or 3 business days after the Payment Date noted below.

Note: The Payment Date field below can be left blank. It will default to the next available date for the Payment Method you choose. Enter the Payment Date field only if you want to 'warehouse' a payment to settle in the future.

PAYMENT DETAILS




Payment Amount*: \$4.50

Payment Date*: 09/24/2021

PAYMENT METHOD

Saved Account*:
 Select

New Account*:
 eCheck
 Credit/Debit Card

This payment may be assessed a convenience fee. The fee amount will display on the payment verification screen. You will have the opportunity to cancel this payment before the fee is charged.

Release 21.6 20 © 2002 - 2021 JPMorgan Chase Bank, N.A. [Browser Requirements](#)

TERMINATE EMPLOYEE / COURT ORDER

Note: This process will terminate the Court Order for the selected Employee. If the Employee has additional Court Order numbers, they will not be terminated. If this is the only Court Order number for the Employee, both the Employee and Court Order numbers will be terminated.

1. Navigate to Make a Payment
 - a. If no payment was previously started - navigate to Employer Roster
 - b. Select/Unselect Employees for payment
2. Click on Term Indicator next to appropriate Employee/Court Order number
3. Date field will be defaulted to current day
4. 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
5. Click Make a Payment
6. User is taken to PayConnexion site
 - a. Enter payment date and payment information
 - b. Click Continue through to payment confirmation

- c. Confirmation email will be provided to account email address
- 7. The Employee and Court Order will no longer be on the Active list

FREQUENTLY ASKED QUESTIONS

Q: What are warehoused 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 Employer is \$50,000.00

Q: Are there fees for using KPCpay?

A: There are no convenience fees when paying with eCheck, when paying with a Credit Card/Debit Card a convenience fee of minimum 2.43%, maximum 6% 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.

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