

***KPCPAY PARTICIPANT USER GUIDE***

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**KANSAS PAYMENT CENTER**

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**Version 01**

September 2021

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## KPCPAY – MAKE A CHILD SUPPORT PAYMENT

KPCpay enables individuals 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 a child 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'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.

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## KPCPAY REGISTRATION

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To register on KPCpay:

- **Step One:** Go to [kspaycenter.com](http://kspaycenter.com)
- **Step Two:** Select **PAY ONLINE**, located on the left side of the home page
- **Step Three:** Select either **New Employers** or **New Individuals**

- **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<sup>SM</sup>
  - **Address 1**
  - **Country**
  - **City**
  - **State**
  - **Zip / Postal Code**
  - **Phone Number**

**PARTICIPANT DETAILS**

* User ID	<input type="text"/>
* KPC Pin	<input type="text"/>
* SSN	<input type="text"/>
* First Name	<input type="text"/>
* Last Name	<input type="text"/>
Middle Initial	<input type="text"/>
* Email Address	<input type="text"/>
* Address 1	<input type="text"/>
Address 2	<input type="text"/>
* Country	United States <input type="text"/>
* City	<input type="text"/>
* State:	<input type="text"/>
* Zip/Postal Code	<input type="text"/> - <input type="text"/>
* Phone Number	<input type="text"/>
Cell Phone Number	<input type="text"/>

■ **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



The screenshot shows the KPC login interface. At the top, there is a dark blue header with the KPC logo and the text 'KANSAS PAYMENT CENTER' and 'SECURE'. Below the header, there is a 'Log On' button. The main content area contains a login form with a red border. The form has two input fields: 'User ID' with the value 'PATTIOD65' and a clear button 'x', and 'Password' with a masked password '.....'. Below the password field is a green 'Log On' button. Underneath the login form, there are links for 'Forgot Password', 'Change Password', and 'Update Challenge Questions'. Below these links is a section titled 'New User?' with links for 'Register as an Employer' and 'Register as a Participant'.

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

- From the Participant Home, users can:
  - Make Payment,
  - Manage Accounts
  - 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



## 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 at a later time to complete payment

KPC KANSAS PAYMENT CENTER SECURE

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

Participant Home   [Instructions](#)   [Fields](#)   [FAQ](#)

Make Payment   **Make Payment/Participant Support Orders**

Manage Accounts

Payment History

Update Profile

Last Name	First Name	M. I.	SSN	County	Case Identifier / Order Identifier	Amount	
CARPENTER	DANIEL	E	XXX-XX-0115	▼	<input type="text"/>	<input type="text"/>	<input type="button" value="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](tel:877-572-5722)  
KPCpay<sup>SM</sup> Secure Site Release v3.17 - 9/21/2021

KPC KANSAS PAYMENT CENTER SECURE

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

Participant Home   [Instructions](#)   [Fields](#)   [FAQ](#)

Make Payment   **Make Payment/Participant Support Orders**

Manage Accounts

Payment History

Update Profile

Last Name	First Name	M. I.	SSN	County	Case Identifier / Order Identifier	Amount	
CARPENTER	DANIEL	E	XXX-XX-0115	SI ▼	<input type="text" value="03DM0011"/>	<input type="text" value="300.0"/>	<input type="button" value="Add"/>

Total Amount:

Save
Make Payment

Court order data deleted successfully.  
Court order should be 10 characters long (eg. 21DM123456).

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](tel:877-572-5722)  
KPCpay<sup>SM</sup> Secure Site Release v3.17 - 9/21/2021

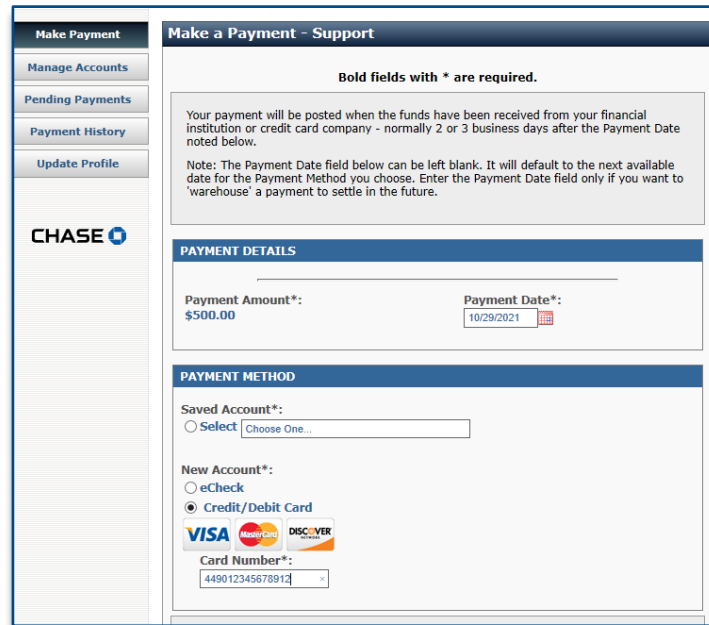
## MAKE A PAYMENT – SUPPORT

### Make a Payment – Support:

- Users will complete to process payment



- Payments are securely processed in conjunction with the JPMorgan Chase payment processing system PayConnexion



#### Payment Details:

- Payment Amount - Confirmation of payment amount
- Payment Date – Date payment will be processed
- Warehousing Payments – User can enter a Payment Date up to 180 days in the future

#### Payment Method:

- Saved Account – Next screen, user will be given the option to save their eCheck or Credit Card/Debit Card payment method
- New Account -- User will choose to pay via eCheck or CC/DC
  - eCheck: No convenience fee
  - Credit/Debit Card: Convenience fee applies (see FAQ)

#### Convenience Fee Notification

User is notified that a fee may apply when using a credit or debit card

**Make Payment**

Manage Accounts

Pending Payments

Payment History

Update Profile

**CHASE**

**Make a Payment - Support**

**Bold fields with \* are required.**

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\*: \$300.00      Payment Date\*: 09/30/2021

**PAYMENT METHOD**

Saved Account\*:  
 Select Choose One...

**New Account\*:**

eCheck

Credit/Debit Card

## E-CHECK PAYMENT

- **Bank Routing Number:** *required* – Can be retrieved from Bank
- **Bank Account Number:** *required* – Can be retrieved from Bank
- **Bank Account Type:** *required*
- **Bank Account Category:** *required*
- **Save this account:** User can save bank information for faster future transactions
- **E-Mail Address:** *required* – Confirmation emailed to this email
- **Enter Confirmation Password:** *required* – Country Code + Postal Code
- **Terms And Conditions:** *required* – User approving payment

**ECHECK ACCOUNT INFORMATION**

<p><b>Bank Routing Number*:</b>  <input type="text" value="211391825"/> ?</p> <p><b>Bank Account Number*:</b>  <input type="text" value="XXXXXXXXXXXX4567"/></p> <p><b>Re-enter Bank Account Number*:</b>  <input type="text" value="XXXXXXXXXXXX4567"/></p>	<p><b>Bank Account Type*:</b>  <input checked="" type="radio"/> Checking <input type="radio"/> Savings</p> <p><b>Bank Account Category*:</b>  <input checked="" type="radio"/> Consumer <input type="radio"/> Business</p> <p>Save this account?:  <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p><b>Bank Account Nickname:</b>  <input type="text" value="Bill Payment Account"/></p>
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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.

Continue Cancel

Release 21.6\_20 © 2002 - 2021 JPMorgan Chase Bank, N.A. [Browser Requirements](#)

**CREDIT OR DEBIT CARD PAYMENT**

- Cardholder Name: *required*
- Expiration Date: *required*
- Card Billing Address: *required*
- Email Address: *required*
- 3-digit code: *required*

**CARD ACCOUNT INFORMATION**

Cardholder Name\*:

Expiration Date\*:  /

Card Billing Information\*:  Use Profile Information as Billing Information  
 234 MAIN STREET  
 BARRINGTON, IL 60010  
 United States

Use New Billing Information

Country\*:

Address 1\*:

Address 2:

Address 3:

City\*:

State\*:

Zip Code\*:  -

Save this account?:  **Yes**  No

Card Account Nickname:

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.

**PAYMENT CONFIRMATION**

System E-Check Payment Confirmation

**CHASE**

**Payment Confirmation - Support**

Thank you for your support payment! 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.

Please keep a record of your Confirmation Number, or [print](#) this page for your records.

**Confirmation Number:** X58KPC000001757  
**Confirmation Date (ET):** Sep-29-2021 10:55:31 AM

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**Your Payment Detail**

Payment Amount: **\$300.00**  
 Scheduled Payment Date: **Sep-30-2021**  
 Payment Amount: **\$300.00**

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**Your Account Detail**

Bank Account Nickname: **Pat Bill Pay Account**  
 Bank Routing Number: **211391825**  
 Bank Account Number: **XXXXXXXXXXXX4567**  
 Bank Account Type: **Checking**  
 Bank Account Category: **Consumer**

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**E-mail Address\*:** **PODONNELL@YWCSS.COM**

Please keep a record of your Confirmation Number, or [print](#) this page for your records.

System Credit Card Payment Confirmation

**CHASE**

Thank you for your support payment! 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.

Please keep a record of your Confirmation Number, or [print](#) this page for your records.

**Confirmation Number:** X58KPC000001761  
**Confirmation Date (ET):** Sep-29-2021 06:55:17 PM

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**Your Payment Detail**

Payment Amount: **\$425.00**  
 Convenience Fee: **\$13.00**  
 Total Payment Amount: **\$438.00**  
 Scheduled Payment Date: **Oct-15-2021**  
 Payment Amount: **\$425.00**


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**Your Account Detail**

**Cardholder Name\*:** **Patricia ODonnell**  
 Credit Card or Debit Card Number: **XXXXXXXXXXXX3322**  
 Credit Card or Debit Card Type: **Visa Credit**

E-Check Confirmation E-Mail


Payment Confirmation for Support

 noreply@payconnexion.com  
 To Patricia O'Donnell

Wed 9/29/2021 12:19 PM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

External Email: This email originated from outside of the organization. Do not click links or open attachments unless you were expecting to receive the contents from the sender and you know it is safe.



S E C U R E

\*\*\* PLEASE DO NOT RESPOND TO THIS EMAIL \*\*\*

Thank you for submitting your payment for Support. This email is to confirm that on Sep-29-2021, you authorized Kansas Payment Center to charge the credit card listed below on the scheduled payment date.

<b>Confirmation Number:</b>	X58KPC000001758
<b>Confirmation Date (ET):</b>	Sep-29-2021 01:17:25 PM
<b>Payer Name:</b>	PATRICIA O'DONNELL
<b>Payment Amount Debited:</b>	\$300.00
<b>Convenience Fee:</b>	\$11.00
<b>Total Payment Amount:</b>	\$311.00
<b>Scheduled Payment Date:</b>	Sep-30-2021

<b>Cardholder Name:</b>	Patricia O'Donnell
<b>Card Number:</b>	XXXXXXXXXXXX3322
<b>Card Type:</b>	Visa Credit

If you have questions about this payment or need assistance, please view the payment online at <https://www.ksssecurekpc.com>, or call Customer Service at (877) 572-5722.

Thank you for using the Kansas Payment Center electronic payment system.

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## FREQUENTLY ASKED QUESTIONS

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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 set.

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 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](mailto:kpcpaysupport@ywcss.com) or by phone: 877-572-5722