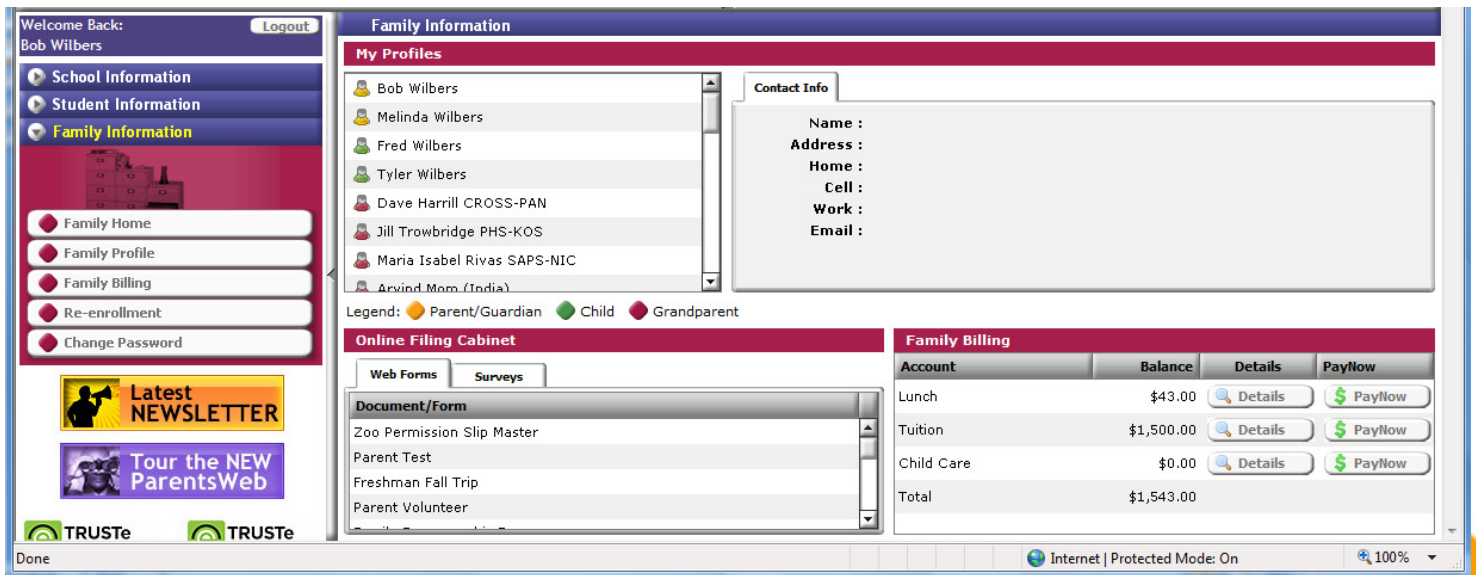


# Demonstration of Parent Experience



Welcome Back: Bob Wilbers [Logout](#)

**Family Information**

**My Profiles**

- Bob Wilbers
- Melinda Wilbers
- Fred Wilbers
- Tyler Wilbers
- Dave Harrill CROSS-PAN
- Jill Trowbridge PHS-KOS
- Maria Isabel Rivas SAPS-NIC
- Arvind.Mom.(India)

**Contact Info**

Name :  
Address :  
Home :  
Cell :  
Work :  
Email :

Legend: ● Parent/Guardian ● Child ● Grandparent

**Online Filing Cabinet**

Web Forms | Surveys

**Document/Form**

- Zoo Permission Slip Master
- Parent Test
- Freshman Fall Trip
- Parent Volunteer

**Family Billing**


Account	Balance	Details	PayNow
Lunch	\$43.00	<a href="#">Details</a>	<a href="#">PayNow</a>
Tuition	\$1,500.00	<a href="#">Details</a>	<a href="#">PayNow</a>
Child Care	\$0.00	<a href="#">Details</a>	<a href="#">PayNow</a>
<b>Total</b>	<b>\$1,543.00</b>		

Done Internet | Protected Mode: On 100%


# Parent Experience – Pay Now Amount


Welcome Back: Logout  
Bob Wilbers

- ▶ School Information
- ▶ Student Information
- ▼ **Family Information**



- ◆ Family Home
- ◆ Family Profile
- ◆ **Family Billing**
- ◆ Re-enrollment
- ◆ Change Password


**Latest NEWSLETTER**

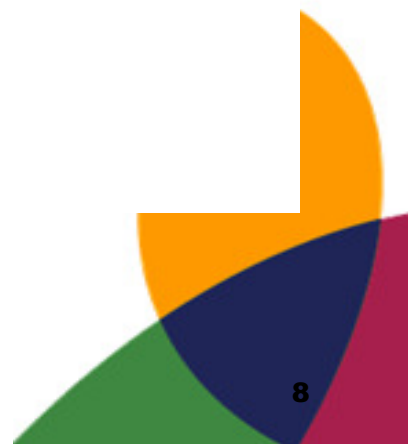

**Tour the NEW ParentsWeb**

**Family Billing**

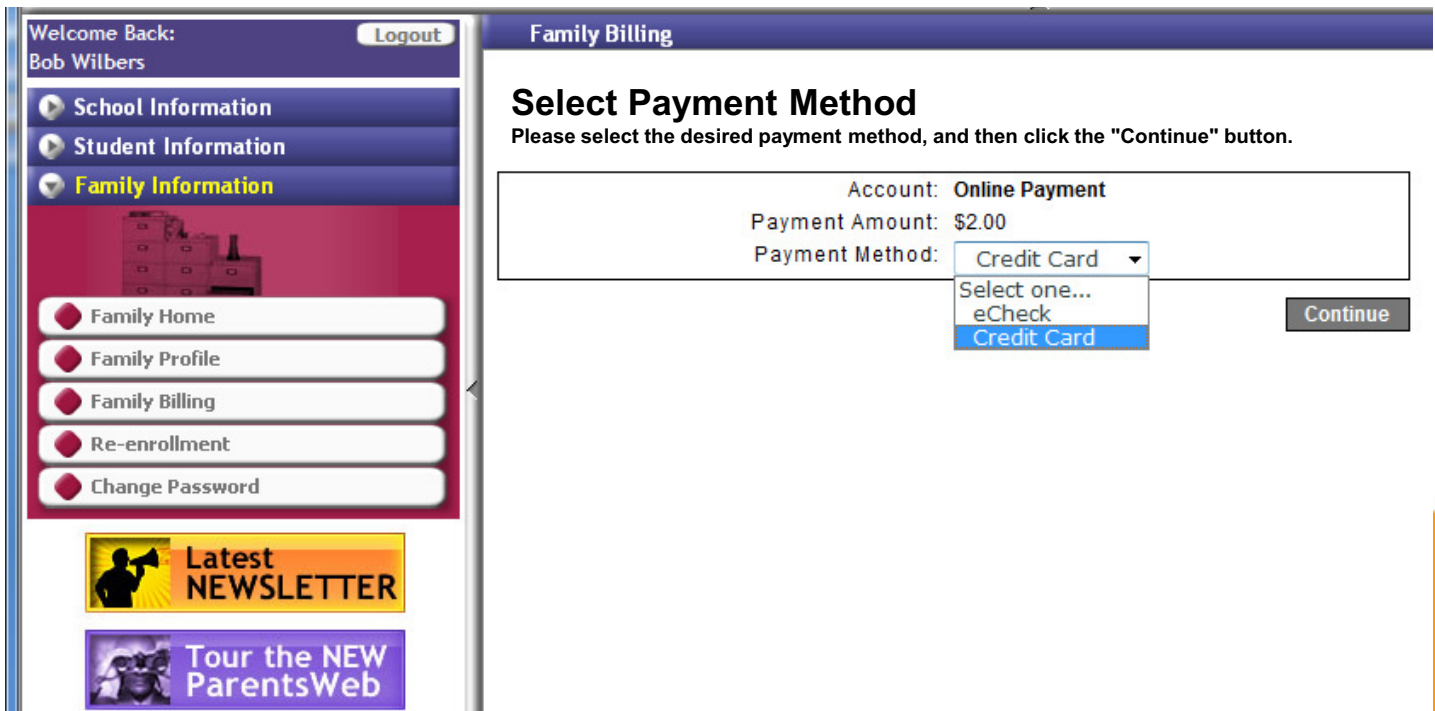
**Enter the amount you wish to pay into each appropriate fiscal year/accounting system and select Pay Now button at the bottom.**

Accounting System	Fiscal Year	Balance	Payment Amount
Lunch	2009-2010	\$43.00	\$ <input style="width: 50px;" type="text" value="1"/>
Tuition	2009-2010	\$1,500.00	\$ <input style="width: 50px;" type="text" value="1"/>
<b>Total</b>		<b>\$1,543.00</b>	

A negative amount indicates a credit



# Parent Experience – Payment Method Selection




The screenshot shows a web interface for "Family Billing". On the left is a navigation sidebar with a "Welcome Back: Bob Wilbers" header and a "Logout" button. The sidebar menu includes "School Information", "Student Information", and "Family Information" (which is expanded to show "Family Home", "Family Profile", "Family Billing", "Re-enrollment", and "Change Password"). Below the menu are two promotional banners: "Latest NEWSLETTER" and "Tour the NEW ParentsWeb". The main content area is titled "Family Billing" and contains a "Select Payment Method" section. It displays the account name "Online Payment", a payment amount of "\$2.00", and a "Payment Method" dropdown menu currently set to "Credit Card". The dropdown menu is open, showing options: "Select one...", "eCheck", and "Credit Card". A "Continue" button is located to the right of the dropdown.


# Parent Experience – Credit Card Input Screen


Welcome Back: Logout  
Bob Wilbers

- ▶ School Information
- ▶ Student Information
- ▼ **Family Information**



- ◆ Family Home
- ◆ Family Profile
- ◆ **Family Billing**
- ◆ Re-enrollment
- ◆ Change Password


**Latest NEWSLETTER**


**Tour the NEW ParentsWeb**

## Family Billing

### Provide Credit Card Information

Please enter your credit card information in the following fields, then click "Continue" button.  
**NOTE:** All fields are required.

**Current Payment**

<b>Pay Now</b>	Payment Amount:	\$2.00
	Service Charge*:	\$0.08
	<b>Total Amount:</b>	<b>\$2.08</b>

**Credit Card Information**

Cardholder's Name:

Card Type:

Credit Card Number:

Expiration Date:  /

**Billing Address Information**

Address 1:

(optional) Address 2:

City:

**For U.S. Address**

State:

Zip:

---

**Contact Information**

Daytime Phone:

e.g. (555) 555-1212x123 OR +31 42 123 4567


Email Address:




# Parent Experience – Credit Card Verification


Welcome Back: Logout  
Bob Wilbers

- ▶ School Information
- ▶ Student Information
- ▶ **Family Information**



- ◆ Family Home
- ◆ Family Profile
- ◆ **Family Billing**
- ◆ Re-enrollment
- ◆ Change Password


**Latest NEWSLETTER**


**Tour the NEW ParentsWeb**

## Family Billing

### Verify Credit Card Information

Please confirm that your credit card information is entered correctly.

Current Payment		
<b>Pay Now</b>	Payment Amount:	\$2.00
	Service Charge*:	\$0.08
	<b>Total Amount:</b>	<b>\$2.08</b>

Credit Card Information	
Cardholder's Name:	Bradley Lee
Card Type:	MASTERCARD
Credit Card Number:	-----2029
Expiration Date:	01/2012

Billing Address Information	
Address 1:	8178 Santa Clara Drive
City:	Dallas
State:	TX
Zip:	75218

Contact Information	
Daytime Phone:	(214)320-2228
Email Address:	blee@renweb.com

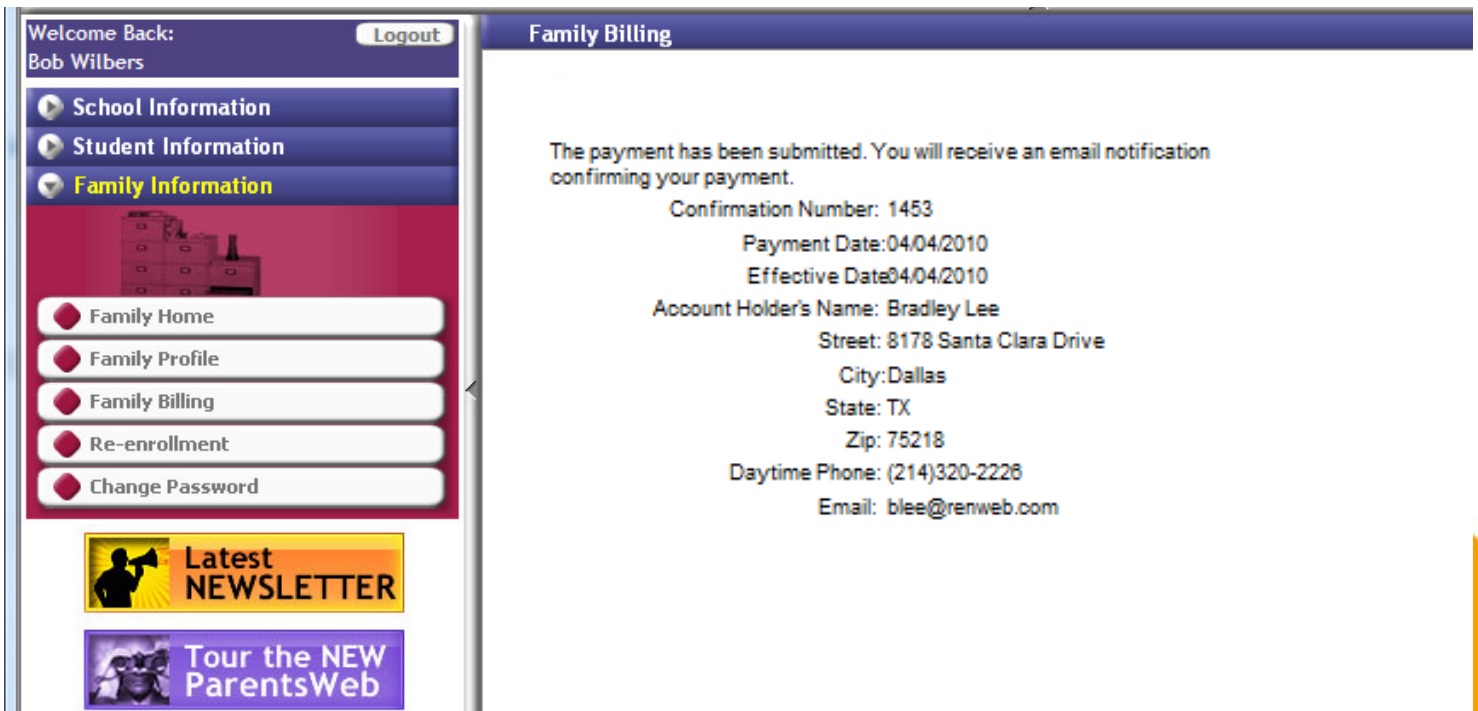
Confirm
Edit
Cancel

\*Service Charge Notice - Credit card payments are processed by FACTS/Nelnet Business Solutions (NBS). FACTS/NBS is a third-party payment provider, operating under an agreement with your school to process credit card payments on your behalf.

You will be charged a 3.75% Service Charge\* for processing your payment. This means that the Service Charge amount is calculated based on 3.75% of your payment amount. The 3.75% Service Charge is added to your payment and will appear as a separate item on your credit card statement. The Service Charge is not a fee assessed by your school. The Service Charge is not refundable, even if the payment to which it relates is cancelled, refunded, credited or charged back.

**BY USING THIS SERVICE YOU AGREE TO PAY THE SERVICE CHARGE.**

# Parent Experience – Submission Confirmation



The screenshot shows a web interface for 'Family Billing'. On the left is a navigation sidebar with a 'Welcome Back: Bob Wilbers' header and a 'Logout' button. The sidebar menu includes 'School Information', 'Student Information', and 'Family Information' (which is expanded to show 'Family Home', 'Family Profile', 'Family Billing', 'Re-enrollment', and 'Change Password'). Below the menu are two promotional banners: 'Latest NEWSLETTER' and 'Tour the NEW ParentsWeb'. The main content area, titled 'Family Billing', displays a confirmation message: 'The payment has been submitted. You will receive an email notification confirming your payment.' Below this message are the following details: Confirmation Number: 1453, Payment Date: 04/04/2010, Effective Date: 04/04/2010, Account Holder's Name: Bradley Lee, Street: 8178 Santa Clara Drive, City: Dallas, State: TX, Zip: 75218, Daytime Phone: (214)320-2226, and Email: blee@renweb.com.

# Parent Experience – Email Receipts

## Standard Notification

noreply@renweb.com

Sent: Sun 4/4/2010 12:14 AM

To: Brad Lee

---

Bradley Lee,

Your credit card payment was approved on 04/04/2010 at 00:13 AM.

Confirmation Number: 1453  
Payment Description: Pay Now  
Payment Amount: \$2.00

Regards,

FACTS/NBS Payment Services

PLEASE NOTE: This message was automatically generated. Please do not respond to this email address: it is used only by an automated system and is not monitored for responses.

## Standard Notification

noreply@renweb.com

Sent: Sun 4/4/2010 12:14 AM

To: Brad Lee

---

Bradley Lee,

Your credit card payment was approved on 04/04/2010 at 00:13 AM.

Confirmation Number: 1454  
Payment Description: Service Charge for payment 1453  
Payment Amount: \$0.08

Regards,

FACTS/NBS Payment Services

PLEASE NOTE: This message was automatically generated. Please do not respond to this email address: it is used only by an automated system and is not monitored for responses.

## Parent Experience – Bank and CC Statements

- Parent Credit Card Statement – Payment amount and credit card convenience fee appear as separate transactions that both reference the school’s name (dba on merchant agreement).

04/01/10	The First Academy 800-4266008 AL	\$2.00
04/01/10	NBS The First Aca 402-3257540 NE	\$0.08

- Parent Bank Statement – Payment amount and ACH fee appear on single line item.

04/01/10	ACH Debit	\$2.85
	Tuition and Fees eCheck Pay 1453	

