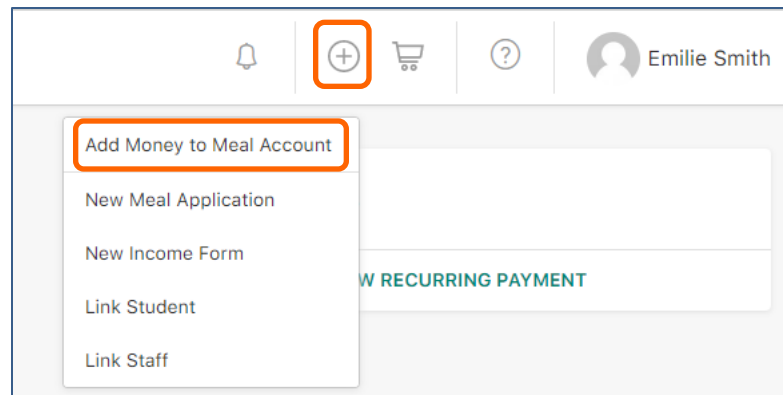


Managing Funds – Titan Family Portal

Please note that you must first link your child(ren) to your account before you can manage funds.

Add a one-time payment to your child’s meal account

1. Adding money to your meal account online is quick and secure. The funds will be immediately available on your child’s account upon completion of the transaction. Once you have added your child to your TITAN Family Portal account, you will add money by clicking on **+**, then **Add Money to Meal Account**.



2. Enter the **deposit amount** you would like to add to each child’s account, then click **Update Cart**.

One Time Payment

ACCOUNT	CURRENT BALANCE	DEPOSIT AMOUNT	TOTAL AFTER DEPOSIT
Test Student	\$0.00	<input type="text"/>	\$0.00
Test2 Student	\$0.00	<input type="text"/>	\$0.00

Cancel

3. The first time making a payment, you will need to add a new **Billing Address**. Click **Add New Address**, enter address details and click **Save**. Once the address is added, **Check** the address you will use for the payment.

The first screenshot shows a 'Billing Addresses' panel with an 'Add New Address' button. The second screenshot shows the 'Address' form with fields for Description, Address, Country, City, State/Province, and Zip, and 'Cancel' and 'Save' buttons. The third screenshot shows the 'Billing Addresses' panel with the 'Home' checkbox checked and the address details displayed.

4. If your shipping address is the same as your billing address, **Check** the address to use for payment. If your shipping address differs from your billing address, you will need to add a new **Shipping Address**. Click **Add New Address**, enter address details and click **Save**.

The first screenshot shows a 'Shipping Addresses' panel with the 'Home' checkbox checked and the address details displayed. The second screenshot shows the 'Address' form with fields for Description, Address, Country, City, State/Province, and Zip, and 'Cancel' and 'Save' buttons.

5. The first time making a payment, you will need to **Add New Payment Method**. Select your **Payment Type**, then enter your payment details. Click **Save**.

The image displays three sequential screenshots of the 'Payment Method' form. The first screenshot shows the 'Payment Methods' page with the 'Add New Payment Method' button highlighted. The second screenshot shows the 'Payment Method' form with the 'Payment Type' dropdown menu open and 'Credit Card' selected, and the 'Save' button highlighted. The third screenshot shows the 'Payment Method' form with the 'Payment Type' dropdown menu open and 'Electronic Check' selected, and the 'Save' button highlighted.

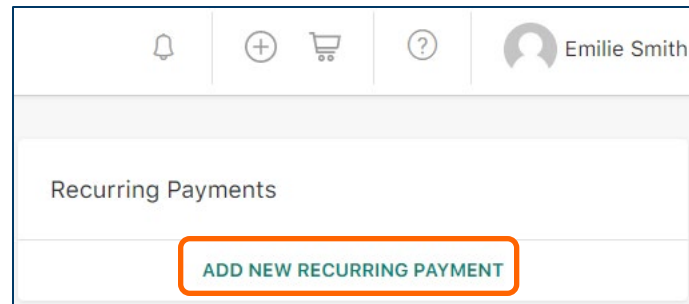
6. After your **billing address, shipping address and payment method** are selected, click **Complete Purchase**. *The funds will be immediately available on your child's account upon completion of the transaction.*

Order Summary			
ITEM	QUANTITY	UNIT	TOTAL
Payment on Account Test Student	1		\$10.00
Payment on Account Test2 Student	1		\$10.00
		Subtotal	\$20.00
		Processing Fee	
		Tax	\$0.00
		Total	\$20.00

Complete Purchase

Add a recurring payment to your child's meal account

1. You can continue to send money to school with your child or you can add money online. Once you have added your child to your TITAN account, you will add a recurring payment by clicking on **ADD NEW RECURRING PAYMENT**.



2. Add the recurring **payment amount** to each child's account.

ACCOUNT	PAYMENT AMOUNT
Test Student	<input type="text"/>
Test2 Student	<input type="text"/>

3. The first time making a payment, you will need to add a new **Billing Address**. Click **Add New Address**, enter address details and click **Save**. Once the address is added, **Check** the address you will use for the payment. If there is already an address on file, **Check** the address you will use for payment.

The image shows three screenshots of the Billing Address management interface. The first screenshot shows a 'Billing Addresses' list with an 'Add New Address' button highlighted in orange. The second screenshot shows the 'Address' form with fields for Description, Address, Country, City, State/Province, and Zip, and 'Cancel' and 'Save' buttons, with the 'Save' button highlighted in orange. The third screenshot shows the 'Billing Addresses' list with a 'Home' checkbox and address details (3850 Broadmoor Ave SE, Grand Rapids, MI 49512) highlighted in orange, and an 'Add New Address' button at the bottom.

4. The first time making a recurring payment, you will need to **Add New Payment Method**. Select your **Payment Type**, then enter your payment details. Click **Save**.

The image shows three screenshots of the Payment Method management interface. The first screenshot shows a 'Payment Methods' list with an 'Add New Payment Method' button highlighted in orange. The second screenshot shows the 'Payment Method' form with fields for Description, Payment Type, Name on Account, Card Number, Expiration Month, and Expiration Year, and 'Cancel' and 'Save' buttons, with the 'Payment Type' dropdown and 'Save' button highlighted in orange. The third screenshot shows the 'Payment Method' form with fields for Description, Payment Type, Name on Account, Bank Account Type, Account Number, and Routing Number, and 'Cancel' and 'Save' buttons, with the 'Payment Type' dropdown and 'Save' button highlighted in orange.

5. Select the **Frequency, Day and Starting Date** of the recurring payments. Click **Add**. *Please note that these funds will not be immediately available on your child's account.*

Frequency	Day	Starting Date
Weekly	Monday	03/10/2022
Subtotal		\$0.00
Processing Fee		
Total		
Add		

Managing Funds FAQ

1. How can I cancel or change my recurring payment?

Under **Recurring Payments**, click on the three dots to the right of your child's name. You can either change the information and **Save** or **Delete the Payment**.

2. Can I transfer my funds from one child's account to another?

You can transfer funds between accounts by clicking the three dots to the right of your child's name. Select **Transfer Money**. Select the child to **Transfer To, Amount** and click **Save**.

3. Can I set spending limits on my child's account?

You can set specific spending limits on your child's account by clicking the three dots to the right of your child's name. Select **Edit Spending Limit**. Select the **Serving Session, Quantity, Amount** and click **Save**.

4. I made an online payment. How long will it be before the funds will be available in my child's account?

- If you selected **One Time Payment on Account**, the funds will be available immediately in your child's cafeteria account, upon finishing the payment transaction.
- If you selected **New Recurring Payment**, the funds will be available the following day from when the payment is scheduled to run. For example, if the payment is to be made every Monday, the funds will be available Tuesday morning.

5. When entering my Billing Address, it asks for a 'Description', what do I use?

This is a free form field and you can name it anything. For example, you can name it Home or Office.

6. When entering my Payment Method, it asks for a 'Description', what do I put?

This is a free form field and you can name it anything. For example, you can name it Household Credit Card or Chase Credit Card.

7. I am trying to enter my credit card information and it keeps saying 'Invalid Card', what am I doing wrong?

The system will not allow you to continue if any required items are missing. Check to see that you have entered the following:

- Check to see that the credit card number is correct.
- Make sure the type of card you are entering is accepted.
For example, American Express or Discover may not be accepted.

8. I am trying to make a payment but the 'Submit' button is grey and I can't continue?

The system will not allow you to continue if any required items are missing. Check to see that you have entered the following:

- Payment amount for each child
- Billing address
- Credit card information

9. Can I receive a notification when my child's account balance is low?

Yes. The system is defaulted to send an email reminder when the balance falls below \$5.00. You can change the Payment Reminder by clicking on **+ Change Payment Reminder**.

10. How can I see activity on my child's account?

If you click on History, you can view **Transaction** and **Student Purchase**.

11. What happens to the money in my child's account at the end of the school year?

Your account balance moves with your child from grade to grade and school to school (within the district).

12. How can I be sure my information is safe?

TITAN is protected by 256 bit SSL encryption between all browsers and our centralized data center.

13. When should I contact the Child Nutrition Department of my child's school district?

Contact lunch@nhaschools.com or 877-642-6325:

- If you would like a refund
- To transfer funds from one child to another
- To share balances with other children
- You have a question about your child's meal service or activity on their account
- Would like to restrict your child from purchasing certain items
- If you would like to know the status of your free/reduced meal application
- If you receive a call regarding your meal application needing to confirm information submitted