

MSP Billing Q&A

***** Please log into MSP and prepay for lunch if using service
(see below for instructions)*****

Q: How do I log into My Students Progress (MSP)?

A: You can find MSP on the school website. Select "Parents" tab on black home page bar (second from right), then My Students Progress drop down. (This Q&A will also be available on the school website). For direct access, the link is:

<https://belleville.mystudentsprogress.com/MSP/index.cfm?login=1>

Q: How do I find the billing system and items to pay in MSP?

A: Go into MY CART on MSP (blue bar top right). Select the On-line store Categories at left that you want to pay in advance (Fees, Latchkey, etc.) or your cart will be loaded with scheduled invoices as they come due.

Q: How do I enable the MSP billing system?

A: To enable the billing system, you will need to set up your payment information in the system either by bank EFT draw (preferred but in test and will not be available for another couple weeks. We will notify you when available, and can delay payment until that time if you prefer) or credit card. You will be automatically prompted to set up your payment information the first time you make a payment through the system. (**Note:** you will be redirected to the **Stripe** website to set up an account. This is the platform that MSP uses to facilitate billing.) Any questions regarding account setup can be directed to Emily Brutton, ICS technology teacher (eburton@icsmail.org).

Q: When will I see bills in my cart?

A: If you have a monthly payment program (Tuition, Pre-K or band), a bill will be put into your cart in advance on the 15th of each month August through April. You can pay for that month or prepay additional months in advance. You can also make partial payments, but the full payment must be made by the end of the current month to be in compliance unless an exception is approved by the parish Business Manager.

Q: How do I check my lunch balance in MSP?

A: Select Modules from the Blue Bar in MSP; Select Lunch under Cafeteria. The available lunch balance will be displayed by child.

Q: What is the process when a lunch item has been charged incorrectly?

A: Teachers enter lunch food orders into MSP. If you are incorrectly billed, contact the teacher to have corrected.

Q: How do I prepay for lunch fees?

A: The required prepaid lunch balance is currently set at \$25 per student if you will be using the service. You will receive an email from MSP when your balance goes below this amount. Go into MY CART on MSP (blue bar top right). Select the On-line store Category - Replenish Lunch Allowance at left. Select the name of your child from the drop down box. Select the amount to prepay. Select Add to CART in green box. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How will I know when it's time to replenish my lunch balance?

A: When your student's lunch balance falls below the required prepaid amount of \$25 per student, you will receive an email from MSP to replenish your lunch account. Go into MY CART on MSP (blue bar top right). Select the name of your child from the drop down box. Select the amount to prepay. Select Add to CART in green box. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How do I pay for any remaining lunch fees from last year?

A: Go into MY CART on MSP (blue bar top right). Select the On-line store Category - Replenish Lunch Allowance at left of screen. Select the name of your child from the drop down box. Select the amount to pay. Select Add to CART in green box. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How can I prepay for any fee in advance?

A: Go into MY CART on MSP (blue bar top right). Select the On-line store Category from list. Select the item you want to prepay. Select the name of your child from the drop down box if applicable. Select the amount to pay if applicable. Select Add to CART in green box. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How do I pay for tuition or Pre-K in MSP?

A: **Tuition and Pre-K** are set up to bill **in advance** for 9 payments on the 15th of each month (starting August ending April). We had originally planned to set up all payments on automated bank EFT when forms were requested this summer. But now that we are using MSP, you can choose to pay by bank EFT (preferred but in test and will not be available for another couple weeks) or credit card. Go into MY CART on MSP (blue bar top right). Select the appropriate tuition or pre-K item from your cart. Select Add to CART in green box. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

(In the event that tuition and pre-k payments are more than 2 weeks behind for two consecutive months, we will have to consider bypassing MSP and setting up automatic bank EFT directly.) Any (i.e. \$200) advance payments or scrip credit have been deducted from the remaining balance due as a discount spread out evenly over 9-months. Any scholarships awarded for tuition will be deducted from the remaining balance as a discount spread out over

the remaining payments due. Payments must be made within 2 weeks of billing to continue at ICS unless other arrangements are made.

Q: How are band fees charged and paid?

A: Band is an optional program and will be billed in advance for 9 payments on the 15th of each month (starting August ending April). Go into MY CART on MSP (blue bar top right). You should see your band fee in your cart by student each month. Select the amount to pay. Select Add to CART in green box. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How can I prepay for band fees?

A: Go into MY CART on MSP (blue bar top right). Select Fees from the on-line Categories List on the left of the screen. Select Monthly Band. Select the number of months you wish to pay in advance. Select Add to CART in green box. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How do I pay my book bill?

A: Book/lab fees are due by September 1. Any (i.e. \$200) advance payments or scrip credit have been deducted from the remaining balance due. (If you already paid the full amount, you will not have a bill in your cart.) Go into MY CART on MSP (blue bar top right). You should see your monthly book fee in your cart by student. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment. If you have not yet made a prepayment and want to pay all at once, in the On-line Categories select Fees. Select the appropriate item from the list by student. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How do I pay the \$10 latchkey registration fee?

A: Go into MY CART on MSP (blue bar top right). Select the On-line store Category Latchkey at left. Select the Latchkey registration fee of \$10 (first row top left). Select the green Add to Cart button. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How can I prepay for latchkey usage?

A: Go into MY CART on MSP (blue bar top right). Select the On-line store Category Latchkey at left. You will see the Latchkey usage options and can select to add to your cart. Go into MY CART on MSP (blue bar top right). Select the latchkey item(s) in your cart to pay. Select the green Add to Cart button. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How do I pay for latchkey usage?

A: Latchkey bills will be pushed to your cart when information is provided by Hope Wienhoff, expected monthly or more frequently after service is provided. Payments must be made within

2 weeks of billing to continue service. Go into MY CART on MSP (blue bar top right). Select the latchkey item(s) in your cart to pay. Select the green Add to Cart button. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How can I make a donation to ICS to cover service fees, etc.?

A: Go into MY CART on MSP (blue bar top right). Select the On-line store Category Make A Donation at left. Enter an amount to donate. Select the green Add to Cart button. Select the blue Proceed To Checkout button to pay. Select Payment Method and continue payment.

Q: How can I see my paid invoice history in MSP?

A: You can see your billing history by selecting the drop down box option "My statements" under your name in the blue bar. Select the magnifying glass to view details about the bill paid.