



Franklin Monroe
LOCAL SCHOOL DISTRICT

8639 OAKES ROAD
P.O. BOX 78
PITTSBURG, OHIO 45358

PHONE • (937) 947-1212
(937) 947-1329
FAX • (937) 947-1372

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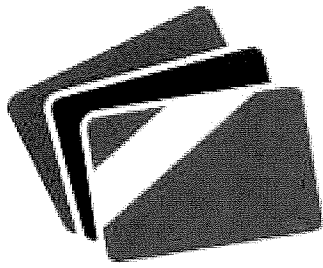
Dear Franklin Monroe Families,

We recently completed an update to our K12 Payment Center service that many families use to deposit money into student lunch accounts. At this time, this service should be completely updated and operating correctly. Additionally, families now have the option to pay school fees through the K12 Payment Center, however, school fee payments and deposits for lunch accounts may still be made at school with checks or cash. For more information regarding the K12 Payment Center service, including a reminder of changes to the convenience fee structure, please see the attached flyer.

If you have any questions regarding this service or need additional information please feel free to contact me at your convenience.

Sincerely,

Andrea Meyer
Treasurer
Franklin Monroe Local Schools



K12 Payment Center

A LINQ SOLUTION

Dear Customer,

The purpose of this email is to revisit a conversation that we started with you in April. At that time, we sent an email advising you of an increase to the **convenience fee structure** for credit and debit card payments. As a reminder, we began using a variable convenience fee based on the payment amount. For payments up to \$95, the convenience fee will remain at a flat rate of \$1.95. For payments over \$95, the convenience fee will be 3.99% of the total.

With the start of school, we have received lots of feedback regarding this change. Much of the response that we received was that 3.99% is a big change from the flat \$1.95 rate. Thank you, we appreciate your feedback. **We have heard you and we agree!** So effective immediately, we have made the following changes:

- **Transactions up to \$100 will receive a flat transaction fee of \$1.95**
- **Transactions above \$100 will receive a transaction fee of 2.99% of the total**

In the near future we will also be introducing **ACH (Electronic Checking Account) payments** that will provide an unlimited deposit amount for a minimal transaction fee. We believe this new convenience will likely become a favorite for your families! We will be in communication with you later this Fall when that enhancement is available.

Thank you for again allowing us to partner with you for the 2019-2020 school year and we apologize for any inconvenience these changes have placed upon you at the start of the school year. We look forward to serving you again this year.

Sincerely,

The K12PaymentCenter Team

