

# Get started with Skolepenge

*Skolepenge is the cashless payment system of the future  
for schools and clubs*



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## Create your Skolepenge account

Go to [skolepenge.dk](https://skolepenge.dk) and choose the option "Create account".

You have the following account creation options:

- **I am a parent/relative/guardian** – choose if you must *pay for one or more children*.
- **I am a user** – *choose if you are a student and must pay for your purchases and top ups on Skolepenge*.
- **I am an employee** – choose if *you work at the school or club*.

You must choose "Create user" in the menu after you have created the parent account for your child. Type the child's name and the card number on Skolepenge card, when you create a user.

It is important that you remember to add the card number on Skolepenge card, when you create the account. You cannot make purchases with the card unless the card number is added.

We recommend setting up the following, when you create the account:

- Add your creditcard for payments and top ups.
- Choose settings for automatic top up.
- Choose a daily purchase limit on the account.

You can add additional settings to the account in the menu, when you have created the account. You can read more about setting options on the following pages.

If have any questions after reading the manual you can contact the support.

### Pay4it Support:

Phone number: (+45) 26 81 55 00

E-mail: [info@pay4it.dk](mailto:info@pay4it.dk)

Opening hours:

Monday - Friday: 8.00 til 17.00

## Setting options

### 1. Credit card information

We recommend adding your credit card to the account to ensure that all payments and top ups can be charged from automatically from the credit card.

To add a credit card to the account:

- 1) Choose "**Credit card information**" to add a credit card. We recommend adding the credit card under your own name in the menu, if you have a parent account.
- 2) Choose your credit card type under "**Choose credit card**". Accept the trading conditions and click "**Continue**".
- 3) Remember to click "**Set primary card for all users**", when the credit card is added if you have added a parent credit card.

The credit card will be used for future payments when you set the credit card as primary.

You can make a manual or automatic top up to the account, when you have added the credit card. Get more information under "**Add funds**" or "**Refill**".

### 2. Skolepenge card

You can get a new card at the school/club if you or your child loses the card. Some places charge a minor fee for replacement cards.

To add a Skolepenge card to the account you must do the following:

- 1) Click "**Manage Skolepenge card**" under the account.
- 2) Start removing the old card from the account.
- 3) Type in the new card number.

The balance is automatically transferred to the new card number when it is added to the account.

### 3. Top up

We recommend activating automatic refill to the account to ensure there is always money on the account when the card is used.

- **Automatic refill (recommended):** The refill amount is transferred when the balance is below your chosen minimum balance. E.g. The account gets topped up with 100 kr. when the balance is below 50 kr..
- **Monthly refill:** The refill amount is transferred on the 1<sup>st</sup> each month. E.g. The balance gets topped up with 500 kr. the 1<sup>st</sup> of each month.

## 4. Adjust restrictions – Daily usage

You can set spending limits for use of the Skolepenge card under **"Adjust restrictions"** in the menu under your child's account.

- **Daily usage:** Use the buttons to activate spending limits and type in daily amount. Deactivate weekdays the child must not use the card through the buttons.

## 5. Picture on the account

You can add a picture under **"Change picture"** in the child's menu, if you want to add extra security to the card .

The staff in the school/club must verify that it is your child, who pays with the Skolepenge card. The picture works as a security feature at the same level as pin codes.

## 6. Add money without saving a credit card

Your credit card information is not saved in the system if you choose **"Use new card"** under **"Add funds"**. You must therefore type in your credit card information each time you add money to the balance.

## Ordering in the webshop

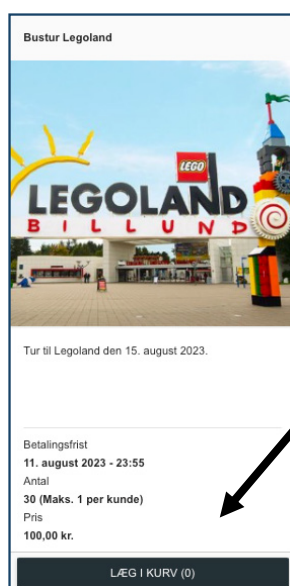
The first time you use the webshop you must search for the webshop in the search function under **"Webshop"**. The system will automatically remember the webshop for the next time you shop.

### How to subscribe to events in the webshop

- 1) Click on the button **"Options"** around your child's account on the front page when you are logged in to Skolepenge.



- 2) Choose **"Webshop"** in the menu.
- 3) Click on the button **"Add to cart"** next to the event/subscription you want to subscribe to.



- 4) Go to the **"Shopping cart"** icon  in the lower right corner. When you have added the wanted events to the cart, you can complete the purchase by clicking on **"Pay with credit card"**.

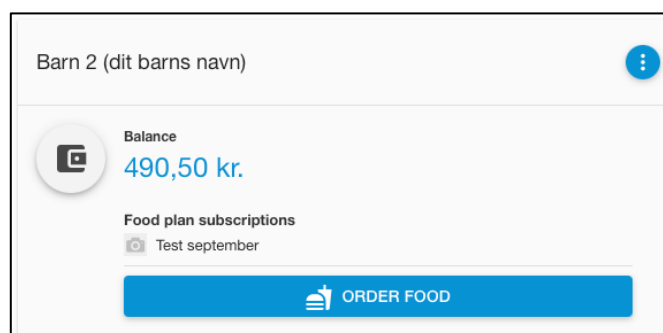
Contact the school/club if you have questions about the events in the webshop.

## Food plan – Ordering of weekly food plan

The first time you use the food plan you must search for the food plan in the search function under **"Food plan"**. The system will automatically remember the food plan for the next time you shop.

### How to order school food

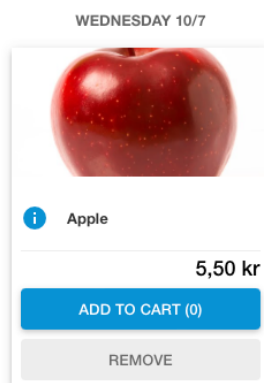
- 1) Click on **"Order food"** on the front page next to the user you want to order food for, when you are logged in to Skolepenge.




- 2) The school's menu for the ongoing week is automatically show.

You can see descriptions of the food and allergens by clicking on the icon **"Info"** ⓘ under the products.

- 3) Click on the button **"Add to card"** below the product you want to order.

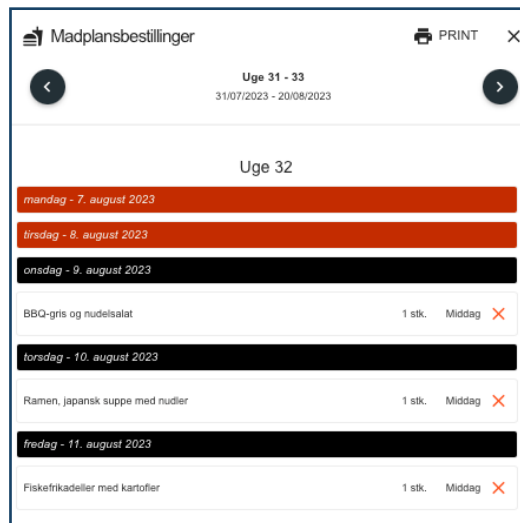


If you want to order the same product for more children, you can use the check box next to the child's name ☒. Confirm you product choices with the **"Confirm"** button. This is only possible if your children attends the same school.

- 4) Go to the **"Shopping cart"** icon  in the lower right corner. When you have added the wanted events to the cart, you can complete the purchase by clicking on **"Pay with credit card"**.

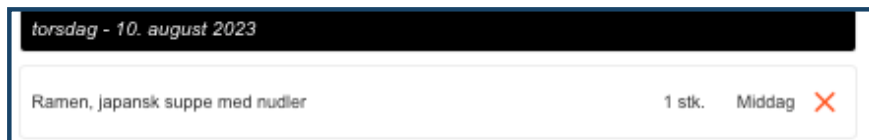
## How to see your food plan orders

- 1) Click on **"Food plan orders"** under your child's name in the menu when you are logged in to Skolepenge.
- 2) You will now get an overview of your future orders.



### To cancelled food orders:

Click on the button **"Cancel"** next to the product you want to cancel. Confirm the cancellation with the **"Confirm"** button. The product will now be cancelled and the payment will be refunded.



Contact the school/club if you have questions about weekly orders or cancellation.

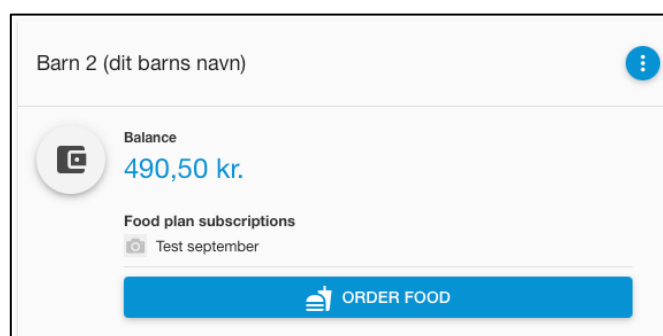


## Food plan – Food subscriptions

The first time you use the food plan you must search for the food plan in the search function under **"Food plan"**. The system will automatically remember the food plan for the next time you shop.

### How to subscribe to food subscriptions

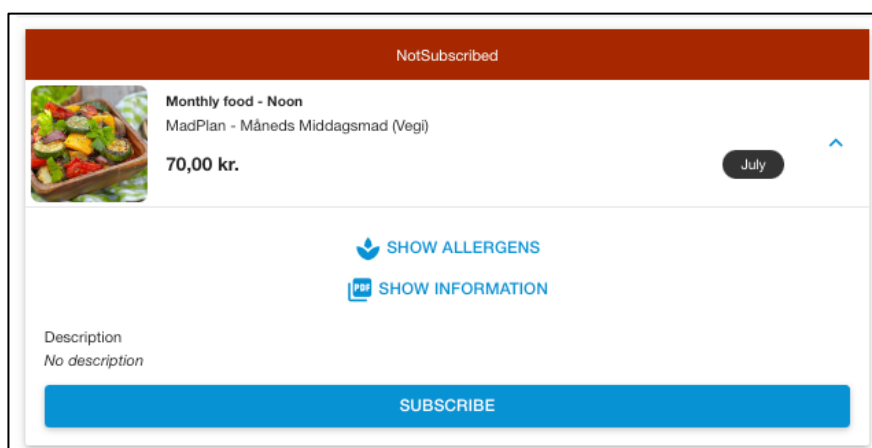
- 1) Click on **"Order food"** on the front page next to the user you want to order food for, when you are logged in to Skolepenge.



- 2) The school's food subscriptions are automatically show.

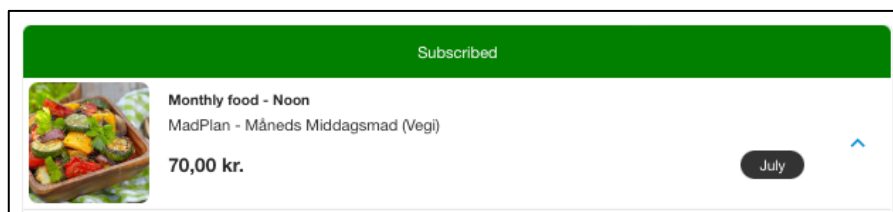
You can see descriptions of the food and allergens by clicking on **"Show allergens"** under the products. If the school has uploaded a PDF with the month's/week's menu you can access the file under **"Show information"**.

- 3) Click on **"Subscribe"** next to the subscription you want to order.



- 4) Complete the purchase by choosing **"Pay with credit card"**.

The subscription will be marked with **"Subscribed"**, when the payment is registered.

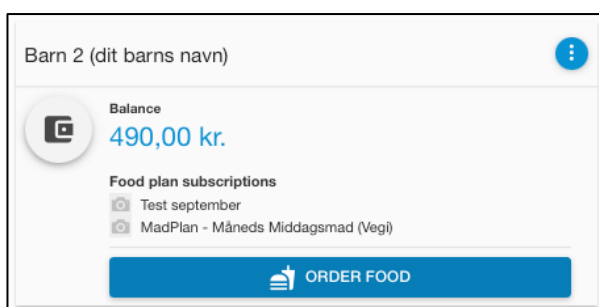


The payment for the subscription will be charged automatically each month/week. You can see when the next payment will be charged under "Payment agreements" on the account on Skolepenge.

Contact the school, if you have any questions about the subscription.

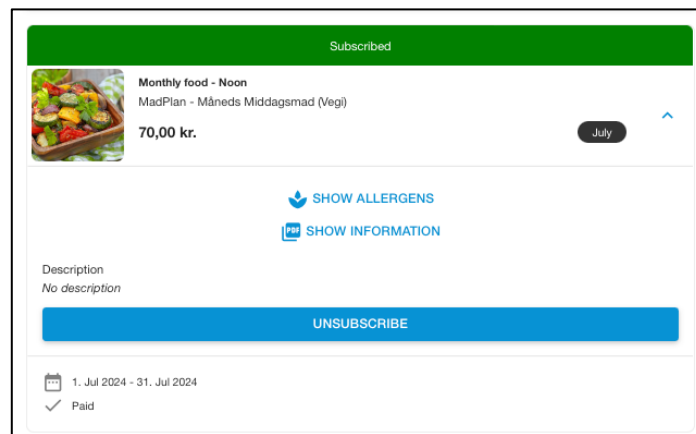
## How to see active subscriptions

- 1) The active subscription will appear below your child's name, when you are logged in to Skolepenge.



## How to unsubscribe a food subscription

- 1) Click on **"Order food"** on the front page next to the user you want to order food for, when you are logged in to Skolepenge.
- 2) Click on **"Unsubscribe"** below the product you want to unsubscribe. Complete the unsubscription with the **"Confirm"** button.



- 3) If you want to change to another subscription you can click **"Subscribe"** next to the product you want to change to.

You can unsubscribe or change subscription until the date of the automatic payment for the coming period. If you have already payed for the ungoing month the payment for the subscription will last for rest of the period.

## Description of menu options

**Overview** – Here you can get a quick overview of your/your child's account.

**Account data** - Here your registered contact information will be shown.

**Manage Skolepenge card** – Here you can type in or change your/your child's Skolepenge card if a new card is issued.

**Add funds** – Here you can top up the balance manually (see "Refill" if you want automatic top up on the account).

**Creditcard information** – Here your saved credit cards will appear. You can also change your credit card information if you get a new one.

**Transfer balance** - Here you can transfer balance between siblings.

**Block account** – Here you can block the account if the Skolepenge card is lost, or you suspect misuse.

**Change picture**- Here you can add/change picture on your child's account. If you upload picture your child must be picture verified when using the card.

**Refill** – Here you can activate/change settings for automatic top up.

**Withdrawal** - Here you request for withdrawal of excessive balance to your bank account.

**SMS-notification** – Here you can activate SMS notifications in connection with e.g. purchases.

**Adjust restrictions** – Here you can define daily spending limits and adjust which weekdays the card can be used for purchase.

**Payment agreements** – Here you see active subscriptions on food plan and webshop.

**Transaktions** – Here you can see all purchases made on the account.

**Webshop** – Here you can subscribe to events in the school's/club's webshop.

**Food plan** – Here you can purchase subscriptions on food or daily food purchases.

**Food plan orders** – Here all your current subscriptions and future orders of food will appear.