

# Online School Payments (OSP) Parent User Guide

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# OSP User Guide

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## Overview

Online School Payments (OSP) is a school activity funds payment solution that allows parents, students, and guardians to pay with a credit or debit card online using a web browser from any location, 24 hours a day. Parents can go online, view activities, add them to a shopping cart, check out and pay by using a credit card. A receipt is emailed to the purchaser and an email is sent to the teacher/sponsor of the activity notifying them that a payment has been received for the student.

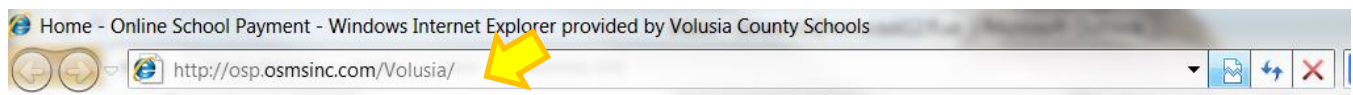
## Login to Portal

There are a couple of ways to access Online School Payments (OSP):

1. From your student's website, click on the green  button as shown below:



2. Or, open your internet browser and enter the web address of the Parent Portal Site ([osp.osmsinc.com/Volusia/](http://osp.osmsinc.com/Volusia/)) as shown below:



The Parent Portal Site home page looks like this.



To navigate to a specific school, select the type (elementary, middle, or high), then click on the desired school. This is where the parent/purchaser will begin selecting activities to purchase. The purchaser is charged a small handling fee (4% of the total purchase) for online orders.

The screenshot shows the 'Online School Payments' website. The navigation menu includes HOME, SIGN IN, PAY OBLIGATION, YOUR ACCOUNT, CUSTOMER SERVICE, SEARCH, and VIEW CART. The breadcrumb trail is Home :: HIGH SCHOOL :: Spruce Creek High. On the left, under 'Schools', there are categories for ELEMENTARY SCHOOL, MIDDLE SCHOOL, and HIGH SCHOOL. Under HIGH SCHOOL, a list of schools is shown: Atlantic High, DeLand High, Deltona High, Mainland High School, New Smyrna High, Pine Ridge High, Seabreeze High, and Spruce Creek High. Two yellow arrows point to the 'HIGH SCHOOL' category and 'Spruce Creek High'. The main content area is titled 'Spruce Creek High' and contains a 'Select Activity' table.

Activity No.	Activity Name	Teacher / Sponsor	Grade Level	Course / Class	Activity Date	Price
CI754-6	<u>09 Class Dues</u>	Arlow, Candis	09	NA	NA	\$1.00
Please keep your receipt as proof of payment.						
CI754-1	<u>10th Grade Class Dues</u>	Wintenburg, Margaret	10	NA	NA	\$2.00
Please keep your receipt as proof of payment.						
CI754-2	<u>11th Grade Class Dues</u>	Piper, Mary	11	NA	NA	\$6.00
Please keep your receipt as proof of payment.						
CI754-3	<u>12th Grade Class Dues</u>	Wilson, Melanie	12	NA	NA	\$10.00
Please keep your receipt as proof of payment.						
CI754-8	<u>Athletic Pass - Adult</u>	Randow, Mike	N/A	NA	NA	\$50.00

## Account Setup

All parents/purchasers must set up an account prior to the final checkout. This can be done at any time by clicking on the Your Account button and entering a username, email address, first & last name, and a password under New Users. The password must be at least 8 characters long. The password hint and answer are not required fields. When finished entering the data, click on the Create New button.

The screenshot shows the 'Sign In' page. It has two main sections: 'Current Users' and 'New Users'. The 'Current Users' section has fields for Username and Password, a Login button, and a link for 'Forgot Your Password? Click Here.' The 'New Users' section has fields for Username, Email, First Name, Last Name, Password, Confirm Password, Password Hint, and Password Answer. A note states 'Password must be at least 8 characters long.' There is a 'Create New' button at the bottom. Two yellow arrows point to the 'New Users' section and the 'Create New' button.

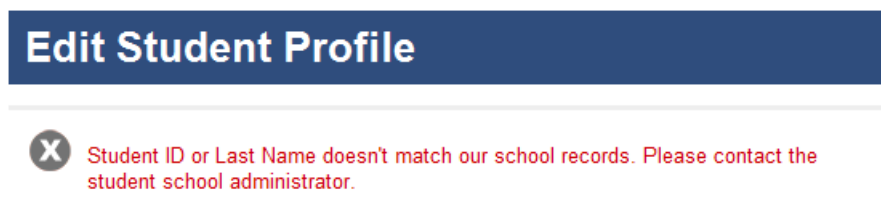
The Order History screen will appear. From here you can either begin shopping by clicking on the [Start Shopping](#) link or add a student to your student profile.



Click on the Add Student Profile button.



Enter the student's first and last name, and student ID. The middle name is not required. The first and last name fields are not case sensitive, but the student ID field is. **You must enter a "1" before the alpha ID and the alpha ID must be in ALL CAPS** (ex. 1ABCD). If you did not use all caps for the student ID, you may have received the following error message:



Once all information has been entered correctly, the selected student will appear under your student profile. To add more students, click on the Add Student Profile button and repeat the process.



**Making an Online Purchase**

Some activities may have additional instructions, such as “complete the attached form...” included in the description. Click on the [Click here](#) link, which will automatically load the attachment. Using the back arrow in the upper left corner of the screen will bring the purchaser back to the school’s OSP site.

<b><u>Student Parking Pass</u></b>	All	NA	NA	\$30.00
Complete the attached form, <a href="#">click here</a> and bring it with your receipt, driver's license, proof of insurance and registration to _____ in the Dean's Office.				

Select the activity to purchase by clicking on the Activity Name in bold and underlined.

CI754-9	<b><u>PE Shirt - Girls or Boys</u></b>	Janan,George	All	NA	NA	\$8.00
Print your receipt and take it to your PE Coach.						
CI754-10	<b><u>PE Shorts - Girls or Boys</u></b>	Janan,George	All	NA	NA	\$12.00
Print your receipt and take it to your PE Coach.						
CI754-19	<b><u>YEARBOOK</u></b>	Mowrey,Martin	All	NA	7/1/2013	\$85.00
PLEASE KEEP YOU RECEIPT FOR DISTRIBUTION						

NOTE: Quantity must always be a “1”. If you would like to purchase more than one, simply choose the activity from the list again. Although the field allows you to enter a number other than 1, you will get the following message at checkout:

Shopping Cart

X

Sorry, but the quantity must be 1 to purchase YEARBOOK.  
If you would like to add another, click the "Continue Shopping" button and add another line for YEARBOOK.

Once you have clicked on the activity, click on the Add to Cart button.

YEARBOOK

Activity No: CI754-19

Sponsor/Teacher Mowrey,Martin  
Activity Date 7/1/2013  
Grade Level All

Your Price **\$85.00**  
Qty   

Add To Cart  
Print This Page

The Shopping Cart screen will appear with the activity name, price, quantity, amount, and total purchases. To delete a purchase, click on the “x” to the right of the purchase.

## Shopping Cart

1 Item in Cart

Activity Name	Price	Quantity	Total	
<a href="#">CJ754-19</a> <b>YEARBOOK Spruce Creek High</b>	\$85.00	<input type="text" value="1"/>	\$85.00	x
Make any changes above?			<input type="button" value="Update"/>	Sub Total: \$85.00
<input type="button" value="Continue Shopping"/>		<input type="button" value="Checkout"/>		

If you are not finished shopping, click on the Continue Shopping button.

## Shopping Cart

1 Item in Cart

Activity Name	Price	Quantity	Total	
<a href="#">CJ754-19</a> <b>YEARBOOK Spruce Creek High</b>	\$85.00	<input type="text" value="1"/>	\$85.00	x
Make any changes above?			<input type="button" value="Update"/>	Sub Total: \$85.00
<input type="button" value="Continue Shopping"/>		<input type="button" value="Checkout"/>		

Once you are finished shopping, click on the Checkout button.

## Shopping Cart

1 Item in Cart

Activity Name	Price	Quantity	Total	
<a href="#">CJ754-19</a> <b>YEARBOOK Spruce Creek High</b>	\$85.00	<input type="text" value="1"/>	\$85.00	x
Make any changes above?			<input type="button" value="Update"/>	Sub Total: \$85.00
<input type="button" value="Continue Shopping"/>		<input type="button" value="Checkout"/>		

If this is the first time you have used this site, enter the requested information under “New Users” and then click on the “Create New” button (refer to the Account Setup section of this manual). Returning users can enter their username and password under “Current Users”.

Sign In

Current Users

Username:

Password:

Login

[Forgot Your Password? Click Here.](#)

New Users

Username:

Email:

First Name:

Last Name:

Password must be at least 8 characters long.

Password:

Confirm Password:

Password Hint:

Password Answer:

Create New

The Step 1 of 4 – Assign Student Profile to Activity screen will appear. If this is the first time you have used this site, you will need to add a student profile to your account (refer to the Account Setup section of this manual). Since OSP requires the selection of a student, a generic student (John Doe ID#9999) has been added for purchasers that do not have a student at the school. Type “John” in the first name field, “Doe” in the last name field, and “9999” for the student ID. Returning users can select a student from the Select Student Profile dropdown list. Click on the Next button.

Step 1 of 4 - Assign Student Profile to Activity

1 Item in Cart

Add Student Profile

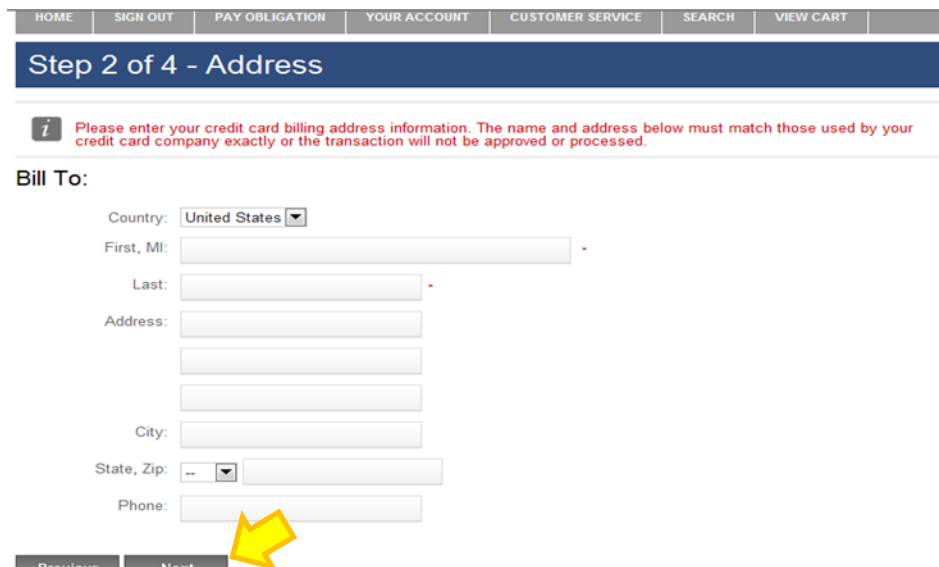
New users only

New users must add the student profile here, otherwise select student profile below.

Activity Name	Price	Select Student Profile	Assigned Student Profile	Total
<a href="#">C1754-19</a> <b>YEARBOOK Spruce Cr</b>	\$85.00	- Select Student Profile -		\$85.00
				Sub Total: \$85.00
				Next

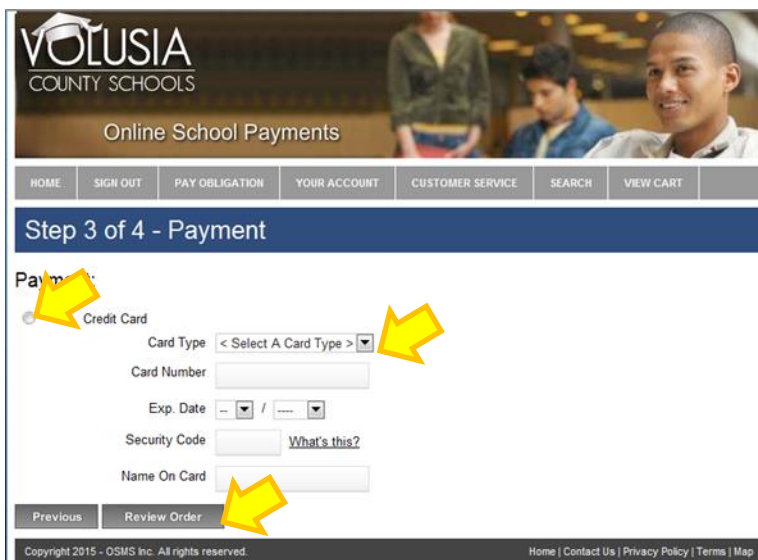


Step 2 of 4 - Address asks for your name, address, and phone number. Once you have entered everything, click on the “Next” button.



The screenshot shows the 'Step 2 of 4 - Address' page. At the top is a navigation bar with links: HOME, SIGN OUT, PAY OBLIGATION, YOUR ACCOUNT, CUSTOMER SERVICE, SEARCH, and VIEW CART. Below this is a dark blue header with the text 'Step 2 of 4 - Address'. A red information icon and text state: 'Please enter your credit card billing address information. The name and address below must match those used by your credit card company exactly or the transaction will not be approved or processed.' The form is titled 'Bill To:' and includes fields for Country (a dropdown menu set to 'United States'), First, MI, Last, Address (three stacked text boxes), City, State, Zip (a dropdown menu for the state and a text box for the zip), and Phone. At the bottom are 'Previous' and 'Next' buttons. A yellow arrow points to the 'Next' button.

Step 3 of 4 - Payment asks for your credit card information. This information is not stored on the website and will have to be reentered each time for security purposes. Click on Credit Card and enter credit card information. Click on the “Review Order” button.



The screenshot shows the 'Step 3 of 4 - Payment' page. At the top is a banner for 'VOLUSIA COUNTY SCHOOLS Online School Payments'. Below this is a navigation bar with links: HOME, SIGN OUT, PAY OBLIGATION, YOUR ACCOUNT, CUSTOMER SERVICE, SEARCH, and VIEW CART. The page title is 'Step 3 of 4 - Payment'. The form is titled 'Payment:' and has a radio button selected for 'Credit Card'. Below this are fields for Card Type (a dropdown menu), Card Number, Exp. Date (two dropdown menus for month and year), Security Code, and Name On Card. A 'What's this?' link is next to the Security Code field. At the bottom are 'Previous' and 'Review Order' buttons. A yellow arrow points to the 'Review Order' button. The footer contains copyright information: 'Copyright 2015 - OSMS Inc. All rights reserved.' and links: Home | Contact Us | Privacy Policy | Terms | Map.

Step 4 of 4 – Review Order: Your order should now appear on the screen. Once all information has been verified, check the payment terms box and click on the “Place Order” button.

Step 4 of 4 - Review Order

Sold To:  
Bertie Trawick  
200 N Clara Ave  
DeLand, FL 32720-2118  
United States  
386-734-7190

Activity No	Activity Name	Assigned Student Profile	Price	Quantity	Line Total
CI312-4	Website Advertising - \$100 per month Website Advertising	not Required not Required	\$100.00	1	\$100.00
CI312-4	Website Advertising - \$100 per month Website Advertising	not Required not Required	\$100.00	1	\$100.00

SubTotal:

\$200.00

Tax:

\$0.00

Shipping:

\$0.00

Handling Fee:

\$8.00

\$208.00

☐ I agree. Selecting this box the user agrees to the **payment terms** outlined by Online School Management Systems Inc. Credit Card and eCheck transactions will appear as ONLINE SCHOOL PYMNT on your billing statement. Please direct all billing disputes to your local school administrator.

Previous

Place Order

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[Home](#) | [Contact Us](#) | [Privacy Policy](#) | [Terms](#) | [Map](#)

Your order will be processed and your account charged. The handling fee is 4% of the total for each online transaction.

### Paying a Detailed Obligation

This feature is not being utilized at this time.

## Making an Online Donation

Schools accepting online donations will have instructions on their school's OSP page similar to the example below:

**VOLUSIA**  
COUNTY SCHOOLS

Online School Payments

HOME SIGN OUT PAY OBLIGATION YOUR ACCOUNT CUSTOMER SERVICE SEARCH VIEW CART

Home :: HIGH SCHOOL ::

Schools

ELEMENTARY SCHOOL  
MIDDLE SCHOOL  
HIGH SCHOOL  
Atlantic High

Please select an activity below. If you do not see your activity below or to make a donation, please [click here](#).

Activity No.	Activity Name	Teacher / Sponsor	Grade Level	Course / Class	Activity Date	Price
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Once the donor clicks on the “[click here](#)”, the Summary Obligation Payment screen will appear. Since OSP requires the selection of a student, a generic student (John Doe ID# 9999) has been added for situations such as these that really do not apply to student purchases. Any first time users will have to add John Doe to their student profile. This can be done from the Summary Obligation Payment screen by clicking on “(If Student is not listed add them by clicking here)”. Instructions appear at the bottom of the Edit Student Profile screen. Type “John” in the first name field, “Doe” in the last name field, and “9999” for the student ID. Click the Save Changes button.

Online School Payments

HOME SIGN OUT PAY OBLIGATION YOUR ACCOUNT CUSTOMER SERVICE SEARCH VIEW CART

Home :: Your Account :: Edit Student Profile

**Edit Student Profile**

First, MI: John

Last: Doe

Student ID: 9999

Cancel Save Changes

If you do not have a student ID and your payment is for something like a donation where a student ID is not required, you may use the following:

First, MI: John  
Last: Doe  
Student ID: 9999

Field of Study

ELEMENTARY SCHOOL  
Blue Lake Elementary  
Champion Elementary  
Chisholm Elementary  
Citrus Grove Elementary  
Coronado Beach Elementary  
Cypress Creek Elementary

Returning back to the Summary Obligation Payment screen, the donor would now select John Doe from the student profile dropdown list. Then the donor must select the school they wish to donate to. If a school only has one donation account set up, the Obligation Type will automatically populate. The last thing the donor must do on this screen is enter the amount of the donation and a description if necessary. Once the screen is completed, click on the Add to Cart button.



The screenshot shows the 'Summary Obligation Payment' page for Volusia County Schools. The header includes the school district logo and a navigation bar with links: HOME, SIGN OUT, PAY OBLIGATION, YOUR ACCOUNT, CUSTOMER SERVICE, SEARCH, and VIEW CART. The main form contains the following fields:

- Select Student Profile:** A dropdown menu with 'Doe, John' selected. A link below reads '(If Student is not listed add them by clicking here)'.
- Assigned Student Profile:** A text field displaying 'Doe, John 9999'.
- Select School Student Attends:** A dropdown menu with 'Pine Ridge High' selected.
- Obligation Type:** A dropdown menu with 'Athletic Donation' selected.
- Amount To Pay:** A text input field containing '100.00'.
- Describe Obligation:** A text area containing 'Pay to Participate donation.'.

At the bottom of the form are two buttons: 'Cancel' and 'Add To Cart'.

Donor can continue to the shopping cart as explained above.

## Customer Support

### Support by Phone

Any questions concerning your online purchase should be directed to your student's school administrator. A school listing is provided on the Volusia County Schools website ([myvolusiaschools.org](http://myvolusiaschools.org)).

### Support via Email

An email to [Finance@volusia.k12.fl.us](mailto:Finance@volusia.k12.fl.us) will notify the District's Finance Department of any concerns.

### Online Support

On the OSP website, click on the "Customer Service" tab. Answers to Frequently Asked Questions (FAQ) are provided.