Some families who desire to pay online for a youth’s Kansas 4-H Program fee may discover online payment was declined or not processed as intended. Please note: Kansas 4-HOnline does not accept or decline online payments, it merely transmits the information reported by your bank or credit card company. 4-H staff do not have any information as to why a transaction was declined or why an error occurred.

If a member’s online payment is declined, the youth’s Membership ID will be listed as “Must Resubmit” and their Enrollment Status will be Incomplete in 4HOnline. This status will remain until:

- A successful online payment is made; or
- The family chooses a different payment method (check), resubmits the youth’s enrollment and mails payment to the State 4-H Office.

### Online Payment after a Decline/Error

1. Login to the youth’s enrollment in 4HOnline
2. Continue to the Payment Screen
3. Click the [Delete Payment Method] button
4. Click the [Add New Credit Card] button
5. Enter card information
6. Ensure the following card information:
   - Card number
   - Security code
   - Expiration date
   - Billing name matches card records
   - Card is a VISA, MasterCard, Discover, American Express or a bank debit card.
7. Save card information
8. Ensure **Pay with an existing card** button is marked
9. Click [Select Payment Method] button
10. Click [Submit Enrollment] button at the bottom of the Confirm (next) page

*Online payment works best using a computer, laptop or tablet.

*If you wish to pay online, do not submit the enrollment without completing these steps. Online payment is not available after enrollment submission.
Check Payment after Online Payment Decline

1. Login to the youth's enrollment in 4HOnline

2. On the youth's Additional Page, change the Kansas 4-H Program Fee Payment Intention to “I will mail check payment to the State 4-H Office.”

3. Continue to the Payment Screen

4. Click **Personal Check – Sent directly to the State Office** is marked under “Pay using a non-electronic method.”

5. Click [Select Payment Method] button

6. Click [Submit Enrollment] button at the bottom of the Confirm (next) page

7. Make a check payable to: Kansas 4-H Youth Development

8. Write the 4-H youth name(s) in the check memo line

9. Mail within (7) days to:
   - 4-H Youth Development
   - 201 Umberger Hall
   - 1612 Claflin Rd
   - Manhattan, KS 66506

   *Mail typically takes approximately 7-10 days to arrive at the State 4-H Office.

If you have questions or concerns regarding this process, please contact Kansas 4-H Youth Development at 785-532-5800.