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## Payment Issues

### Declined Credit Cards

If a credit/debit card is unsuccessful, the 4-H Online system will alert the family via email that their payment has been declined and to login and apply payment in order to continue the youth enrollment.

Please note 4-H staff do not know why a card gets declined, as this is confidential information between the card holder and their financial institution.

The family may try to pay again with the same credit/debit card, but typically have success if they try a different card than was initially used. If this is not a possibility, they can select to mail a check payment instead.

Instructions for family to continue enrollment:

1. Login to existing 4-H Online account at <https://v2.4honline.com>
2. Click on the member's **Payment Required** link.
3. Choose one of the following payment methods:
  - If wishing to try a different credit/debit card, click the [Add New Card] button, complete the fields and click [Add Credit Card]. Ensure the correct card is selected for payment.
  - If wishing to mail in a check payment instead, click the [Pay By Check] button.  
Make check payable to: Kansas 4-H Youth Development  
Mail to: Kansas 4-H Youth Development at 1612 Claflin Rd., 201  
Umberger Hall -- Manhattan, Kansas 66506  
The youth name(s) should be included in the check memo line or enclosed with the check. Once the check is received, the State 4-H Office will apply this payment to the online enrollment(s) within 10 business days, which causes the member(s) to become Approved. Families will receive an 'Enrollment Approved' email when this occurs.
4. Answer the Terms of Payment.
5. Click [Next].
6. Click [Submit].



## A Sponsor Paying Fees

If a donor (4-H Club, Council, Foundation, business, etc.) wishes to pay the Kansas 4-H Program Fee for a group of youth members, it is helpful for families to understand how the process works.

Some families will see that enrolling in their club will produce an automatic discount, some may be given a coupon code to enter. Other families will be instructed to submit the enrollment at full cost and to indicate check payment, with the understanding that a 4-H staff member will enter a coupon code for them. It's also possible a family may be responsible for payment but will receive reimbursement at a later time.

If it is the family's understanding that a reduction in fees should occur during their child(ren)'s online enrollment process but no discount occurs, please contact your donor or 4-H professional at your [local Extension office](#) for assistance.

## Payment Changes

### Change from Online Payment to Check Payment

Instructions for family to continue enrollment:

1. Login to existing 4-H Online account at <https://v2.4honline.com>
2. Click on the member's **Payment Required** link.
3. Click the blue [Pay By Check] button and click Confirm.
4. See **Check Payment** on page 2 for instructions and tips.

### Change from Check Payment to Online Payment

Once a member is listed as "Payment Due," it is not possible to change a payment method from check to online payment.

### Change from Check or Online Payment to Waiver

If the family chose to pay the Kansas 4-H Program Fee during the online enrollment process and the youth is listed as "Payment Due," but circumstances have changed and the family wishes to request a waiver, contact the State 4-H Office directly at (785) 532-5800.