

# Textbook Rental Department

## Frequently Asked Questions

### 1. Where do I pay my current textbook bill?

All **current** school year textbook payments may be paid at your child's school, on the Food Service Parent Portal ([www.k12paymentcenter.com](http://www.k12paymentcenter.com)) or at the administration office-Education and Community Center 975 N. Post Road, Indianapolis, IN 46219.

### 2. How can I pay my bill?

You can pay your bill by check, cash, credit card or money order. If you wish to pay with a debit/credit card, payments may only be made from the Food Service Parent Portal ([www.k12paymentcenter.com](http://www.k12paymentcenter.com)). We do not accept credit/debit card payments at the school or over the phone. Credit/debit card payments will only be accepted up to December 1<sup>st</sup>. After December 1<sup>st</sup>, payments must be in the form of cash, check or money order. To pay via credit/debit card prior to December 1<sup>st</sup>, payments can be made on the Food Service Parent Portal ([www.k12paymentcenter.com](http://www.k12paymentcenter.com)), under "School Fees." There is an additional charge for each transaction.

### 3. What and Who is Kinum?

Warren Township has a partnership with Kinum (collection agency) to help retrieve all unpaid/late textbook rental payments, lost books payments and damaged book(s) payments.

### 4. Who can I email about my textbook bill?

You may email Mason Gallmeyer at [mgallmey@warren.k12.in.us](mailto:mgallmey@warren.k12.in.us).

### 5. When is my textbook payment due?

Textbook payments are due for grades K-8<sup>th</sup> at time of registration. Due to scheduling and other circumstances, high school and any unpaid K-8 textbook invoices are not available until September. All textbook rental is due December 6, 2020. All unpaid textbook payments will be sent to RMP collection agency in December.

**6. What happens if I am sent to Kinum collection agency?**

Within the first 45 days, you will be considered as “Phase 1.” This means that if you pay your bill within the first 45 days, your credit score will NOT be affected. However, if you do not pay your bill, Kinum has the right to note your delinquent payment on your credit score. This time period is called “Phase 2.” 2-3 months after Phase 2, RMP will enter your account into “Phase 3.” During this phase, they will begin legal action against you for payment.

**7. Does Kinum charge an additional fee to you?**

No.

**8. Warren Township offers Free meals to all students. Do they also offer Free Textbook Rental to all students?**

No. You must be approved for textbook rental assistance via Direct Certification or by application. If you were approved for free Textbook Rental Assistance AFTER Textbook Rental was assigned to your account, please send a copy of your approval letter to the Education and Community Center-975 N. Post Road. Indianapolis, IN 46219. Attention: TBR

**9. What if I still owe for textbook rental but was approved for Textbook Rental assistance during the school year?**

Send a copy of your approval letter to the Education and Community Center-975 N. Post Road, Indianapolis, IN 46219-Attn: Textbook Rental Department. We will then credit your textbook rental account, as well as notify RMP, if necessary.

**10. Do I still owe textbook rental if I enrolled my child to Warren Schools later in the school year?**

Yes. However, you will only be charged based upon when your child was enrolled in Warren Township. The school secretary will inform you the amount.

**11. My child attends Warren Central High School and will be changing class's mid-year.**

**Will my textbook rental invoice change?**

Beginning in December, all textbook rental invoices are final. If a class change occurs after December 1<sup>st</sup>, your bill will not be adjusted. You will be responsible to pay for the amount due on December 1<sup>st</sup>. If this occurs, please email Mason Gallmeyer at [mgallmey@warren.k12.in.us](mailto:mgallmey@warren.k12.in.us) to receive your new amount.

**12. I cannot pay my bill all at once. Is there an option for a payment plan?**

Yes. Warren Township will be more than happy to set you up on a payment plan. However, it is your responsibility to make payments according to the plan. If payments are not met, you will be sent to Kinum for the remaining amount due. If you are interested in more information, please email Mason Gallmeyer at [mgallmey@warren.k12.in.us](mailto:mgallmey@warren.k12.in.us). Payment plans must be set up prior to December 1<sup>st</sup>. All payment arrangements must also be emailed to Mason Gallmeyer at [mgallmey@warren.k12.in.us](mailto:mgallmey@warren.k12.in.us).

**13. Who should I contact if I have questions about an unpaid textbook invoice from prior years?**

If you have any questions about a textbook invoice from a previous school year or if you would like to pay a textbook invoice from a previous school year, you will need to contact RPM. Their number is 1-800-467-8822. You may also mail them your payment to:

RMP  
6640 Intech Blvd., Suite 200,  
Indianapolis, IN 46278

A new school year begins July 1<sup>st</sup>. So, beginning July 1<sup>st</sup>, you will only be able to pay for the current school year's textbook rental invoices to Warren Township. All other years must be made directly to RMP.

**14. My child does not have a textbook for one or more of his/her classes . Just a Chrome book. Why am I being charged for textbooks?**

Even though your child may not have a "textbook" for his/her class(es), the publisher(s) are still charging us to either load information on the Chromebook or provide us online information. These charges are included with the "textbook rental" charges.

**15.** If you still have questions, please feel free to email Mason Gallmeyer at [mgallmey@warren.k12.in.us](mailto:mgallmey@warren.k12.in.us). Thank you.