

# Using the system

This system assigns a Personal Identification Number (PIN) with 4 or 5 digits and an account to each student. The cost of the students purchase is deducted from their balance when they enter their PIN # on the key pad at the end of the serving line. The student's name appears on the screen as a cross-reference for the cashier to ensure the proper account is being used. If there is not enough money in the account, a wrong number is keyed, or the number has already been used that day, a "beep" will sound and the cashier will handle the situation.

When students have a low balance, they will be reminded to bring money for their account. They will either be issued a note, (offered at elementary and secondary) or receive a hand stamp (offered at elementary only).

## Advantages of the system

- ☺ Students receiving meal assistance (free and reduced price) use the system the same as full paid students. The computer knows what to charge each student.
- ☺ No lost or stolen tickets.
- ☺ Increased accountability for meals eaten.

# PIN #'s

## How to enter your student meal account number using the key pad in the cafeteria

Below is a picture of the keypad used in the cafeteria. We recommend that students recite and memorize their PIN # and practice keying it onto the sample picture.

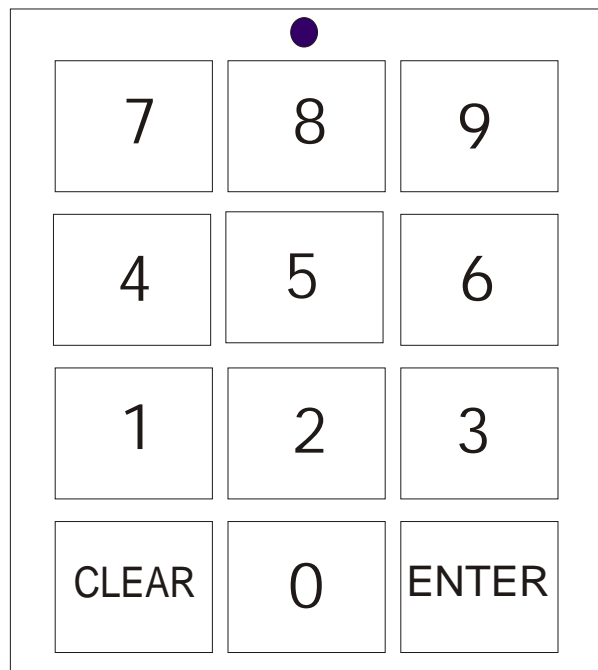
Enter your number one key at a time.

Press the GREEN key marked "ENTER".

The green light on top will stay on if you are done.

If the computer beeps, ask the cashier what to do.

If you make a mistake, press the RED "CLEAR" key and start over.



# How to make deposits

This is a prepaid system; money must be deposited in an account for that account to be used.

### Options available:

Sign up at [www.PayPAMS.com](http://www.PayPAMS.com) (See PAYPAMS information sheet for additional information.)

OR

Send check or cash with your child to school (See instructions below.)

**Checks (Payable to: "Stillwater Area Schools") or money should be placed in a sealed envelope. Please put the following student information on the outside of the envelope:**

Name (student's first and last)  
PIN Number  
Teacher (Elem. Only)  
Grade (Jr. & Sr. High Only)  
Amount Enclosed

**Checks should also include the student's name and PIN number for cross-reference.**

Each school has a designated, secured location where students should place their payments, (normally close to the school entrance). To ensure money placement into the student's account prior to lunch, please check that location for time deadlines.

Students must have money in their account to purchase ala carte items (available at Jr. & Sr. High schools only), meals (which includes milk), or extra milk. The Jr. and Sr. High schools will not accept cash during serving times. No charging will be allowed. Please plan ahead so there is money in your child's account. Students can request their balance from the cashier any time after purchases have been made.

**Checks returned unpaid will be recovered by E-Cap along with a state allowed recovery fee.**

# Frequently asked questions

1. Can another student use my child's PIN#?

Although it is unlikely that a student could mistakenly enter the wrong PIN# and charge the wrong account, it is not impossible. Should a PIN# be stolen, another number can be issued and the original account closed. Please remember that the student PIN number issued belongs to your child. Remind them that their PIN# should not be shared with other students.

2. I have more than one child at a school. Do I have to write separate checks?

No, you may write one check per school. Please designate the amount of money to be placed in each child's meal account and their PIN numbers on both the envelope and the check.

3. My child tells me he has no money in his account and I gave him a check yesterday. Can you check on this?

Yes, this is why checks are preferred. When a check is entered into a student's account, the check number is also entered. This means we can search for that check number to see if it shows up on that day's deposit. It will also show what account it was placed into.

Although checks are preferred, cash is also tracked by staff entering money into the computer. As long as we receive payments as described in the section labeled "How to make deposits", we can track all deposits.

4. I gave my child \$20.00 for meals at school. He tells me after 5 days, he has only \$2.00 left in his account. How is this possible?

Anytime your child's account balance is not what the student or parent expects it to be, a student history report can be printed off the computer. This report shows how much was spent for each day and how much was deposited. Please contact the school kitchen for this information or other questions on student accounts.

5. My child brings cold lunch. He needs only milk. Can he bring his milk money every day?

Money must be deposited into a student's account even for milk purchases. Students are encouraged to deposit at least a week's worth of money so they don't need to remember to make a deposit every day.

6. How does the system handle free and reduced price meals?

Students eligible for free or reduced price meals follow the same procedures as everyone else. Students eligible for reduced price meals receive breakfast (at participating schools) at no charge. When lunch is purchased, \$.40 is deducted from the student's account. Prepayments must be made into their meal account. (See "how to make deposits" section.) Students eligible for free meals do not need to make payment into their accounts to receive breakfast (at participating schools) or lunch each day.

7. If my child is eligible for free or reduced price meals, can I deposit money into my child's account to purchase milk, extra entree, etc.?

Yes, at the Elementary schools, if your child wishes to have milk only or an extra milk with lunch, money would need to be available in their account for that purchase. At the Jr. & Sr. High schools, where there is an ala carte program, your child will need to have money in his/her account to purchase anything other than a full breakfast (at participating schools only) or full lunch. No free or reduced priced rates apply to ala carte items.

8. What happens to the money left in my child's account at the end of the school year? Also, if my child transfers to another school in the District or leaves the District, what happens to any remaining balance?

Money left in account at the end of the year will be available for that student to use in the next school year. For those students transferring from one school to another within the district, the money will be available in the new school within a week of transfer. Refunds to students leaving the district will be made upon receipt of a written request from the student's parent or guardian. The district food service office will issue a check for the balance remaining in the student's account and



Stillwater  
Area Schools  
food services

Sure, they're great  
guys, but who wants  
to carry them  
around every day?



Our pre-payment  
computer system  
takes a load off  
your mind -- and  
out of your child's  
pocket.

Here's how it works: