



- Pay for your child's meals and school activities via the internet or telephone from the convenience of your home or office 24/7**
- Schedule automatic payments based on account balance**
- View cafeteria purchases -online**
- Receive e-mail notification of balance status**

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## Pre-pay for School Meals at PayPAMS!

Meet **PAMS**: Parent Account Management System  [www.PayPAMS.com](http://www.PayPAMS.com)

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**Setting up an account is as easy as one, two, three:**

**STEP 1: Register with PAMS:** Go to <http://www.PayPAMS.com> or call **1-888-994-5100** to provide your child's meal account ID# and billing information.

**STEP 2: Choose your Payment Options:** Make payments at your convenience or replenish your account automatically based on account balance threshold that you determine.

**STEP 3: Make a Payment:** Pay by credit/debit card or by e-check. You will receive an e-mail confirmation that your payment has been received.

Note: payments take one to two school days to post to your child's account at his/her school cafeteria.

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### Manage Your Account:

Simply enter your user name and password to access your account at <http://www.PayPAMS.com>, or call **1-888-994-5100**. You can make payments, view your child's account balance, view payment history, and change your payment preferences twenty four hours a day, seven days a week!

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### Special Features:

- ❖ Schedule automatic payments based on meal account balance
- ❖ Access account balance and account history online or by phone
- ❖ Receive e-mail notification on balance status
- ❖ Receive e-mail confirmation for online payments
- ❖ Register multiple students under one account
- ❖ Choose Visa, MasterCard, Discover, electronic check or debit card

## Frequently Asked Questions

- ❖ **How long does it take for my payment to be added to my child's meal account at the school?**

The meal account balances are updated within one to two school days.

- ❖ **Can I set up automatic payments to ensure that my child's meal account will always have sufficient funds?**

Yes. You can schedule automatic payments based on meal account balance threshold. You will receive an e-mail notification each time the automatic charge is made.

- ❖ **Is my credit/debit card and bank information secure on the Internet?**

Yes. **www.PayPAMS.com** is a secure site and provides full protection of your personal information. We maintain physical, electronic and procedural safeguards that comply with Federal regulations to guard your personal information.

- ❖ **Are there any costs for the service?**

There are no costs to check account balances or payment history. A nominal convenience fee, if it is to be charged, will be displayed before you process the payment.

- ❖ **What should I do if I forgot my password?**

If you forgot your password, click on 'forgot password' link on the home page of **www.PayPAMS.com** and follow the instructions to reset your password.

- ❖ **What features are available on PAMS phone system?**

PAMS Phone System offers most of the services that are available on **www.PayPAMS.com**. Parents can register, add students to their account, hear balance information, make payments and set automatic payments based on low balance.

- ❖ **If I registered on the phone, can I access my account online?**

Yes. If you registered on the phone, you can login to your account on **www.PayPAMS.com** with the login and password you created on the phone. You will be prompted to complete your account profile which includes contact information, address and e-mail information.

- ❖ **If I am registered online, can I make a payment by phone?**

Yes. Please call **1-888-994-5100**. The system will ask you to enter your phone number and phone password. If you do not have a phone password, enter your zip code. To hear balance information or to make payments, you will be required to enter the student ID or meal account ID.

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Thank you for choosing **PayPAMS.com** !

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