

Frequently Asked Questions

Q: How does EZSchoolPay work?

A: EZSchoolPay allows you to review transaction history, check balances, and receive low balance alerts from anywhere in the world at no cost 24x7x365. Depending on your child's school participation, you may make payments on your child's meal account, pay school fees and fines, and purchase items from the school store for a small convenience fee.

Q: How do I sign-up?

A: To create an account, go to www.ezschoollpay.com and click "Register". After answering a few questions, you will receive a confirmation e-mail. Click the link in the email and your registration is complete. Once logged in, you can associate your children using their school district name and child ID number.

Q: I forgot my password. How do I get a new one?

A: Click the Forgot Password link above the Password Box. Fill in your e-mail address and click "Submit". An e-mail will be sent to you with your new password. Click the link in the email and change your password to something more familiar to you.

Q: How will I benefit from EZSchoolPay?

A: You will not be left to wonder if the check or cash you sent to school actually made it to school (or perhaps was left in a book bag for two weeks!). Online payments may be done anytime, from any internet computer. Payments are typically available for use within ten minutes giving you peace of mind knowing that your child will get the school meals he/she needs.

Q: Can I also use EZSchoolPay to check my child's meal account balance?

A: Yes, balances are updated typically within ten minutes. There is no fee to simply check your child's meal balance.

Q: What forms of payment are accepted?

A: The payment types are determined by your school or school district; however typically Visa, MasterCard, and Discover Card are accepted.

Q: How do I know the EZSchoolPay site is secure?

A: EZSchoolPay has security measures in place to protect the loss, misuse, and alteration of the information under our control. The system is fully compliant with all security regulations and Payment Card Industry (PCI) requirements. All transactions use 256-bit encryption and your credit card information is protected by the most sophisticated internet security available.

Q: What do you do with my personal information?

A: We never sell or publish your personal information. The information provided is only used to receive credit card payments for your child's meal account and/or other school-related fees. Our complete Privacy Policy is available on www.ezschoollpay.com

Q: What is the Convenience Fee?

A: The convenience fee is charged by your school or school district. The amount is a flat dollar amount (not a percentage), regardless of the size of your payment, and is determined by your school or district. The fee is designed to cover or offset the normal costs of processing credit card transactions and other costs associated with maintaining a credit card merchant account. Because it is a flat dollar amount you can be sure you will get the most payment amount for the least fee.

The fee is included in your total transaction (the amount that will show on your statement). It is not deducted from the amount of your payment—you can be sure that your entire credit amount will be added to your child's meal account or other program.

Q: How do I request a refund or transfer money between my children?

A: All refunds and transferring of money must be done through your child's school. You can find the school contact using the school search on the left.



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