

# Pre-pay for School Meals at [www.PayPAMS.com](http://www.PayPAMS.com)



<p><b>Pay Now</b></p> <p>Pay for your child's meals from the convenience of your home or office 24/7</p>	<p><b>Account Balance</b></p> <p>View your child's meal account balance</p>	<p><b>Automatic Payments</b></p> <p>Schedule automatic payments based on account balance</p>	<p><b>Email Notification</b></p> <p>Receive low balance email reminders</p>	<p><b>Cafeteria Purchases</b></p> <p>View a report of daily spending and cafeteria purchases</p>	<p><b>View Menu</b></p> <p>View the menu of your school's cafeteria</p>
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## How to Register:



## Helpful Tips when Registering

1. Go to PayPAMS.com and click on the 'Register Now!' button on the home page.
2. Select your **state**, then select your **school district**.
3. Create a **username** and **password** and enter your **contact information**.
4. **Add children** to your account.



1. **Username:** Create a unique username. If the system indicates that the username is taken, select a different username.
2. **Registered via PAMS Phone System:** If you previously registered via PAMS phone system and want to access your account online, **do not create another account**. Login to PayPAMS.com using your phone number as the username. Your online password will be the same as your phone password.
3. **Duplicate Accounts:** If the system indicates that an account already exists with the same phone number or email address, contact customer support from the 'Contact Us' page.
4. **Meal Account Balance and Cafeteria Purchases:** It will take up to 1-2 school days before balances and cafeteria purchases information for new registrants can be displayed. However, you can make payments immediately upon registration. If you cannot view balances two days after you added the student to the account, contact customer support from the 'Contact Us' page.
5. **Forgot Password:** If you previously registered with PAMS but forgot your password, click on the Forgot Password link on the home page of PayPAMS.com. If the Forgot Password link does not work, contact customer support from the 'Contact Us' page. **Do not register again**. Note: passwords are case sensitive.

## Great Benefits For Parents!

- ✓ Pay from your home or office 24/7
- ✓ Money goes directly into child's account
- ✓ Balance information is readily available

**KEEP THIS FOR REFERENCE:** USERNAME \_\_\_\_\_ PASSWORD \_\_\_\_\_



# Helpful Tips for Using PayPAMS.com



## CURRENT USERS:

### Tips for the beginning of the new school year

1. **Money Transfer from Year to Year:** Any remaining student meal account balance will automatically transfer to the next school year.  
**Important note: If your child moved from one school to another within the same school district, it may take a day or two from the beginning of the school year to transfer the remaining balance from the old school to the new school. During that time period, the balance on PAMS may show as \$0.00.**
2. **Refunds:** PAMS processes refunds only for the exact payment amount. If the student has already used some of the money, or has graduated, please contact the school district.
3. **Moved to a different school district:** If you moved to a different school district you can keep the same username and password information. Login to your account, go to Help/Contact Us and select subject 'Moved from District'. Do not register again. Note: PAMS cannot transfer money from one school district to another. Contact your previous school district for refunds.

## LOW BALANCE AUTOMATIC PAYMENTS

1. **Low Balance Automatic Payments Trigger:** PAMS recommends triggering automatic payments when the student meal account balance falls below \$10<sup>00</sup>. Having a lower 'minimum balance' when setting up Automatic Payments may not allow enough time to replenish your child's account.
2. **Automatic Payment Confirmation:** If you sign up for Automatic Payments, you will receive an email confirmation of the payment, including current balance.
3. **Declined Automatic Payment:** Your automatic payment will not be processed if the card was updated, declined, expired, or if the 'Stop Date' that was set initially has passed.
4. Automatic Payments can be set with **MasterCard** and **Discover** cards only.

## LOW BALANCE EMAIL NOTIFICATIONS

1. **Email Notifications:** Make sure that your email account does not block emails from customerservice@paypams.com.
2. **Change of Email address:** If you change email addresses, be sure to update your user profile on PAMS.



## PAMS Lunchroom PHONE SYSTEM

Parents can make payments and monitor account balances via our toll free number **1-888-994-5100**. For more information and to download instructions, please visit [www.PayPAMS.com/phone](http://www.PayPAMS.com/phone)

## PAYMENTS

1. **Payments for the same student from two separate accounts:** To prevent duplicate accounts, PAMS allows associating a student to only one account. If both parents/guardians cannot share the same username and password, contact customer support from the 'Contact Us' page.
2. **Posting Payments:** It takes one to two school days for your payment to replenish the student's account at the school cafeteria. Your balance on PayPAMS website will reflect your recent payment only after the school cafeteria confirms receipt of payment.
3. **Payment Confirmation:** When a payment is processed, a confirmation number will be displayed and an email will be sent verifying that the payment was processed. If a confirmation number is not displayed, the payment was not processed.
4. **Declined Payments:** If your payment is declined, verify that all billing information is correct. If all information is correct and payment is still declined, contact the issuing credit card company for further information. Reasons a card can be declined: insufficient credit/funds in account, incorrect billing information entered, updated credit card number, updated expiration date.
5. **Convenience Fees:** A nominal convenience fee will be charged to cover the cost of processing payments and maintaining the website. To check the convenience fee terms, click on 'Register' on the home page of PAMS, then select your state and your school district.
6. **Credit Card Types:** PAMS currently accepts only Visa, MasterCard and Discover cards. We also accept debit cards that have a Visa or MasterCard logo.
7. **Credit Card / Bank Statement:** Credit Card payments are processed by 'First Horizon'. PAMS payments will show up on your credit card/bank statement as payments from 'PayPAMS.com', 'First Horizon', or 'PAMS-<your school district> CO'.
8. **Credit Card Information:** PAMS will never ask for credit card information via email. Do not respond to such an email.
9. **Payments at the School Cafeteria:** For questions regarding cash or check payments submitted directly at the school cafeteria, please contact the school cafeteria directly. Do not contact PayPAMS.

## CAFETERIA PURCHASES

While PAMS displays cafeteria purchases, we do not regulate what the children are purchasing or eating. For questions regarding purchases at the cafeteria, contact the school cafeteria directly. Student Activity is only displayed from the day the student was added to PAMS. Data is available for 90 days.

## INTERNET BROWSERS

PAMS easily integrates with most standard internet web browsers, including Microsoft Internet Explorer, Mozilla Firefox and Netscape. For MAC computers we recommend using the Safari browser.

## MORE QUESTIONS?

Click on '[Help](#)' or '[Contact Us](#)' on the home page of [PayPAMS.com](http://PayPAMS.com)