



# Helpful Tips for using [www.paypams.com](http://www.paypams.com)

## PAYMENTS

- Posting Payments:** It takes one to two school days for a payment to replenish your child'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.
- 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.
- 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, closed credit card account, or credit card expiration date.
- Payments for the same student from two separate accounts:** To prevent duplicate accounts, PayPAMS 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.
- Convenience Fees:** Depending upon the school district, a nominal convenience fee may be charged to cover the cost of processing payments and maintaining the website. To check if your school district charges a convenience fee, please click '**Sign Up Now!**' on the PayPAMS homepage, then select your state and school district.
- Credit Card Types:** PayPAMS accepts both credit and debit cards. When registering, please check which cards your district accepts.
- Credit Card / Bank Statement:** PayPAMS payments will show up on your credit card/bank statement as payments to 'PayPAMS.com', or 'PAMS-<your school district> CO'
- 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.

## NEED ASSISTANCE?

Please visit  
[PayPAMS.com](http://PayPAMS.com) and  
 click '**Help**' to navigate  
 to PayPAMS Help Center!



## LOW BALANCE EMAIL NOTIFICATIONS

- Email Notifications:** To make sure emails from PayPAMS are not blocked, add [customerservice@paypams.com](mailto:customerservice@paypams.com) to your address book and safe list.
- Change of Email address:** If you change your email address be sure to update your user profile on PayPAMS.

## LOW BALANCE AUTOMATIC PAYMENTS

- Low Balance Automatic Payments Trigger:** PayPAMS recommends triggering automatic payments when the student meal account balance falls below \$12.00. Having a lower 'minimum balance' when setting up Automatic Payments may not allow enough time to replenish your child's account.
- Automatic Payment Confirmation:** If you sign up for Automatic Payments, you will receive an email confirmation of the payment, including current balance.
- 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.

## COMO REGISTRARSE

- En [PayPAMS.com](http://PayPAMS.com) haga clic el botón de '¡Inscríbete Ahora!' en la Pagina de Inicio.
- Seleccione su estado y distrito escolar
- Cree un Usuario y contraseña e introduzca su información de contacto
- Añadir niños a su cuenta

### ¿PREGUNTAS?

Haga clic en '**Help**' en la página inicial de [PayPAMS.com](http://PayPAMS.com)

## 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.

## KEEP THIS FOR REFERENCE:

USERNAME \_\_\_\_\_

PASSWORD \_\_\_\_\_