



Helpful Tips for Using PayPAMS.com



PAYMENTS

- 1. 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.
- 2. 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.
- 3. 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.
- 4. 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.
- 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 PayPAMS, then select your state and your school district.
- 6. Credit Card Types:** PayPAMS currently accepts Visa, MasterCard and Discover cards. We also accept debit cards that have a Visa or MasterCard logo.
- 7. 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'
- 8. Credit Card Information:** PayPAMS 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.
- 10.** Parents can make payments and monitor account balances via the phone. However, customers that use the website will have access to additional features such as low balance email notifications and purchases information. This information is **not available** on the automated phone system. The number for the automated system is 1-888-994-5100. For additional information and to download instructions, please visit www.PayPAMS.com/ phone.

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 PayPAMS.

LOW BALANCE AUTOMATIC PAYMENTS

- 1. Low Balance Automatic Payments Trigger:** PayPAMS recommends triggering automatic payments when the student meal account balance falls below \$12⁰⁰. 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. Automatic Payments can be set with **MasterCard** and **Discover** cards only.

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.

KEEP THIS FOR REFERENCE:

USERNAME _____

PASSWORD _____

MORE QUESTIONS?

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