



EZSchoolPay.com makes paying for school meals easy and convenient!

## Forgot Your Lunch Money?



*Sign up is easy and free!*



*Make payments to your student's  
meal account online!*



*Available for iPhone, iPad, iPod  
and Android devices.*

[www.EZSchoolPay.com](http://www.EZSchoolPay.com)





## ***Frequently Asked Questions***

1. **How does EZSchoolPay work?** EZSchoolPay allows you to review transaction history, check balances, receive low balance alerts, and make payments to your child's cafeteria account.
2. **How do I sign up?** To create an account, go to [www.ezschoolpay.com](http://www.ezschoolpay.com) and click "Register." After answering a few questions, you will receive a registration email. Click the link in the email and your registration is complete. Once logged in, you can associate your children to your account using their school district name, their student ID# or birthday.
3. **Will I be charged a "Convenience Fee" to use this website?** South Madison Community School Corporation parents do not pay a convenience fee. EZSchoolPay is FREE for SMSC parents.
4. **How do I make a payment?** Click on "Store/Pay Online" to make a manual one-time online payment. You will add what EZSchoolPay calls "Lunch Credits" to your shopping cart. To set up automatic payments click on "Recurring Payments."
5. **What is a Recurring Payment and how does it work?** To set an automatic payment for your child's cafeteria account, click "Recurring Payment." You can set your child's account to auto fund based on a low balance amount, which is the preferred method, or as a frequency (for example: A weekly \$20 payment every Monday). If you set up a recurring payment by a low balance amount, EZSchoolPay will read your child's account balance once in the morning and once in the afternoon daily to see if a payment is needed based on the low balance amount you set. If a payment is needed due to your child's account dropping below the low balance limit, EZSchoolPay will send a payment that day.
6. **How long after I make a payment will the money be available for use?** In most cases funds are available within 10 minutes. Occasionally, external factors may affect this process and could delay when the funds are received by the school.
7. **How often are balances updated?** Balances are updated typically within 10 minutes.
8. **Where can I see the purchases made in the cafeteria?** From the Home page, click the clipboard next to your child's name. You can see meal history for the last 30 days. EZSchoolPay will only begin uploading meal history beginning with the first day you link your student to the account.
9. **How do I set up a low balance notifications?** Email balance notifications are received in the following ways:
  - #1: By setting up this option to receive from EZSchoolPay:  
Click the pencil next to your child's name in order to edit your child's settings. You will check a low balance notification box and will set the low balance amount. This will allow you to receive a low balance email notification which can help remind you to make a payment.
  - #2: SMSC automatically sends emails to parents daily as follows:  
Elementary:
    - Low balances that are less than the price of one lunch
    - Negative balances
 PHMS/PHHS:
    - Negative balances
 These courtesy emails are sent to the email address listed in Powerschool under "Primary email address."
10. **How do I know the EZSchoolPay site is secure and what do you do with my personal information?** EZSchoolPay has security measures in place to protect the loss, misuse, and alteration of the information under our control. They 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. 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. Our complete Privacy Policy is available on our website.
11. **What if I don't want to pay online, can I still use this website to review my student's account balance and meal transaction history, etc.?** Yes, you can register for an account and only use the account to review cafeteria account balances, transaction history and/or receive email notifications regarding your child's balance.
12. **Who can I contact if I have questions?** You may contact the EZSchoolPay Support Staff for payment questions by calling toll-free 855-278-8277. For questions regarding student ID numbers, transaction history and refunds contact the Nutrition Services Department at 765-778-2152.