

Food and Nutrition Services Parent Info Guide

MEAL PRICES for 2018-2019:

Elementary Breakfast	\$1.25
Secondary Breakfast	\$1.25
Reduced Price Breakfast	\$0.30
Elementary Lunch	\$2.80
Secondary Lunch	\$2.95
Reduced Price Lunch	\$0.40
Extra Milk	\$0.60
Adult Breakfast	\$1.60
Adult Lunch	\$3.75

HOW DOES THE STUDENT ACCESS THEIR MEAL ACCOUNT AT THE SCHOOL?

All students will receive a personal identification number (PIN) for their meal account from the food service manager at school start up. This can range from a three to five digit number. Your student should memorize this number and not share with any other students as this number is directly tied to their personal account. Your student will use this PIN number until he/she leaves that school. When the student moves to middle or a high school, a new number is assigned. Student Identification Scanners are used at some of the elementary, middle, and high schools and must be used to access their account. Please check with your student.

FORGOT YOUR LUNCH MONEY?

Negative Food Service Account Balance Policy

Elementary Schools:

- At \$0 balance, no a la carte purchases are permitted. Any debt must be paid before a la carte purchases can be made.
- When the student's account balance reaches negative \$10.00, the Food Service Manager will communicate with the parent(s) or guardian via letter, email, and/or phone call. An application for free or reduced lunch will be offered to the parent/guardian.
- Once the negative \$15.00 balance is exceeded, the Food Service Manager will alert school administration of the negative balance issue.
- A follow-up with Student Services will occur if the parent/guardian does not respond.

Middle and High School:

- The student will be informed when his/her account balance is less than \$5.00.
- At \$0 balance, no a la carte purchases are permitted. Any debt must be paid before a la carte purchases can be made.

- When the student's account balance reaches negative \$10.00, the Food Service Manager will communicate with the parent(s) or guardian via letter, email, and/or phone call. An application for free or reduced lunch will be offered to the parent/guardian.
- Once the negative \$15.00 balance is exceeded, the Food Service Manager will alert school administration of the negative balance issue.
- A follow-up with Student Services will occur if the parent/guardian does not respond.

You can set up an account with PayPAMS.com to review student meal transactions.

ALA CARTE ITEMS:

Many of the schools provide specialty, A la Carte items. These items range in price and are not included in the paid, free or reduced priced "school lunch". All customers may purchase a la carte items with cash or by using their lunch account.

PARENTAL RESTRICTIONS:

Restrictions can be placed on your student's meal account. Once restrictions are placed, they cannot be removed unless the parent provides the food service manager with a letter asking for the restrictions to be removed.

Free and Reduced Priced Meal Application REMINDER:

Parents are encouraged to complete one Free and Reduced Price Meal Application per family, rather than one per child. The application can be obtained ON LINE at www.stjohns.K12.fl.us and printed off and completed or one can be completed on line by following the link to on line Free and Reduced Family Meal Application. Schools have limited availability of printed applications. This single application for the family may be returned to any of the District schools where parents have a child/children enrolled; we prefer that parents return the application to the school where their youngest child is enrolled. The schools will be sending all completed applications to the District School Food Services Office for centralized approval. Until the application is processed and approved by the District Food Service Office, any meal charges will be the responsibility of the adult/guardian. The approval process can take up to ten (10) days at the beginning of the school year.

Your student'(s) meal status (free or reduced) at the end of a school year will continue through the first 30 days of the next school year. Unless a new Family Meal Application has been processed and approved by the 30th day of school, your student'(s) meal status will revert to PAID. You may complete a lunch application at any time during the school year.

PREPAYMENT FOR FOOD ITEMS:

Prepayments to your child's meal account with a debit or credit card can be made. Log onto www.PayPAMS.com or call 1-877-726-7586. Payment can also be received by the food service manager in form of check or cash. If check is used, please indicate students' name and student personal identification number (PIN) on the check in the memo section. Prepayment is encouraged as it assists in movement of students through the line.

FOOD ALLERGIES:

If your child has food allergies, please provide the school nurse with a physician's note indicating the allergies and the appropriate substitutions that are recommended by the physician or medical authority.

COMMUNICATION WITH THE FOOD SERVICE MANAGER:

The food service manager is on site prior to the school starting to begin breakfast meal preparation and departs from the school upon completion of lunch. Inquires should be made **prior** to meal service time or immediately after meal service. Please check with your school to determine the best time to contact the food service manager in the event that you have questions.

REFUNDS:

Refunds are addressed at the school level and require a written request. Please contact the food service manager for a refund.

ACCOUNT BALANCES:

Student account balances can be obtained on the web site www.payPAMS.com at no charge to you. Your student's account balance, either positive or negative, from the previous school year will roll into the new school year unless a refund has been requested.

MENU:

Menus can be found on the St Johns County School District Website www.stjohns.k12.fl.us under the Food & Nutrition Services Department tab.

Pre-pay School Meals at www.paypams.com or using the PayPams Mobile App

paypams



Pay Now



Account Balance



Automatic Payments



Email Notifications



Add/Remove Students



Payment History



Cafeteria Purchases

CURRENT USERS TIPS FOR THE BEGINNING OF THE SCHOOL YEAR

Login to the site at least one week before the beginning of the school year. Check that your credit/debit card on file has not expired, your email address is updated, and that your automatic payment plan's stop date has not expired.

Forgot Password: If you previously registered with PayPAMS but forgot your password, go to PayPAMS.com, click 'Login' then click on the 'Forgot Password' link. If you were unable to retrieve your password through the 'Forgot Password' link, contact customer support from the 'Contact Us' page. Do not register again. Note: passwords are case sensitive.

Balance 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 PayPAMS may show as \$0.00. If you are not sure if your child's account had a remaining balance from the previous school year, we recommend you make a payment.

Refunds: PayPAMS 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.

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 'Contact Us' and select subject 'Moved from District'. Do not register again. Note: PayPAMS cannot transfer money from one school district to another. Contact your previous school district for refunds.



NEW USERS SIGN UP NOW

1. Go to PayPAMS.com and click on the '**Sign Up 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.
5. **Make payments or set up automatic payments** based on low balance.

HELPFUL TIPS WHEN REGISTERING

1. **Username:** Create a unique username. If the system indicates that the username is taken, select a different username.
2. **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.
3. **Meal Account Balance and Cafeteria Purchases:** It takes 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.



Helpful Tips for using www.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:** 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.
- 6. Credit Card Types:** PayPAMS accepts both credit and debit cards. When registering, please check which cards your district accepts.
- 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. 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.

LOW BALANCE EMAIL NOTIFICATIONS

- 1. Email Notifications:** To make sure emails from PayPAMS are not blocked, add customerservice@paypams.com to your address book and safe list.
- 2. Change of Email address:** If you change your email address 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 \$12.00. 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.

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.

COMO REGISTRARSE

1. En PayPAMS.com haga clic el botón de '¡Inscríbete Ahora!' en la Pagina de Inicio.
2. Seleccione su estado y distrito escolar
3. Cree un Usuario y contraseña e introduzca su información de contacto
4. Añadir niños a su cuenta

¿PREGUNTAS?

Haga clic en 'Help' en la página inicial de PayPAMS.com

NEED ASSISTANCE?

Please visit PayPAMS.com and click 'Help' to navigate to PayPAMS Help Center!



KEEP THIS FOR REFERENCE

USERNAME _____

PASSWORD _____

Pre-pago de Comidas Escolares en PayPAMS!

Conozca PayPAMS: Sistema de Manejo de Cuentas para Padres de Familia

www.paypams.com



Money goes directly into your child's account.
No more lost money!



Pay Now



Automatic Payments



Account Balance



Cafeteria Purchases



Email Notification



Add/Remove Students



Payment History



User Profile



Change Password



Billing Information

RECOMENDACIONES

Cuando se Registre

- ID de Estudiante/ID de Cuenta de Comida:** Antes de iniciar el proceso de registro tenga el ID del estudiante o de la Cuenta de Comida a su alcance. Si no cuenta con esta información pregunte al niño o llame a la escuela.
- Usuario:** Cree un usuario **único**. Si el sistema indica que el usuario ya esta ocupado, seleccione un usuario diferente.

- Regístrese a través del Sistema de Teléfono PAMS:** Si usted se registró previamente a través del sistema telefónico PAMS y quiere acceder su cuenta por el Internet, **no cree otra cuenta**. Ingrese a PayPAMS.com usando su número de teléfono como el usuario. Su contraseña será la misma que fue creada por teléfono.

LOGIN TO YOUR PAYPAMS ACCOUNT

Username

Password

Remember Me [Forgot Password?](#)

- Cuentas Duplicadas:** Si el sistema indica que una cuenta ya existe con el mismo número de teléfono o correo electrónico envíe un correo electrónico a support@PayPAMS.com
- Contraseña Olvidada:** Si usted se registró previamente con PAMS pero olvido su contraseña, haga clic en el link de **Forgot Password?** en la página de inicio de PayPAMS.com. Si el link no funciona envíe un correo electrónico a support@PayPAMS.com. **No se registre nuevamente.**
- Saldo en Cuenta de Comida:** Toma de 1-2 días escolares antes que los saldos de nuevos registrantes puedan ser accesibles. Sin embargo, puede hacer pagos inmediatamente después de registrarse.
- Se cambio a otro distrito escolar:** Si usted ha cambiado de distrito escolar, envíe un correo electrónico a support@PayPAMS.com para establecer su nueva cuenta. **No se registre nuevamente.**

COMO REGISTRARSE



- En PayPAMS.com haga clic en 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
- Añada niños a su cuenta

Mantenga una copia para su referencia

User Name (Nombre de usuario)

PASSWORD (Contraseña)



Recomendaciones para usar PayPAMS.com

- 1. Confirmación de pago:** Cuando un pago es procesado, un número de confirmación será creado y un correo electrónico le será enviado verificando que el pago ha sido procesado. Si el número de confirmación no se fue creado, entonces el pago no fue aceptado.
- 2. Pagos Pendientes:** Toma de uno a dos días para que un pago sea incluido en su cuenta de estudiante de la cafetería escolar. Su saldo en el sitio Web de PayPAMS reflejará su pago mas reciente cuando la cafetería confirme recibo de pago.
- 3. Pagos Declinados:** Si su pago es declinado, verifique que toda la información de facturación es correcta. Si la información esta correcta y el pago aún es rechazado contacte a la compañía emisora de su tarjeta de crédito para más información.
- 4. Pagos automáticos y activación de notificaciones por correo electrónico:** PayPAMS le recomienda activar pagos automáticos y notificaciones cuando la cuenta del estudiante llega a \$12.00. Si no activa notificaciones o pagos automáticos cuando el saldo del estudiante sea muy bajo el próximo pago puede que no llegue a tiempo a la cuenta del estudiante.
- 5. Pagos Automáticos:** Si se suscribe a pagos automáticos recibirá un correo electrónico de confirmación de pago incluyendo saldo actual.
- 6. Notificaciones electrónicas:** Asegúrese que su cuenta de correo **no bloquee** mensajes de customerservice@paypams.com.
- 7. Tipos de Tarjeta de Crédito:** PAMS solo acepta tarjetas Visa, MasterCard y Discover. También aceptamos tarjetas de debito con el logo de Visa o MasterCard.
- 8. Tarjeta de Crédito/Estado de Banco:** Pagos de Tarjeta de Crédito son procesados por 'Elavon'. Los pagos PAMS son descritos en su estado de cuenta de Tarjeta de Crédito o del Banco como pagos de 'PayPAMS.com', 'Elavon', o 'PAMS-<su distrito escolar> CO'.
- 9. Información de Tarjeta de Crédito:** PAMS nunca pedirá información de tarjeta de crédito por correo electrónico. **No responda si recibe tal mensaje.**
- 10. Transferencia de Dinero de un Año a Otro:** Saldo restante de la cuenta del estudiante será automáticamente transferido al siguiente año escolar.
- 11. Reembolsos:** PAMS procesa reembolsos solo por la cantidad exacta de pago. Si el estudiante utilizó algo del dinero por favor contacte al distrito escolar.
- 12. Pagos en la Cafetería de la Escuela:** Para preguntas relacionadas con pagos por cheque o en efectivo hechos directamente en la cafetería de la escuela, favor de contactar la cafetería de la escuela.
- 13. Navegador de Internet:** PAMS se integra fácilmente con los navegadores de Internet estándar, incluyendo Microsoft Internet Explorer, Mozilla Firefox y Netscape. Para computadoras MAC recomendamos usar el navegador Safari.
- 14. Servicios Gratis:** No existen costos por chequear saldos de cuentas o por registrarse para recibir notificaciones por correo electrónico.
- 15. Cuota de Servicio:** Una cuota nominal por servicio, si va a ser cobrada, será desplegada antes de procesar el pago. Para chequear si hay una cuota por servicio, haga clic en '¡Inscríbete Ahora!' en la página de inicio de PAMS, después seleccione su estado y distrito escolar.

**¿Más Preguntas?
Haga clic en 'Help' en la página
inicial de PayPAMS.com**

