

Pre-pay for School Meals at PayPAMS!

Meet **PAMS**: Parent Account Management System

www.PayPAMS.com

How to Register:

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



Helpful Tips when Registering

1. **Student ID/Meal Account ID:** Before you begin the registration process have your child's Student ID or Meal Account ID handy. If you don't have the Student ID or Meal Account ID, ask your child or call the school.
2. **User Name:** Create a **unique** user name. If the system indicates that the user name is taken, select a different user name.
3. **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 user name. Your online password will be the same as your phone password.
4. **Duplicate Accounts:** If the system indicates that an account already exists with the same

phone number or email address, email support@PayPAMS.com

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, email support@PayPAMS.com. **Do not register again.**
6. **Meal Account Balance:** It will take up to 1-2 school days before balances for new registrants can be displayed. However, you can make payments immediately upon registration.
7. **Moved to a different school district:** If you moved to a different school district, email support@PayPAMS.com to set up your new account. **Do not register again.**

KEEP THIS FOR REFERENCE: USER NAME: _____ PASSWORD: _____



Helpful Tips for Using PayPAMS.com

- 1. Minimum Payment:** A minimum of \$25.00 is required per transaction and can be distributed amongst all students within the account.
- 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. 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.
- 4. Declined Payments:** If your payment is declined, verify that all billing information is correct. If information is correct and payment is still declined, contact the issuing credit card company for further information.
- 5. Automatic Payments and Email Notifications Trigger:** PAMS recommends triggering automatic payments and low balance email notifications when the student meal account balance falls below \$10.00. Having a lower "minimum balance" when setting up Email Reminders or Automatic Payments may not allow enough time to replenish your child's account.
- 6. Automatic Payments:** If you sign up for Automatic Payments, you will receive an email confirmation of the payment including current balance.
- 7. Email Notifications:** Make sure that your email account does not block emails from customerservice@paypams.com.
- 8. Credit Card Types:** PAMS accepts only Visa, MasterCard and Discover cards. We also accept debit cards that have a Visa or MasterCard logo.
- 9. 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'.
- 10. Credit Card Information:** PAMS will never ask for credit card information via email. **Do not respond to such an email.**
- 11. Money Transfer from Year to Year:** Remaining student meal account balance will automatically transfer to the next school year.
- 12. Refunds:** PAMS processes refunds only for the exact payment amount. If the student used some of the money please contact the school district.
- 13. Payments at the School Cafeteria:** For questions regarding cash or check payments submitted directly at the school cafeteria, please contact the school cafeteria.
- 14. 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.
- 15. Free Services:** There are no costs to check account balances or sign up for low balance Email notifications.
- 16. Service Fee:** A nominal service fee, if it is to be charged, will be displayed before the payment transaction is processed. To check if there is a service fee involved, click on 'Register' on the home page of PAMS, then select your state and your school district.

More questions? Click on 'Help' on the home page of PayPAMS.com



PAMS Lunchroom Phone System



If you do not have internet access, you can still make payments and monitor account balances via our **toll free number 1-888-994-5100**. Follow the prompts to enter your **home phone number** (10 digits), and **password** or **zip code**. First time users will be asked to enter the **first four letters** of their **school district**.

