

# Frequently Asked Questions (FAQ)

What happens to money remaining on the account at the end of the school year?

Typically, any money remaining on the account is rolled over to the next school year. Please contact the Food Services department at your school to find out their policy for remaining funds.

Can I transfer the balance from one student's account to another?

We are not able to transfer money from one account to another through the site, however if you contact the Food Services department at the school, they should be able to assist you.

contact?

If you have questions about a specific charge on your student's account, you should contact the Food Services department at the school. If you have a question concerning a payment you processed through our site, please send us an email using the Contact Us screen.

The Student ID number is a unique number that is given to each child within the district. This is not necessarily the same number as their cafeteria PIN number. If you do not know this number, you can contact your district office.

Why is a Credit Card required during signup, if I don't plan to make payments through the site?

A credit card is required to sign up for the site, but you are not required to process a transaction through the site. The main purpose of our site is to allow parents to place money on their student's account with a credit card. The balance monitoring and activity reports are additional features that are beneficial to our users. Having the credit card on file simplifies the transaction process for the user and it also allows us to offer the ability to set up automatic replenishment payments. We store the credit card information in an encrypted format and your credit card number is never displayed on the site.

Is there a fee for using ?

There is no fee for setting up an account, checking your child's activity, or checking account balances.

Is your site Mac compatible?

Yes, our site is Mac compatible. Please be sure to upgrade Safari to version 3.1. You can download the Safari update at the Apple website.

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I have completed the sign up process and activated my account, what is my next step?

You are now ready to log into the system and add your students to your account. Log in using your username and the password you created during the sign up process. After logging in, select Add Students from the Add/View Students menu. Enter the required information (school, name, student ID & grade) and click the Register Student button.

based on their balance. For example, you can set up a payment for \$30 when your student's balance reaches \$5. Auto -Replenish Payments are processed once a day at 10 p.m. Eastern time. When setting up an auto -replenish payment be sure to check the Active box to turn on the payment for each student and click t



What happens to the money  
year?

If your email address changes, log into PaySchoolsCentral.com as normal. Once logged in, click My Account. On the My Account screen you can update all of your information, except your Username, which cannot be changed.

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