



For Parents

SchoolCafé Support Hours: 6:00 am to 6:00 pm CST

Phone: 855.PAY2EAT (855) 729-2328

Email: customercafeschoolcafe.com

Website: www.schoolcafe.com

- SchoolCafé provides a secure, online system for parents to
- Make payments to their student(s) cafeteria-meal account(s)
 - View school menus and menu item nutrition information
 - Review your student's buying history

Quick Answers

- ✓ **How do I add money/make a payment to my child's account?**
You can continue to send money to school with your student or you can add money through SchoolCafé. Follow the steps in Make a Payment in this guide.
- ✓ **I made an online payment. When can my student use the payment?**
Your student's cafeteria account at the school is credited within 24 hours but may become available as quickly as 2 hours.
- ✓ **Is there a fee or service charge for making online payments?**
A convenience fee **may be** charged for each online payment transaction. For example, if you make a \$20.00 payment and the convenience fee is \$1.00, the total debited from your credit card is \$21.00. The available funds for your child will be \$20.00. Convenience fee amounts vary by school district.
- ✓ **Can I receive notification when my student's account balance is low?**
Yes! Follow the steps in **Set Up a Low Balance Alert** in this guide.
- ✓ **Why was my account locked when making a payment?**
After three failed payment attempts, payment function is locked. Contact SchoolCafé to remove the lock.
- ✓ **What if I have several students in different schools?**
Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.
- ✓ **Can I transfer money from one child to another?**
Contact the Child Nutrition Services office at the school district for assistance with a transfer.
- ✓ **What happens to the money in my account at the end of the school year?**
Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Child Nutrition Services office at the school district for assistance with a refund.
- ✓ **How do I receive a refund if my child changes school districts?**
Contact the Child Nutrition Services office at the school district for assistance with a refund.

1 Register

** You will be asked to verify your security answer and contact information when you request help with your username or password, or other information on your Profile page.*

- Click **Register**
- Verify "I'm registering as a Parent" is selected and click **Next Step**
- Enter your school district name and then click **Next Step**
- Enter your name and contact information, and then click **Next Step**
- Set up your username and password
- Select a **Security Question** and enter a **Security Answer**, and click **Next Step**
- Click "I'm not a robot" and follow the reCAPTCHA prompts
- Check I accept the **Terms & Conditions** and click **Create My Account**

2 Add Your Student(s)

- Click Students → Student Accounts
- Click **Add a Student**
- Enter your Student's ID [and Lunch PIN, if asked] and select your student's School
- Click **Search & Verify Student**
- Click **Add this Student**


3 Add Payment Source

- Click My Account → Payment Sources
- Click **Add a Card**
- Enter your Card Number and Card Expiration date
- Enter a name to associate with this card, if wanted
- Click **Add Card**

4 Make a Payment

- Click Students → Student Accounts
- Click **Make a Payment**
- Enter Payment dollar amount
- Click **Next >**
- Select a **Payment Method**, or enter card information for a one-time payment
- Click **Submit Payment >**

Set Automatic Payment

- Click Students → Student Accounts
- Click **Automatic Payment** () in a student listing
- Enter **Payment Amount**
- Enter amount in **Balance Threshold** to trigger payment
- Select a **Payment Source**
- Set **Auto Pay Expiration Date** for stop payment date
- Click **Add Automatic Payment**

Set Low Balance Alerts

- Click Students → Student Accounts
- Click **Low Balance Alert** () in a student listing
- Enter **Threshold amount**
- Enter number of days to elapse between alerts
- Click **Set**