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

paypams

ANDROID APP ON Google play | Available on the App Store

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 _____

This institution is an equal opportunity provider.