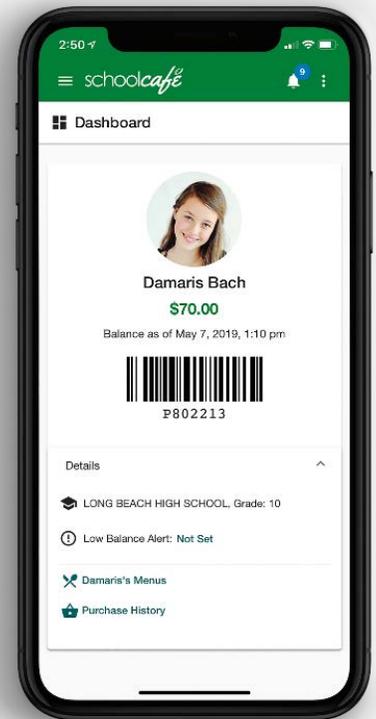# school*café*

One app for your entire cafeteria.

APPLY FOR FREE & REDUCED MEALS

Applying for free and reduced meal benefits has never been easier. Apply, submit, and track your application status from start to finish.

MANAGE BALANCES

Make payments, view purchase history, and receive low balance alerts. For convenience, setup automatic payments to replenish their cafeteria funds.

Go to www.schoolcafe.com/K12Food or download the School*Café* app on the iTunes or Google Play App Store!

Get It Now

Download on the **App Store**

GET IT ON **Google Play**

www.schoolcafe.com

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schoolcafé

For Parents

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

Phone: 855.PAY2EAT (855) 729-2328
Email: customercare@schoolcafe.com
Website: www.schoolcafe.com

SchoolCafé provides a secure, online system for parents to
- Make payments to their student(s) cafeteria-meal account(s)
- 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?**
No charge for this service.

✓ **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 your 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, password, or other information on your Profile page.

a   Click **Register**

b   Verify "**I'm registering as a Parent**" is selected and click **Next Step**

c   Enter your school district name and then click **Next Step**

d   Enter your name and contact information, and then click **Next Step**

e   Set up your username and password

f   Select a **Security Question** and enter a **Security Answer**, and click **Next Step**

g   Click **I'm not a robot** and follow the reCAPTCHA prompts

h   Check **I accept the Terms & Conditions** and click **Create My Account**

2 Add Your Student(s)

a   Click **Students → Student Accounts**

b   Click **Add a Student**

c   Enter your **Student's ID** [and **Lunch PIN**, if asked] and select your student's **School**

d   Click **Search & Verify Student**

e   Click **Add this Student**

3 Add Payment Source

a   Click **My Account → Payment Sources**

b   Click **Add a Card**

c   Enter your **Card Number** and **Card Expiration** date

d   Enter a name to associate with this card, if wanted

e   Click **Add Card**

4 Make a Payment

a   Click **Students → Student Accounts**

b   Click **Make a Payment**

c   Enter **Payment** dollar amount

d   Click [Next ›]

e   Select a **Payment Method**, or enter card information for a one-time payment

f   Click [Submit Payment ›]

Set Automatic Payment

1   Click **Students → Student Accounts**

2   Click **Automatic Payment** (🔄) in a student listing

3   Enter **Payment Amount** and enter amount in **Balance Threshold** to trigger payment

4   Select a **Payment Source** and set **Auto Pay Expiration Date** for stop payment date

5   Click **Add Automatic Payment**

Set Low Balance Alerts

1   Click **Students → Student Accounts**

2   Click **Low Balance Alert** (🔔) in a student listing

3   Enter **Threshold** amount

4   Enter number of days to elapse between alerts

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