

Frequently Asked Questions

Q: What is the benefit of students establishing their own SchoolCafé accounts?

A: Students can view their available funds through their own account (via the app or SchoolCafé website). They cannot load money electronically, but they can load funds by bringing cash or check to the DeSmet business office.

Q: If a student also establishes an account for themselves (and a parent has already established an account for them), are the two amounts of funds merged?

A: Yes, there is only one account per student (linked to their student ID number).

Q: What if you have multiple students, can I establish one account for both of them, or do I need to establish two accounts (one for each of them)?

A: The parent establishes one account and links multiple students. They can fund multiple accounts at the same time and transfer money between students at no charge.

Q: Do I have to pay a transaction fee?

A: Yes, there is a \$2.25 fee each time you load funds in your account. Jesuit High School is unable to override the SchoolCafé transaction fee.

Q: Can parents transfer SchoolCafé funds from other schools?

A: No. SchoolCafé accounts are linked to student ID numbers specific to respective schools.

Q: Can I see what my student is purchasing with their SchoolCafe account?

A: Yes, all purchases are viewable by the parents.

Q: How long will it take for funds to appear in my student's account?

A: It can take 24-48 hours for funds to load into an account. Jesuit High School recommends setting up low balance alerts in their account settings to avoid insufficient funds.