

Charlotte Mecklenburg Schools Child Nutrition Services

is

pleased to announce that

On Line Payment for School Meals

is now available for your school



Pre-pay for School Meals At PAMS Lunchroom!



Meet **PAMS**: Parent Account Management System



www.payPAMS.com

Prepay online or on the phone with a credit card from the comfort of your home or office!

Setting up an account is as easy as one, two, three.



Step 1: Register with PAMS:

Go to <http://www.paypams.com> or call

1-888-994-5100 to provide your student's CMS ID# and billing information.



Step 2: Choose your Payment Options:

Make manual payments at your convenience or set up automatic payments based on your student's balance falling below an amount that you determine.



Step 3: Make a Payment:

Pay by credit or VISA logo debit card. You will receive an immediate confirmation that your payment has been received. (Payments take 24 to 48 hours to post to your student's account at his/her school cafeteria.)

Manage Your Account:

Simply enter your username and password to access your account at <http://www.paypams.com>, or call **1-888-994-5100**. You can make payments, view your student's account balance, view payment history, and change your payment preferences twenty four hours a day, seven days a week!

For Assistance: Email paypams@cms.k12.nc.us or call 980-343-3818.



PAY PAMS

Parent Account Management System

BY PAMS lunchroom



Easy and convenient:

Pre - pay for your Child's Meals from the convenience of your home or office

Special Features:

- ❖ Schedule Automatic Payments based on meal account balance
- ❖ Access Account Balance and Account History online or by phone
- ❖ Receive E-mail Notification on balance status
- ❖ Receive E-mail confirmation for online payments
- ❖ Register multiple students under one account
- ❖ Choose Visa, MasterCard, Discover, or VISA logo debit card

Frequently Asked Questions

- ❖ **How long does it take for my payment to be added to my student's meal account at his or her school?**

Your payment is verified immediately, while you are on-line at www.paypams.com or on the phone. The balance is added to your student's meal account within 24 to 48 hours.

- ❖ **Can I set up automatic payments so that when the meal account balance falls below a certain level my account will automatically be charged?**

Yes. You can arrange for the system to charge your account automatically when your student's account reaches a pre-defined balance threshold. You will receive an e-mail notification each time the automatic charge is made.

- ❖ **Is my credit/debit card and bank information secure on the Internet?**

Yes. www.paypams.com is a secure site and provides full protection of your personal information. We maintain physical, electronic and procedural safeguards that comply with Federal regulations to guard your personal information.

- ❖ **Are there any costs for the service?**

There are no costs to pay on line or check account balances or payment history.

- ❖ **Does PAMS require a minimum payment to use the on line payment services?**

Yes, there is a \$25 minimum payment per PAMS account.

- ❖ **What are the features that are available on PAMS phone system?**

PAMS Phone System offers most of the services that are available on www.paypams.com. Parents can register, add students to their account, hear balance information, make payments, set automatic payments based on low balance and listen to their last 3 payments.

- ❖ **If I registered on the phone, could I access my account online?**

Yes. If you registered on the phone, you can login to your account on www.paypams.com with the login and password you created on the phone. You will be prompted to complete your account profile: contact information, address and email information.

- ❖ **If I am registered online, could I make a payment by phone?**

Yes. Please call 1-888-994-5100. The system will ask you to enter your phone number and phone password. If you do not have a phone password, enter your zip code. To hear balance information or to make payments, you will be required to enter the CMS student ID number.

- ❖ **Where can I go for assistance?**

Assistance is available by sending an email to paypams@cms.k12.nc.us or by calling 980-343-3818.