



## ***Frequently Asked Questions***

### **1. How does EZSchoolPay work?**

EZSchoolPay allows you to review transaction history, check balances, receive low balance alerts, and make payments to your student's cafeteria account.

### **2. How do I sign up?**

To create an account, go to [www.ezschoollpay.com](http://www.ezschoollpay.com) and click "Register." After answering a few questions, you will receive a confirmation email. Click the link in the email and your registration is complete. Once logged in, you can associate your student(s) to your account using their last name and student ID number.

### **3. Will I be charged a "Convenience Fee" to use this website?**

The parents/guardians of Carmel Clay Schools do not pay a convenience fee. EZSchoolPay is FREE for CCS families.

### **4. What if I forgot my password?**

Click the "Forgot?" link above the Password Box. Fill in your email address and click "Submit." An email will be sent to you with your new password. Click the link in the email and change your password to something more familiar to you.

### **5. Where can I obtain my Student ID #?**

A Student ID # can be obtained by logging into your Parent Portal for PowerSchool, contacting your student's school office, school cafeteria, or the CCS Food and Nutrition Services department at 317-844-9961.

### **6. I work at CCS and have a cafeteria account to purchase food at school. Can I use EZSchoolPay.com for my account?**

Yes. You would create a parent account just like any other parent or you can use the parent account you may already use to fund your student(s) account. You would add yourself using your ID under "Students". This ID is your employee number and can be found on the PowerTeacher portal, your paycheck, or by calling the Food and Nutrition Services department.

### **7. How do I make a payment?**

Click on "Store/Pay Online" to make a manual one-time online payment. You will add what EZSchoolPay calls "Lunch Credits" to your shopping cart. To set up automatic payments click on "Recurring Payments."

### **8. What is a Recurring Payment and how does it work?**

To set an automatic payment for your student's cafeteria account, click "Recurring Payment." You can set your student's account to auto fund based on a low balance amount, which is the preferred method, or as a frequency (for example: A weekly \$20 payment every Monday). If you set up a recurring payment by a low balance amount, EZSchoolPay will read your student's account balance once in the morning and once in the afternoon daily to see if a payment is needed based on the low balance amount you set. If a payment is needed due to your student's account dropping below the low balance limit, EZSchoolPay will send a payment that day.

**9. How long after I make a payment will the money be available for use?**

In most cases funds are available within 30 minutes. Occasionally, external factors may affect this process and could delay when the funds are received by the school.

**10. How often are balances updated?**

Balances are updated typically within 30 minutes.

**11. Where can I see the purchases made in the cafeteria?**

From the Home page, click the clipboard next to your student's name. You can see meal history for the last 30 days. EZSchoolPay will only begin uploading meal history beginning with the first day you link your student to the account.

**12. How do I set up a low balance notification?**

Email balance notifications are received in the following ways:

#1: By setting up this option to receive from EZSchoolPay:

Click the pencil next to your student's name in order to edit your student's settings. You will check a low balance notification box and will set the low balance amount. This will allow you to receive a low balance email notification which can help remind you to make a payment.

#2: CCS automatically sends emails to parent/guardians daily as follows:

Elementary:

- Low balances that are less than the price of one lunch
- Negative balances

Secondary:

- Negative balances

These courtesy emails are sent to the email address listed in Powerschool under "Mother's email address" because this is the most commonly completed email address.

**13. How do I set spending limits on my student's account?**

You can set a spending limit on your student's account by contacting the school cafeteria manager or the Food and Nutrition Services department at 317-844-9961.

**14. How can I obtain a refund?**

Please complete a "Request for a Refund or Transfer" form and return it to:

CCS Educational Services Center  
Attn: Food and Nutrition Services  
5201 E. Main Street  
Carmel, IN 46033

Forms can be found in your student's school office, cafeteria, at the Educational Service Center and at <http://www1.ccs.k12.in.us/district/food-services>.

**15. Can I transfer money from one student account to another student's account?**

Yes, if both students attend the same school, the cafeteria manager can transfer the lunch funds. If your students attend separate schools, please contact the Educational Services Center to schedule the transfer.

**16. What do I do if my credit card information has changed?**

Click on “Billing Setup” to update and/or add credit card(s) to your account.

**17. How do I know the EZSchoolPay site is secure and what do you do with my personal information?**

EZSchoolPay has security measures in place to protect the loss, misuse, and alteration of the information under our control. Their system is fully compliant with all security regulations and Payment Card Industry (PCI) requirements. All transactions use 256-bit encryption and your credit card information is protected by the most sophisticated internet security available. They never sell or publish your personal information. The information provided is only used to receive credit card payments for your student’s meal account. Their complete Privacy Policy is available on their website.

**18. Why is Carmel Clay Schools switching to EZSchoolPay?**

CCS Food and Nutrition Services wants your online experience funding your student’s cafeteria account to be simple and reliable. We are especially pleased with specific features that include linking students and recurring payments. There were technical issues with the reliability of automatic payments being received in a timely manner in MyPaymentsPlus and we are confident we will no longer have those issues with the new website. In addition, EZSchoolPay has a more attractive fee structure that will allow CCS to continue to cover the cost of online payments so the service remains free for our parents.

**19. What if I don’t want to pay online, can I still use this website to review my student’s account balance and meal transaction history, etc.?**

Yes, you can register for an account and only use the account to review cafeteria account balances, transaction history and/or receive email notifications regarding your student’s balance.

**20. What do I do if my student has withdrawn or graduated from the school district?**

If your student has remaining funds in his/her cafeteria account and you would like those funds transferred to another CCS student or refunded, see the answer to the question “How do I obtain a refund?” Once your student’s account balance is at \$0.00 and you have turned OFF your recurring payments (if applicable) you may delete your student from your online account.

**21. Who can I contact if I have questions?**

You may contact the EZSchoolPay Support Staff for payment questions by clicking on Contact Us from the EZSchoolpay.com website and completing the Contact Form. For questions regarding student ID numbers, transaction history and refunds contact the Food and Nutrition Services department at 317-844-9961.