Is there a fee for using PayForIt.net?

There is no fee for setting up an account, checking your child's activity, or checking account balances. When transactions are processed through the site, a percentage based Internet Convenience Fee (ICF) or a flat Transaction Fee (or both) may be assessed to each transaction. The ICF varies depending on which School District you are in and some school districts pay the fee for the parent. Please use the Contact Us screen to request information about the specific ICF for your School District.

How is the Internet Convenience Fee percentage or Transaction Fee determined and why is it charged?

When a School District signs up with PayForIt.net, they determine the ICF percentage or Transaction Fee that is charged to the parent. The collected fees are used to offset the cost of the credit card transaction (which the credit card processor charges) and to pay for the use of our site. The default ICF percentage is 5.75% and the schools have the choice to have the parent pay the entire fee, the school pay the entire fee or having the parent and the school share payment of the fee.

I have completed the sign up process and activated my account, what is my next step?

You are now ready to log into the system and add your students to your account. Log in using your username and the password you created during the sign up process. After logging in, select Add Students from the Add/View Students menu. Enter the required information (school, name, student ID & grade) and click the Register Student button. Repeat the process for each of your students. After you have added your students, you can now go to the Make Payment screen. Our system will request a balance update from the school for your students, which should be updated within a few hours.

As a parent, what are the benefits to using PayForIt.net?

There are many benefits to you when you use PayForIt.net including: 1. Ability to deposit money on your child's account 24 hours a day, 7 days a week 2. Set automatic payments so you don't have to remember to put money on the account 3. Set balance alerts so you are notified before your child's account runs out of money 4. Monitor their meal and a la carte purchases 5. Prevent your child from misplacing their money on the way to school

I do not see the Activity Request check box or button, why?

If you do not see the Activity Report option, it means your school district is not offering this service at this time. Check with your school district to see if they plan to offer this feature in the future.

Can I set up a recurring payment to fund my student's account when their balance gets low?

Recurring Payments can be set up by selecting Recurring Payments from the Lunch Payments menu. For each student you can set up a recurring payment based on their balance. For example, you can set up a recurring payment for $30 when your student's balance reaches $5. Recurring Payments are processed once a day at 10 p.m. Eastern time. When setting up a recurring be sure to check the Active box to turn on the payment for each student and click the Update button to save your changes. See the Recurring Payments screen for more details.

Can I be sent a notification when my child's balance gets low?

You can configure your account so that PayForIt.net will send you email notifications. A notification can be sent to you on a certain day of the month to give you a status update of your child's account or an email can be sent to you every time your child's balance reaches a certain dollar amount. You can sign up for the low balance and other email reminders by selecting the My Email Options screen from the My Account menu.

Can I find out what my child is buying in the cafeteria?

You can request an Activity Report (if your School District has chosen to offer this feature). This will show all the activity, for the past 30 days, on your child's meal account including purchases and deposits. You can request a report from the Home screen or the View Student screen. To request a report place a check mark in the box marked "Request Activity Report" and click the "Submit Report Request" button. The report request is sent to the school district and the report should be emailed to you within 2 to 4 hours. NOTE: If you do not see the Activity Report option, it means your school district is not offering this service at this time. Check with your school district to see if they plan to offer this feature in the future.

Why can't I see my student's activity online? Why do I have to get a report emailed to me?

There are two reasons why the activity data is not available on line. 1) The activity data is maintained at the school and is not directly accessible to our site. 2) While it is possible for us to have the activity data sent to our site by the schools, the amount of data that would need to be sent and stored is prohibitive. We are looking into other ways of getting and displaying the data, so we may be able to provide this feature in the future.

Is your site Mac compatible?

Currently, on the Mac our site is compatible with the Firefox browser.

What is my child's Student ID number?

The Student ID number is a unique number that is given to each child within the district. This is not necessarily the same number as their cafeteria PIN number. If you do not know this number, you can contact your district office.

Once I sign up, when can I make my first payment?

After you complete the 3 steps of the sign up process, you will receive a message on the screen that you have successfully created your account. Clicking on the continue button will take you to the Activation page. At this point you should check your email for your Confirmation email. The email contains your Confirmation code, which you should enter into the Activation page with your username. After you have activated your account, you can then login at the main page of the site with your username and the password you created during the sign up process.

Why do I have to activate my account? Why can't I just login after I finish the sign up process?

The activation process is in place to make sure that only you can access your account. The confirmation code is sent to the email address that you enter during the sign up process. So the account can only be activated with the email.

Is it safe for me to store my credit card information in PayForIt.net?

We are committed to protecting your personal information and providing a safe environment for your transactions. We use DigiCert which specializes in providing SSL (Secure Sockets Layer) Certificates to some of the most prestigious organizations throughout the world. We also encrypt your credit card information before storing it and we never display your credit card number on the screen. Our web server is located behind a strong firewall and we have implemented security measures to guard against any outside intrusion.

Are my transactions secured?

We have taken every precaution to ensure that your transaction is secured by encrypting the information using DigiCert. You can view our SSL (Secure Socket Layers) certificate by clicking on the Digicert logo on the upper left corner of the screen. You will also see the secure page symbol (a lock) in your browser address window when you are using a secure page. All payment and credit card pages are set up as secure pages.

When is my credit card actually billed?

There are 3 steps to process a transaction. 1) Enter the amount that you want to place on the student's account. 2) Click Create Transaction & Review the Amount and Total Amount. 3) Select the credit card you want to use and click Process Selected Transaction. After clicking the Process Selected Transaction button, you will be taken to a processing screen. Once the transaction has been processed you will be shown status of the transaction. If it has been approved, then your credit card has been billed for the total amount. The charge should show up on your credit card account by the end of day.

If I have a question about charges on my child's account, who should I contact?

If you have questions about a specific charge on your student's account, you should contact the Food Services department at the school. If you have a question concerning a payment you processed through our site, please send us an email using the Contact Us screen.

If I make a payment at the cafeteria will it show up on PayForIt.net?

Any deposits that are made to that student's account, including those at the school, will be reflected in the account balance which you can see on the Home page or the View Students screen. It may take up to 24 hours for new payments to be reflected in your child's balance that is displayed on the web site.

Does each of my children need separate accounts?

No, the PayForIt.net site is designed so you can set up one account and add all of your students to it. You can add students to your account using the Add Student screen. You can then process a single transaction to put money on your student's account, even if they are in different schools.

Can I add new students to my account?

Yes, new students can be added to your account at any time. After logging in, select Add Students from the Add/View Students menu. Enter the required information (school, name, student ID & grade) and click the Register Student button.

My child is graduating this year, what do I do with the money left on the account?

Please contact the Food Services department at the school to find out what your options are.

What happens to the money that is left on my child's account at the end of the year?

If your child will be attending the same school next year, then the money will remain in the account for the next school year.

Can I view my payment history?

By clicking on Payment History you can see a record of transactions that have been process through the site.

Am I able to pay for meals using more than one credit card?

Yes, you can set up multiple credit cards on the site in the My Credit Cards screen on the My Account menu. You can set up as many cards as you need and mark one of them as the default card to be used in the site. You can also use this screen to update or remove any of your cards, although you are required to keep one credit card active on the site.

Is it possible for me to view my child's account balance?

Your student's balance is displayed on the Home page and the View Students screen. On the View Students screen you can also see the Last Transaction Date and the Last Update date by clicking on the Student's ID. The Last Transaction Date tells you the last time a purchase or deposit was made on the student's account at the school. The Last Update date is the last time that our site received a balance update from the school.

I want to put money on my child's account and he/she lives with my ex-spouse. Is this possible?

Yes, you can set up an account for your child and place money on the account at any time, check their balance, and get an activity report. Remember, you will need their pertinent information to set up the account including student name, school, grade and their ID number. PayForIt.net is set up so that multiple users (parents, guardians, grandparents, etc.) can add the same student to their account, so they all can monitor and fund the student's account.

Once I have put money on my child's account, will I receive any type of notification?

You will receive a receipt via email from PayForIt.net soon after your transaction has been processed.

What happens if I forget my username or password?

If you have forgotten your password you can request PayForIt.net to send you an email with your password. On the main PayForIt.net homepage, you can click on "Forgot Password" and an email is quickly sent to your address. If you have forgotten your Username, please use the Contact Us page to send an email and we will assist you.

What do I do if my email address changes?

If your email address changes, log into PayForIt.net as normal. Once logged in, click on My Account. On the My Account screen you can update all of your information, except your Username, which cannot be changed.

Can I change my password?

Your password can be changed at any time by logging into PayForIt.net using your current password. Once logged in, click on My Account. From here, you can simply change your password. Remember, you will need to enter the new password and then re-enter it in the field below. After the changes are made, click the Submit button and the password change will be saved.

I am not getting any emails from PayForIt.net and I do not know why?

Most email services have spam filters and addresses that are not recognize are moved into Junk or Spam folders. Check these areas and when you find the email from PayForIt.net, mark the email as a safe address. All future correspondence from PayForIt.net should now appear in your in-box. Emails from PayForIt.net are sent from either PFIAdmin@PayForIt.net or Support@PayForIt.net

Will I be notified if my credit card expires?

Yes, the system will send you a notification if the credit card on your account has expired. To update your credit card, log into the site and select My Credit Cards from the My Account menu.

How It Works
In just four easy steps you can put money on your child's account!

1. Register: A parent or guardian completes the online form that includes their credit card information. An email with a validation code is then sent to the address that was entered during the registration process.

2. Validate: The parent or guardian enters the validation code which activates their account.

3. Add Students: Once a registered PayForIt.net member, the parent or guardian can begin to add students to their account and begin funding their meals. To accomplish this, you must know your child's student ID number, School and Grade. This is a requirement for registering your student to the account. If you do not know their Student ID Number (Not their PIN) you can call the school and they will provide it to you.

4. Deposit: Using the Make Payment page, you can now deposit money into any or all of your student's accounts. Money deposited before midnight will typically be posted to the students account by the following morning.