



Edina School Food Services

is now offering

Pre-payment for School Meals at PAMS Lunchroom!

PAMS - Parent Account Management System



www.pamslunchroom.com

This Web site link can also be found on the Edina Schools Home Page under Support Services, Lunch Program

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

- Prepay for your student's meals online or by phone safely and conveniently.
- Choose Visa, MasterCard, Discover, electronic check or debit card.
- Set up your account for automatic payments when balance is low.
- Access meal account balances online, or by phone. (even if you do not pay online)
- Access payment history online, or by phone. (even if you do not pay online)
- Receive e-mail notification of balance status automatically.
- Receive e-mail confirmation on automatic payments.
- Register multiple students under one account.

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

Step 1: Register with PAMS: Go to pamslunchroom.com or call **1-888-994-5100** to provide your student's Key Pad # 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/debit card or by electronic check withdrawal from your bank account. You will receive an immediate confirmation that your payment has been received. (Payments take one to two business days to post to your student's account at his/her school cafeteria.)

Note: Coming soon, Pam's Lunchroom will also be able to display student purchases.

Manage Your Account: Simply enter your username and password to access your account at pamslunchroom.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!

Note: As always, Edina School Food Services also accepts Checks or Cash for deposit into Student lunch accounts.



Frequently Asked Questions

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

There are no costs to check account balances or payment history. A **convenience fee of 4.6%** will be charged per transaction, and will be displayed before you pay.

Note: 1. The per transaction convenience fee will be increasing on or after January, 1 2004 due to a credit card company fee increase.
2. A minimum payment of \$25.00 is required per student transaction.

- **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 pamslunchroom.com or on the phone. The balance is added to your student's meal account within two to three business days.

- **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.

- **How can I know what my student's account balance is?**

You can review your account information at any time at pamslunchroom.com or by phone. You can also receive a low balance notification by e-mail. To modify your e-mail notification settings log on to pamslunchroom.com, click "Manage My Account", and click on "Payment Preferences" from the menu on the left side of the screen.

- **Can I view a summary of all the payments made on pamslunchroom.com?**

Yes. When you log on to pamslunchroom.com, click "Manage My Account", and click on "Transaction History" from the menu on the left side of the screen.

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

Yes. pamslunchroom.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.

- **Can I get a refund after a payment has been charged to my account?**

Yes. To receive a refund when your student withdraws or graduates, please contact the Edina School Food Services district office at 952-848-3811.

- **What should I do if I forgot my password?**

If you forget your password, go to the log in screen at pamslunchroom.com. Click on "forgot password", and enter your username and reminder word. You will receive an e-mail notification with your username and password.