

Frequently Asked Questions for SchoolCafé

Registration

Q: What information do I need to have before registering with SchoolCafé?

1. Check to see if your school district accepts payments through SchoolCafé.
2. Valid email address for all future service communications.

Q: Why didn't I receive a confirmation email?

Some common problems are:

1. Email sent may have automatically been removed or moved to your junk mail box because of your mail box settings. Check your email settings.
2. Email address given during registration might not be correct. Please login and verify that the correct email address is listed in the **My Profile** link.
3. If both the above reasons are not applicable, please contact us at customercare@schoolcafe.com.

Login - Forgot Username / Password

Q: What should I do if the system doesn't accept my username and password?

Please click the **Trouble Logging In** link.

If you have forgotten your password:

1. Enter your username and email address, then click **Next >>**.
2. Enter the answer to your Security Question.
3. Enter your new password and re-enter your new password, then click **Login >>**.

If you do not remember your username:

1. Click on the **Forgot Username?** link.
2. Enter your email address.
3. Then click on the **Retrieve Username** button. Your username will be emailed to you.

Q: What should I do if I forgot my password?

1. Click on the **Trouble Logging In** link.
2. Enter your username and email address, then click **Next >>**.
3. Answer your Security Question.
4. Enter your new password and re-enter your new password, then click **Login >>**.

Q: What should I do if I forgot my information needed to change my password?

1. If you have forgotten the answer to your Secret Question, please use the **Contact Us** link on the SchoolCafé home page and write to us providing your valid email address.

Student Accounts

Q: What information do I need to add a student?

It is very important you understand the Privacy Policy before you add a student to your account. In addition, you will need:

1. School District provided student ID.
2. Name of the school in which your student is enrolled.
3. Some districts also require your student's birth date or other information.

Q: I get an error message saying "No result found" whenever I try to add a student. What should I do?

1. Ensure that all information entered matches the information on file at the school district. Verify the data with the school district.
2. If you are still unable to add a student, please contact us at customercare@SchoolCafe.net.

Payments

Q: Which Payment Methods are accepted?

1. SchoolCafé accepts payments by credit/debit cards with the Visa or MasterCard logo. Some districts may accept additional payment methods. Any payment methods accepted for your district will be displayed on the payment screens in SchoolCafé.

Q: What types of payments are available on SchoolCafé?

1. Payments can be set up as either One-Time or Automatic (any time your student's account falls below your pre-determined limit).

Q: How do I make a payment?

1. You can make a payment using any of the payment methods accepted for your district by either entering the details or by selecting one of your saved payment methods from **Payment Sources**. Select **Make a Payment** or **Automatic Payment** from the menu.

Q: When will my account be charged when I make a payment?

1. SchoolCafé charges the payment method you chose and provides transaction information immediately. Depending on the payment method, there may be a delay before the transaction appears on your statement.

Q: When will my student be able to use the monies from my online payment?

1. Payments made online will generally be available to your student at the school within 2 to 24 hours.

Q: I just made an online payment. Why does the balance not reflect my payment?

1. The SchoolCafé site requires coordination with your school district for payment and sales information. All payment and sales data should be on the site within 24-48 hours after the transaction.

Q: What is Automatic Payment and what do I need to set it up?

1. Automatic payment is designed for users who like to replenish their student's cafeteria account whenever the balance falls below a specified amount.

To set up an automatic payment:

1. Save a valid payment method to your account.
2. On **Automatic Payment**, select the student, the payment method to be used, the payment amount and the minimum balance amount.

Q: What if I set up an Automatic Payment and the credit/debit card I used has expired?

1. The payment will not be approved and you will receive an email specifying the reasons. You will need to update the credit/debit card so that payments can be approved.

Q: Can my automatic payment be removed without my knowledge?

1. When a payment is processed, whether it is a One-Time or an Automatic Payment, if it fails we will remove all the Automatic Payment settings associated with that failed payment method.
2. If any of your students' cafeteria accounts are combined by your school, and any Automatic Payments are affected as a result, some settings may be removed automatically. You will be notified of this by email and may need to re-enter Automatic Payment settings for your students.

Q: What are Bonus, Minimum and Maximum payment amounts?

Bonus

1. Some school districts offer a bonus amount for payments exceeding a particular amount made to a student cafeteria account. Please check with your school district to see if they participate in this program.

Minimum and Maximum Amounts

1. Most school districts accept online payments for school cafeteria accounts only within a specified range. Please check with your school district for these amounts. These amounts will also be shown in SchoolCafé.

Q: What is the convenience fee and how is it calculated?

1. For every transaction, whether it is One-Time or Automatic Payment, SchoolCafé charges a percentage of the total amount paid (not including any applicable bonus amount). The convenience fee information is displayed on each Payment page.

Q: What happens if my payment is declined due to a problem with my credit card?

1. If the declined card is saved in your **Payment Sources**, it will be removed.
2. You will not be able to use this card again until the problem has been resolved.
3. Any Automatic payments using this credit card will be removed.

Security

Q: How secure is SchoolCafé?

1. SchoolCafé follows industry best practices in maintaining security. We use 128-bit encryption to secure data transfer between your browser and our server. From the time you login until the time you logout, all data is encrypted.

Q: How secure is my credit card information?

1. All credit card information is encrypted. We make sure our systems are reliable and secure to thwart any attacks of identity theft.
2. We maintain very strict security features; our employees do not have access to your credit card or password information. This data is encrypted when it is sent to be stored in our system.

Q: How secure are my account while processing payments?

1. SchoolCafé uses the highest level of internet security (128 bit encryption) to assure secure, reliable transactions. We use the same security encryption as many major e-commerce web sites. You can be certain that your payment is secure.

Q: Why do I have to provide my password for certain transactions?

1. SchoolCafé uses the highest level of internet security for all transactions, but certain payment transactions may require us to verify your identity again before processing. If we need your password for the transaction, you will be asked to enter it directly on the screen where you are authorizing your payment. You can be certain that your payment is secure whether you are asked for your password or not.