

Below you will find common questions and answers for EZSchoolPay.com:

Q: How do I sign up?

A: When you visit EZSchoolPay.com, simply click “Parents Sign Up Now”. After you complete a simple web form, you’ll receive a confirmation email. Follow the directions in the email and you will be logged in and ready to manage your child’s lunch account.

Q: How will I benefit from EZSchoolPay.com?

A: You may make online payments at anytime, from any internet computer. The funds are automatically deposited into your child’s account at school, giving you peace of mind knowing that your child will get the meals he/she needs.

Q: Can I also use EZSchoolPay.com to check my child’s meal account balance?

A: Yes, balances are typically updated every 15 minutes.

Q: How soon after making an online credit will the money be available to my child?

A: Importing of the new credit information happens every fifteen minutes. You will see that the money has been received by the school and is available.

Q: How do I know that the EZSchoolPay.com website is secure?

A: The EZSchoolPay.com site has security measures in place to protect the loss, misuse, and alteration of the information under our control. Your credit card information is protected by the most sophisticated internet security available (secure-socket layer with 128-bit digital encryption). EZSchoolPay.com use payment gateway partners that are leaders in secure web commerce to process payments. They also use a Comodo security certificate that guarantees the transactions for up to \$10,000.

Q: Is there a fee for making online payments?

A: Yes, the “convenience fee” for this service is \$3.00 per transaction. If you have more than one child in the district, you may make a payment with only one transaction fee. This fee is clearly identified on the online credit screen prior to your approval.

Q: Is there a fee to check my child’s balance or transactions?

A: No. You may view your child’s balance and transactions for the past 30 days without a charge.

Q: Can I still send in cash or a check to add money to my child’s account?

A: Yes. As in the past, you may continue to send in money to the cafeteria to be put on your child’s account.

Q: Are all schools in the district participating in this program?

A: Yes, all of the schools in the Southern Lehigh School District are participating.