

Prepay Purchases in Cafeterias at www.paypams.com

CURRENT USERS

1. **Login to www.paypams.com:** Check that your credit/debit card on file has not expired and that your email address is updated.
2. **Forgot Password:** If you previously registered with PayPAMS but forgot your password, click on the 'Forgot Password' link on the home page of PayPAMS.com. If you were unable to retrieve your password through the 'Forgot Password' link, contact customer support from the 'Contact Us' page. Do not register again. Note: passwords are case sensitive.
3. **Balance Transfer from Year to Year:** Any remaining student meal account balance will automatically transfer to the next school year.
4. **Important note:** If student moved from one school to another within the same school district, it may take a day or two to transfer the balance from the old school to the new school. During that time period, the balance on PayPAMS may show as \$0.00. If you are not sure if student's account has a balance, we recommend you make a payment.
5. **Refunds:** For refund requests, please e-mail Jose Antigua at the Department of Food and Nutrition: joseantigua@dadeschools.net or call 786-275-0409.



NEW USERS SIGN UP NOW

1. Go to www.paypams.com and click on the '**Sign Up Now!**' button on the home page.
2. Select **Florida**, then select **Miami - Dade County Public Schools**
3. **Create a username and password** and enter your contact information.
4. **Add children** to your account.
5. **Make payments.**

HELPFUL TIPS WHEN REGISTERING

1. **Username:** Create a unique username. If the system indicates that the username is taken, select a different username.
2. **Duplicate Accounts:** If the system indicates that an account already exists with the same phone number or email address, contact customer support from the 'Contact Us' page.
3. **Meal Account Balance and Cafeteria Purchases:** It takes one school day for information of balances and cafeteria purchases to be displayed. However, you can make payments immediately upon registration. If you cannot view balances two days after you added the student to the account, contact customer support from the 'Contact Us' page.

Helpful Tips for using www.paypams.com

PAYMENTS

1. **Posting Payments:** Allow one school day for a payment to replenish student's account at the school cafeteria. While payments may process quicker, the balance on the PayPAMS website will reflect your recent payment only after the school cafeteria confirms receipt of payment.
2. **Payment Confirmation:** When a payment is processed, a confirmation number will be displayed and an email will be sent verifying that the payment was processed. If a confirmation number is not displayed, the payment was not processed.
3. **Declined Payments:** If your payment is declined, verify that all billing information is correct. If all information is correct and payment is still declined, contact the issuing credit card company for further information. Reasons a card can be declined: insufficient credit/funds in account, incorrect billing information entered, closed credit card account, or credit card expiration date.
4. **Payments for the same student from two separate accounts:** To prevent duplicate accounts, PayPAMS allows associating a student to only one account. If both parents/guardians cannot share the same username and password, contact customer support from the 'Contact Us' page.
5. **Convenience Fees:** There is a fee of \$2.40 for each student payment made through PayPAMS. The fee is charged in order to cover the costs of processing payments and maintaining the website. For every PayPAMS payment of \$40.00 or more to the student's account, a credit of \$2.40 will be added to his/her account to be used for any cafeteria purchase.
6. **Credit Card Types:** PayPAMS accepts both credit and debit cards.
7. **Credit Card / Bank Statement:** PayPAMS payments will show up on your credit card/bank statement as payments to 'PayPAMS.com', or 'PAMS-<Miami-Dade County Public Schools>'

CAFETERIA PURCHASES

While PayPAMS displays cafeteria purchases, we do not regulate what the students are purchasing or eating. For questions regarding purchases at the cafeteria, contact the school cafeteria directly. Student Activity is only displayed from the day the student was added to PayPAMS. Data is available for 90 days.

NEED ASSISTANCE?

Visit www.paypams.com and click 'Help' to navigate to the Support Portal.



KEEP THIS FOR YOUR REFERENCE

User Name: _____

Password: _____

AS AN INCENTIVE TO USE ONLINE PAYMENTS, FOR EVERY PAYPAMS PAYMENT OF \$40.00 OR MORE TO THE STUDENT'S ACCOUNT, A CREDIT OF \$2.40 WILL BE ADDED TO THE CAFETERIA ACCOUNT TO BE USED FOR ANY PURCHASE.