

## Frequently Asked Questions

### Q: How does EZSchoolPay work?

A: EZSchoolPay allows you to review transaction history, check balances and receive low balance alerts from anywhere in the world at no cost 24x7x365.

### Q: How will I benefit from EZSchoolPay?

A: You will not be left to wonder if the check or cash you sent to school actually made it to school) or perhaps was left in a book bag for two weeks!). Online payments may be done anytime, from any internet computer. Payments are typically available for use within 10 minutes giving you the peace of mind knowing that your child will get the school meals he/she needs.

### Q: Can I also use EZSchoolPay to check my child's meal account balance?

A: Yes, balances are updated within minutes. There's no fee to check your child's balance.

### Q: How do I sign up?

A: To create an account, go to [www.ezschoollpay.com](http://www.ezschoollpay.com) and click "Register." After answering a few questions, you will associate your children using their school district name; The Villages, child's last name and Student ID. The Student ID is a 10-digit number starting with 60XXXXXXXX.

### Q: How do I know that EZSchoolPay site is secure?

A. Please be assured that EZSchoolPay has security measures in place to protect the loss, misuse, and alteration of the information under our control. The system is fully compliant with all security regulations and Payment Card Industry (PCI) requirements. All transactions are 256-bit encryption and your credit card information is protected by the

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most sophisticated internet security

### **Q: What do you do with my personal information?**

A: We never sell or publish your personal information. The information provided is only used to receive credit card payments for your child's meal account and/or other related fees. Our complete Privacy Policy is available on [www.ezschoollpay.com](http://www.ezschoollpay.com)

### **Q: I forgot my password. How do I get a new one?**

A: click the Forget Password link above the Passwords Box. Fill in your e-mail address and click "Submit." An e-mail will be sent to you with your new password. Click the link in the email and change your password to something more familiar to you.

### **Q: What is a convenience fee?**

A: A convenience fee of \$1.50 is charged per transaction, however you can allocate funds to all your kids in one simple transaction. The fee is not deducted from the amount applied to your child's meal account. You can be sure the entire amount will be added to your child's meal account.

### **Q: How do I request a refund or transfer money between my children?**

A: all refunds and transferring of money must be done through the Accounting Department.