



## FREQUENTLY ASKED QUESTIONS

### WHY I CAN'T ADD MY STUDENT?

You must enter the student id, name and last name exactly as it appears in the email we sent for registration. Check your inbox, spam or junk folder or email us.

### ARE DRINKS, DESSERTS OR SNACKS INCLUDED WITH LUNCH?

Lunch meals do not include drinks, snacks or desserts.

### WHY IS DAY IN THE CALENDAR GRAYED OUT? WHEN IS THE DEADLINE FOR CHOOSING THE MENU?

YOU WANT LUNCH FOR	CHOOSE BEFORE
Monday	Saturday 12:00 noon
Tuesday	Sunday 12:00 noon
Wednesday	Monday 12:00 noon
Thursday	Tuesday 12:00 noon
Friday	Wednesday 12:00 noon

### I MISSED THE DEADLINE TO ORDER. CAN I CONTACT ALIVESCHOOL TO ASK FOR A LUNCH ORDER VIA EMAIL OR TELEPHONE?

We are truly sorry about the missed deadlines. If you missed a particular day to order lunch, please choose all remaining, available days.

The covid-compliant protocols established to be able to provide the services require a complex and heavily detailed process and logistics. Therefore, we will not be able to manually any orders past the deadlines established. We appreciate your confidence in our service and therefore do not want to over promise on something we cannot provide.

To order other days please go to:

[www.payschoolscentral.com](http://www.payschoolscentral.com)

### I SEE A COST OF "0.0 WHEN I PLACED THE LUNCH ORDER, IS THAT OK, OR AM I DOING SOMETHING WRONG?

All items will show a total cost of "0.0" because the Payschool Central app has to go through another update "push" for integration (IT talk for - we need to finish fixing bugs in the system 😊).

You will see the amounts debited from the account during the week.

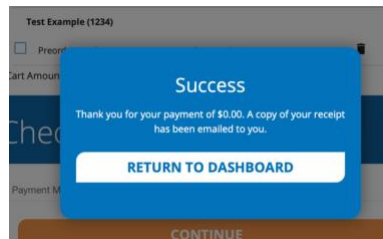
Please check the account balance so that sufficient funds cover the menu orders. Insufficient funds may result in an incomplete transaction. Consider taking advantage of the auto-replenish option.

Meals costs between 3.95 and 5.35 plus 7%. Premium items such as salmon may increase the price.

## HOW CAN I MAKE SURE THAT MY LUNCH ORDER IS REGISTERED?

1. Make sure your items are  
ADDED TO CART,  
PLACE ORDER (this will take you back to Payschools Central  
CHECK OUT IN PAYSCHOOLS CENTRAL

A message showing SUCCESS must appears in your screen for your order to be completed.



2. when you go back to the week's menu - the menu selected indicates that it has been **PURCHASED**



To complete your order please go to:  
[www.payschoolscentral.com](http://www.payschoolscentral.com)

## WHAT ARE THE CANCELLATIONS PROCEDURES?

Cancellations and full refunds can be done in **written form** via email at any point up to 9:00 am of the day in question. Emails should be directed to either [alive@sjspr.org](mailto:alive@sjspr.org) or [alive@baldwin-school.org](mailto:alive@baldwin-school.org) depending on your school.

## I ADDED MY CREDIT CARD/BANK ACCOUNT AS A METHOD OF PAYMENT. WHY DON'T I HAVE SUFFICIENT FUNDS TO COVER MY ORDERS?

Having a method of payment is not enough to pay for lunch services. You must make an actual deposit into the account to cover the lunches requested. Sufficient funds must be available in the account for the orders to be processed.

## HOW MUCH DOES A LUNCH COST? WHAT SHOULD I CONSIDER WHEN I MAKE A DEPOSIT?

Staff lunch is 4.25 plus 7% tax. This applies to salads, wraps or daily lunch unless otherwise specified. Student prices vary from 3.95 plus 7% tax to 5.35 plus 7% tax. Premium items such as salmon increases the price. Desserts or drinks are not included.

Sufficient funds must be available in the account for the orders to be processed.

When making a deposit please consider the following:

ICF (Internet Convenient Fees) Payschool will charge for the deposit transaction

a) \$1.95 for deposits totaling

i. \$50.00 or less

ii. deposits using ACH (bank account) regardless of the amount

b) 3.90% of the amount deposited

i. if using a credit card and is more than \$50.00

**EXAMPLES:**

Your deposit(s) total 50.00 or less

•  $50.00 + 1.95 = \$51.95$  regardless of whether you use a CC or Bank account

Your deposits total 200.00

• if you are using ACH the fee will be \$1.95 = \$201.95

• If are using a credit card – fee is 7.80 = \$207.80

**NOTE:** total deposit = \$100 for one child and \$100 for another child or staff in the same transaction is 200.00 total