



For Parents

SchoolCafé Support Hours: 6:00 am to 6:00 pm CST

Phone: 855.PAY2EAT (855) 729-2328

Email: customer care@schoolcafe.com

Child Nutrition – 925-824-1808

Email: schoolcafe@srvusd.net

Website: www.schoolcafe.com

SchoolCafé provides a secure, online system for parents to

- Make payments to their student(s) cafeteria-meal account(s)
- View school menus and menu item nutrition information
- Review your student's buying history

Quick Answers

- ✓ **How do I add money/make a payment to my child's account?** You can continue to send money to school with your student or you can add money through SchoolCafé. Follow the steps in Make a Payment in this guide.
- ✓ **I made an online payment. When can my student use the payment?**
Your student's cafeteria account at the school is credited within 24 hours but may become available as quickly as 2 hours.
- ✓ **Is there a fee or service charge for making online payments?** A convenience fee of 5% will be charged for each online payment transaction. For example, if you make a \$20.00 payment and the convenience fee is \$1.00, the total debited from your credit card is \$21.00. The available funds for your child will be \$20.00. **The convenience fee is through a 3rd party payment system. The district or Child Nutrition department does not profit from this fee. If you make a deposit of \$50 or more, a bonus meal will be added to your child's account.**
- ✓ **Can I receive notification when my student's account balance is low?**
Yes! Follow the steps in **Set Up a Low Balance Alert** in this guide.
- ✓ **Why was my account locked when making a payment?** After three failed payment attempts, payment function is locked. Contact SchoolCafé to remove the lock.
- ✓ **What if I have several students in different schools?**
Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.
- ✓ **Can I transfer money from one child to another?**
Contact the Child Nutrition Services office at 925-824-1808 for assistance with a transfer.
- ✓ **What happens to the money in my account at the end of the school year?**
Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Child Nutrition Services office at 925-824-1808 for assistance with a refund.
- ✓ **How do I receive a refund if my child changes school districts?**
Contact the Child Nutrition Services office at 925-824-1808 for assistance with a refund.

1 Register

** You will be asked to verify your security answer and contact information when you request help with your username or password, or other information on your Profile page.*

- Click [Register](#)
- Verify **"I'm registering as a Parent"** is selected and click [Next Step](#)
- Enter your school district name and then click [Next Step](#)
- Enter your name and contact information, and then click [Next Step](#)
- Set up your username and password
- Select a **Security Question** and enter a **Security Answer**, and click [Next Step](#)
- Click **I'm not a robot** and follow the reCAPTCHA prompts
- Check **I accept the Terms & Conditions** and click [Create My Account](#)


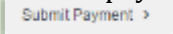
2 Add Your Student(s)

- Click [Students → Student Accounts](#)
- Click [Add a Student](#)
- Enter your **Student's ID** [and **Lunch PIN**, if asked] and select your student's **School**
- Click [Search & Verify Student](#)
- Click [Add this Student](#)


3 Add Payment Source

- Click [My Account → Payment Sources](#)
- Click [Add a Card](#)
- Enter your **Card Number** and **Card Expiration** date
- Enter a name to associate with this card, if wanted
- Click [Add Card](#)


4 Make a Payment

- Click [Students → Student Accounts](#)
- Click [Make a Payment](#)
- Enter **Payment** dollar amount

- Click
- Select a [Payment Method](#), or enter card information for a one-time payment

- Click

Set Automatic Payment

- Click [Students → Student Accounts](#)
- Click **Automatic Payment**  in a student listing
- Enter **Payment Amount**
- Enter amount in **Balance Threshold** to trigger payment
- Select a **Payment Source**
- Set **Auto Pay Expiration Date** for stop payment date
- Click [Add Automatic Payment](#)

Set Low Balance Alerts

- Click [Students → Student Accounts](#)
- Click **Low Balance Alert**  in a student listing
- Enter **Threshold** amount
- Enter number of days to elapse between alerts
- Click [Set](#)

