

## Beavercreek City Schools Student Nutrition Department Question and Answer Guideline for EZPay

### **Q: Is there a fee to use EZPay for purchasing school meals?**

**A:** YES. EZpay charges a 2.69 percent “convenience fee” per transaction. Because the Student Nutrition Department is self-sustaining – which means that its income from the sales of meals, food, beverages and federal reimbursements for food, it must cover its operating expenses – it cannot cover the cost of the fee for this convenience. The 2.69 percent fee per transaction is the responsibility of parents and guardians who use the online service and this “convenience fee” will be added to the charges for meals on the users’ credit card statements.

### **Q: How much will this convenience fee cost?**

**A:** Here is a chart that provides examples of the convenience fee break down:

- \$25.00 charge for meals using EZPay = \$0.67 convenience fee
- \$50.00 charge for meals using EZPay = \$1.35 convenience fee
- \$75.00 charge for meals using EZPay = \$2.02 convenience fee
- \$100.00 charge for meals using EZPay = \$2.69 convenience fee
- Families may deposit as much or as little in funds to a student’s account as they like.
- Families who do not wish to incur the convenience fee can pay via check or cash (instruction provided below)

### **Please Note:**

The convenience fee is paid directly to EZPay, and not to the school district or the Student Nutrition Department.

### **Q: What if my family does not wish to use EZPay to purchase meals?**

**A:** Families who do not wish to incur the convenience fee can mail checks to the Student Nutrition Department at: 1258 Hickory Drive, Beavercreek, Ohio 45434. Please make all checks payable to: Beavercreek City Schools, SND. Please write your student(s) name in the memo portion of the check. For a faster deposit to a student’s account, please have your student give your check directly to the cashier.

### **Q: May I send in cash?**

**A:** Yes, however, *checks are preferred.*

Please send any cash in a sealed enveloped marked with “Lunch Money” the student’s name, & the cash amount.

### **Q: Do I need to set up a user name and password for EZPay meal purchases?**

**A:** Yes

### **Q: Will I be able to view my student’s purchases?**

**A:** Yes, the most current purchase(s) and up to 30 days of purchase history will be available to view via EZPay.

### **Q: May I set up a low balance alert on EZPay?**

**A:** Yes, families may set a low balance threshold for each child by logging onto the EZPay system.

We suggest setting the alert at \$10, allowing time for computers to communicate while student still has funds

### **Q: How do I place an alert on my student(s) account, or get help with any other EZpay questions?**

**A:** Please contact the Student Nutrition Department Office Staff via email or phone. We are here to help!

Meal Accounts: Lydia Majusick – [Lydia.majusick@beavercreek.k12.oh.us](mailto:Lydia.majusick@beavercreek.k12.oh.us) – 937-458-2487

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