

Timberlin Creek Elementary
Eagle Cafe

Most Frequently Asked Questions

MAY I DEPOSIT MONEY INTO MY CHILD'S ACCOUNT AT ANY TIME?

Yes. You may pay on-line with a credit/debit card by using PayPAMS.com or send in cash or a check any time with your child. Your child's teacher will collect the money each morning. You may also turn the money into the front office. Funds that are submitted after 12 PM will be credited to your child's account the next morning.

MAY I DEPOSIT ANY AMOUNT?

Yes. You may pay on-line with a credit/debit card by using PayPAMS.com or send in cash or a check on a weekly, monthly, or a yearly basis. Please make sure the funds are labeled with your child's ACCOUNT NUMBER and the NAME AS REGISTERED.

HOW WILL I KNOW IF THE FUNDS ARE CREDITED TO THE CORRECT ACCOUNT?

Your child will use his/her secret pin number on all funds going into his/her account. His/her name and the information registered on-line with PayPams or at the school cafeteria must match the account number when it goes into the computer.

IS THERE ANY WAY FOR ME TO KNOW WHAT MY CHILD IS BUYING AT LUNCH TIME?

Yes. Every day when your child buys any items in the cafeteria for lunch, we can print out an itemized report. You may call the food service manager at 819-7418 to request this information. Any on-line payment with PayPAMS will allow you to review account balance information and a ninety (90) day history of what was purchased.

MAY I HAVE LUNCH WITH MY CHILD AT SCHOOL?

Absolutely! We encourage it! It is a good way for you to get to know us and what your child eats for lunch. Parents will go through the line at the teacher's salad bar. You may eat lunch with your child's class. Please call ahead to verify lunch times as it may vary depending on special functions.

MAY MY CHILD USE THEIR BROTHER'S OR SISTER'S ACCOUNT IF THEY ARE OUT OF MONEY?

No. It is not permissible according to school board regulations. However, you may call the food service manager to move funds from one child's account to another child's account. This will ensure that we have a record of what each child has consumed.

WHAT IF MY CHILD RUNS OUT OF MONEY BEFORE I GET TO REPLACE IT?

Please be assured that your child will have something to eat for lunch! The new procedure is a pro-active one. When a low-balance occurs in an account, we will stamp the child's hand. This will indicate that the child has a low balance and will need funds the next day before a deficit takes place. When a deficit has occurred for two days, the child will receive a note advising you of the situation. At this point, the child will receive a sandwich and milk for lunch. You as a parent have been notified of the debt and we ask that you rectify the situation immediately so that this will NOT happen again. However, if you pay on-line, PayPAMS will alert you via an e-mail that your child's account has a low balance.

PARENTS: WE ASK THAT YOU PLEASE CALL THE FOOD SERVICE MANAGER TO CHECK THE BALANCE IN YOUR CHILD'S ACCOUNT OR CHECK ON-LINE.

WHAT IF MY CHILD HAS A FOOD ALLERGY?

We will make special arrangements for your child. Please provide us with documentation from your child's doctor indicating the type of food allergy. This information must be provided each school year in order for us to assist your child.

WHAT IF MY CHILD COMES HOME AND SAYS THAT SOMEONE ELSE IS USING THEIR ACCOUNT?

Please call the food service manager at Timberlin Creek Elementary. Many times we have discovered that the students will say they know someone else's number but they really don't know the number. We will inquire about the concern, and check to make sure this does not happen. Please remember to tell your child not to share his/her secret number.

WHAT HAPPENS AT THE END OF THE SCHOOL YEAR WITH MY CHILD'S ACCOUNT?

If there is a fund balance at the end of the year it will roll over into the next school year. If your child graduates/transfers to another school in St. Johns County, the account balance positive or negative account balance will automatically follow them.

IF I QUALIFY FOR FREE & REDUCED LUNCHES LAST YEAR, DO I NEED TO COMPLETE AN APPLICATION THIS SCHOOL YEAR?

Yes. Even though you qualified last year for free and reduced lunches, you must re-apply each school year. You may list the names of all of your children on the same form. There is a 30 day grace period in order to process your new school year's application. You will be notified by mail when the application has been approved or denied.