

Dear Parents,

Your child's Cougar Card will function as a debit card for the purchase of food in our Main Cafeteria and The Den cafe. Money added to the card is deducted each time a purchase is made. In order to put money on your child's Cougar Card, you will need to know the Cougar Card Number. This is written on the back of the card.

Freshmen will receive their cards at Freshman Orientation.

Returning students should ensure they have sufficient funds on their cards for the first day back at school.

### **The Main Cafeteria and The Den Café**

This year we have 2 locations to purchase food/drinks. There is one Cougar Card which will work in both locations however, the Cougar Card has 2 accounts – one for the Main Cafeteria and one for The Den Café. Money needs to be added in each of those accounts for use in each location.

There are 2 ways to add money to the cougar card – either by Zelle (no processing fees) or by credit card (3% processing fee). As we are now contactless, we are no longer accepting cash or checks as a way of adding money to the cougar cards. Also, cash is not accepted in the cafeteria or The Den café.

### **How do I add money to my card?**

**Zelle:** There is no processing fee associated with adding funds using Zelle.

To add funds by Zelle, please go to your mobile banking app and select 'Zelle payment'.

For the Cafeteria: type in [frost@fivestarcaterers.com](mailto:frost@fivestarcaterers.com). Please type in your child's name and cougar card number in the notes.

For the Coffee shop: type in [coffeerefill@frisch.org](mailto:coffeerefill@frisch.org). Please type in your child's name and cougar card number in the notes.

Cards will be loaded within 24 hours. If the correct information isn't entered in on 'notes', it is likely that the money will not be credited to the correct account.

**OR**

**Credit Card:** Please note there is a 3% card processing fee for all payments by credit card.

[Click here](#) to add funds to your Cougar Card.

You will be taken to a page which you will log into using the email address to which you receive Frisch emails. You will be asked for a password. If you are logging on for the first time, or you can't remember your password, click on 'forgot password' and it will send you a reset link.

You will then be taken to a page where you can click on a tab to add money for use in the Main Cafeteria or you can click on a tab to add money for use in the The Den Cafe. If you want the card to work in both those locations, you have to add money using each of those tabs.

### **What if I have more than one child in school?**

Each student has his/her own card and money must be loaded on to each card separately.

### **How much money can I put on my card?**

There is no maximum. There is a \$25.00 minimum.

### **When can I begin using my card?**

When paying by Zelle you should allow 24 hours for funds to be loaded. When paying by credit card, funds are added immediately.

### **What happens to the money on the card at the end of the school year?**

It's your money. All funds will roll over from semester to semester and year to year. At graduation, balances are either refundable or transferable to a younger sibling.

**What if my child loses the card?**

Go to the Frisch website and follow the steps above to get to the Cougar card page where you can suspend the card. Then notify the Business Office. Any balances on the card will be transferred to a new card. There is a \$10.00 fee for a replacement card.

**How do I know how much my child is spending?**

Go to the Frisch website and log on to the portal. Follow the steps above to get to the cougar card page. That will show current balance, as well as transactions.

**What happens if there isn't enough money on my child's card?**

When a card drops below \$5, an automated email will be sent to parents, alerting you to the low balance. Your child will have a one-time use of the card with a negative balance. After that, the card will be declined. When funds are subsequently added, the balance will be adjusted to reflect monies owed.

If you have any additional questions, please call the Business Office at (201) 267-9100 ext. 208.