

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 Café. 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 printed 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

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?

1. 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 Main Cafeteria: type in sfrost@fivestarcaterers.com.

Please type in your child's name and Cougar Card number in the notes.

For The Den Café: type in 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

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

Go to <https://cougarcard.frisch.org> Log in 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. Click on your child's name and then in the upper right corner, click on "Add funds to card" You can then fill out the form to add funds to the card for use in the Main Cafeteria or for use in the The Den Café. If you want the card to work in both those locations, you have to add money for each "Store".

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 <https://cougarcard.frisch.org> where you can suspend the card by clicking on your child's name and then clicking on the "Freeze" button. 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 <https://cougarcard.frisch.org>. Click on your child's name to see balance and transaction details.

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.