

THE FRISCH SCHOOL
ישיבת פריש
The Henry & Esther Swieca Family Campus

Dear Parents,

Your child's Cougar Card will function as a debit card for the purchase of food in our Main Cafeteria, The Den Café, Sushi Bar and Açai Bowl. 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, The Den Café, Sushi Bar and Açai Bowl

We have 4 locations to purchase food/drinks. There is one Cougar Card which will work in all locations; however, the Cougar Card has 2 accounts – one for the Main Cafeteria and one for The Den Café, Sushi Bar and Açai Bowl. 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). 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 Main Cafeteria or The Den Café (but is accepted at the Sushi Bar and Açai Bowl).

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 Cafeteria: type in sfrost@fivestarcaterers.com. Please type in your child's name and Cougar Card number in the notes.
 - For the Den Café/Sushi Bar: 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. 1) it's imperative that the child's name and café card # be included in the Zelle memo to ensure the money gets loaded onto their child's account and 2) If you have multiple children in the school, you can send ONE Zelle, and put all the children's names/café card numbers in the Zelle memo. No need to send for each individual child. If the correct information isn't entered in on 'notes', it is likely that the money will not be credited to the correct account.

2. **Credit Card:** Please note there is a 3% card processing fee for all payments by credit card.
 - Go to <http://cougarcard.frisch.org> and 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".

The Mordecai & Monique Katz Academic Building

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Phone 201-267-9100 · Fax 201-261-9340

Web frisch.org · twitter.com/frischschool · facebook.com/frischschool · email information@frisch.org

- 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/Sushi Bar/Acai Bowl. If you want the card to work in both those locations, you have to add money for each “Store”.

What if I can't sign in to the Cougar Card site and I've reset my password multiple times

Verify that the password does not include special characters, which the card system DOES NOT SUPPORT. Open up a new browser window and type in cougarcard.frisch.org into the address bar and then reset the password again but this time with a maximum of 8 characters and NO SPECIAL CHARACTERS.

I can log in to the Cougar Card system but it's not accepting my payment method

When entering the expiration date of your payment method, do not put in a slash or a space between the month and the year. The correct format is MMY

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?

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.

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