

Dear Parents,

Your child's Cougar Card will function as a debit card for the purchase of food in our cafeteria. 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.

**How do I activate and add money to my card?**

**Check:** Send a check payable to The Frisch School to the Business Office along with the attached form. Please be sure to include the Cougar Card ID number on the check. Cards will be loaded within 24 hours. If bringing a check on the first day of school, please send cash with your child to enable purchases in the Cafeteria pending the check's being loaded onto the Cougar Card.

**OR**

**Credit Card:** Please visit [www.frisch.org](http://www.frisch.org) and click on 'Portals and Forms'. Go to 'Business Office' and click on 'Cougar Card payment by Credit Card'. Once on the ITC Systems site enter the **COUGAR CARD ID** number and your PIN. *The first time you log on, your card number will serve as your PIN.* Once you access your account, you will be able to select a new PIN in order to secure your account. Select the Account Tools tab on the site, and then select the "change pin" tab and follow the instructions. To add money by credit card select Add Money tab. Please note there is a 3% card processing fee for all payments by credit card.

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

Each student has his/her own card. If you send one check to the school and don't say otherwise, funds will be distributed evenly between all cards. When adding money by credit card you will have to add to each card by individual ID number and repeat as necessary.

**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 check you must give the Business Office 24 hours to process your payment. Funds added on-line are available immediately.

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

It's your money. All funds will rollover from semester to semester and year to year. At graduation, balances are refundable.

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

Please suspend the card on the ITC website immediately 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?**

Log on to the ITC website by going to [cougarcard.frisch.org](http://cougarcard.frisch.org). Through this site you can see transactions, monitor balances, report lost cards and add funds with a credit card.

**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 parent's 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.

**COUGAR CAFE CARD**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
(please print) (please print)

Grade: \_\_\_\_\_

Cougar Café Card Number: \_\_\_\_\_

Amount to be added to card: \_\_\_\_\_ Check # \_\_\_\_\_ Cash \_\_\_\_\_

*Please make all checks payable to "The Frisch School"*

**To add money with a credit card on line:**

*Go to cougarcard.frisch.org  
Select Parents/Student  
Login with card # and pin # (usually same as card #)*

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