

PISD FAQs – STUDENT PAYMENT SYSTEM RYCOR

Q: Why did the District change to the new student payment system RYCOR?

A: The District made the decision to switch from PayPAMS to RYCOR because of the capabilities of RYCOR, as well as the more user-friendly experience for our families.

Q: Why are fees being charged now with RYCOR?

A: Anytime an entity or company collects payments by credit card, there are associated credit card fees from the credit card companies. Previously, the District covered these fees and it was brought to our attention by our legal counsel that we can no longer cover these fees. The District's previous payment system PayPAMS did charge these merchant fees; however, the District at that time was paying those fees.

Q: Are there alternative options to make payments to PISD?

A: RYCOR offers an ACH check payment option at reduced transaction fee of \$.50 per transaction regardless of the amount, or payments can be made directly to the District by check, cash, or money order with no transaction fees.

Q: Does RYCOR offer a recurring payment option?

A: RYCOR currently does not offer a recurring payment option, but the District is working with the software company to add this feature within the 20-21 School year.

Q: Does RYCOR offer low-balance notification capabilities?

A: Like the recurring payment option, RYCOR currently does not offer low-balance notification capabilities, but the District is working with the software company to add this feature within the 20-21 School year.

Q: Does RYCOR offer parent initiated transfers between students?

A: This functionality has already been developed by RYCOR and is currently in the testing phase. The District anticipates a release of this capability by end of December 2020.

