

ICS Pre-paid Account FAQs

What is the ICS Prepaid Service number for mobile alerts and commands?

All mobile prepaid account alerts will come from the phone number **093-009-7395**. Parents and students can also send mobile commands to this number.

What mobile commands are available for the ICS Prepaid Service?

- HELP – provides the list of available mobile commands for the Prepaid system
- BAL – sending this command will give you the current account balance of your children's prepaid account
- Preorder – sending this command allows students to preorder lunch in the cafeteria. Sample message is "PREORDER Hamburger with ketchup, mustard and French fries at 1:00 PM. This message appears in the cafeteria computer and the order will be processed.
- ALERTOFF – turns account alerts off for the mobile phone that the command is received from.
- STM – sending this command will return the last 5 transactions on the prepaid account.

My husband (or wife) is receiving the alerts, how do I change the alerts to go to my mobile?

If you only want to change which parent mobile number receives the alerts, please email [prepaid.service\(at\)icsaddis.edu.et](mailto:prepaid.service(at)icsaddis.edu.et) with your name, mobile number and your youngest child's name. A prepaid service representative will change the alerts and respond to your email.

If you want to change which alerts you receive or the amount that triggers an alert, you can setup online access to manage your alerts. Please send an email to prepaid.service with your name, mobile number and your youngest child's name and ask for online access to your account. A prepaid service representative will update your account and send you information on how to get started.

What happens if my son/daughter does not have a balance on the account, will they be refused lunch at the cafeteria?

Absolutely not, as with our cash policy, a student is never refused a hot lunch. If a student does not have money in his account and does not have cash, the child's teacher or teaching assistant (Elementary) can sign for a 1 day credit for the student.

Can I still use cash at the cafeteria?

Yes, at this time we will allow cash and will continue with buffet coupons. Next year there will no longer be buffet coupons available and there will be fewer cashiers that accept cash for payment.

Is the system secure?

Yes, it is internal to ICS only. For purchases, the system at the cashier displays your picture when your ID is scanned or mobile number is used – cashier will verify your identify visually. There are alerts for every transaction.

What if I lose my ICS ID?

Report to the ES and/or MS/HS Office and they will de-activate your old card and issue a new card, at a cost of 30 birr. Your account remains intact.

If I will be here next year, can I leave money in the account?

Yes, we will keep the same accounts for next year.

What happens when I leave ICS?

Collect your remaining balance at the ICS Cashier – only the account owner can withdraw. Any unclaimed monies will be donated to the ICS Scholarship fund which supports the High School scholarship program.