



FAQ Frequently Asked Questions

Why Should I Visit the Site?

- **Easy:** Enrolling and funding is simple and completed online.
- **Convenient:** Once your account is established, you can check balances, view meal history, and fund the account from any computer, phone, or fax. In addition, you can set your account to be notified when your account balance is low or when your credit card is about to expire.
- **Secure:** Your personal and payment card information is protected by the most advanced Internet security.
- **Never have to worry about doing it again:** With our "Smart Pay" payment option, money will always be in your account. When a low balance is reached, money is added to your student's account.
- **No more check writing or searching for money in the morning for meal service –** myLunchMoney eliminates the need for parents to write checks or get cash. With the "Smart Pay" payment option, parents can make their first payment their last.
- **Avoid NSF check fees.** If you sign up for Smart Pay, your student's account always has money in it, and you will avoid having to pay an NSF check fee, if your check tries to clear your bank account when funds are unavailable.

How Do I Enroll?

- Go to www.myLunchMoney.com and click ENROLL NOW
- Create an account for yourself and your children.
- **You will need your student's district ID number and birth date in order to enroll.**
- Provide credit or debit card information
- Select the "Smart Pay" payment option if you wish
- You may also call our **toll-free customer support center at 1-800-479-3531** to enroll by phone. The call center is also available to answer any questions you may have about using the myLunchMoney web site.

Why should I use myLunchMoney?

Since 2002, myLunchMoney has benefited parents and school districts nationwide. We provide quality service to all our customers by enabling them to make credit card prepayments into their student's accounts as well as enabling them to check student purchases, and account balances, viewing spending history, and receive low balance email notifications.

We want to make life easier for parents who don't want to worry about lunch money. We are deeply committed to making your experience with myLunchMoney a pleasant one.

When is my credit/debit card actually charged?

In most cases, your credit/debit card is only charged after data has been verified at the school level, which results in an update of your balance on the website (within 24 hours).

Can I speak to a “Live Person” if I have questions about my account?

Absolutely! MyLunchMoney provides a full service staff of live representatives ready to assist parents and school administrations Monday through Friday from 7:00 am to 6:00 pm CST. To contact our Customer Support Team please call [1-800-479-3531](tel:1-800-479-3531).

Where can I locate my child’s Student Identification Number?

The Student Identification Number can be obtained by calling your school office. In most cases, it is located on recent registration documents or report cards. The Student Identification Number is typically between 5 and 6 digits long.

If you have registered your student with an incorrect student identification number or other account information, click the EDIT button next to your child’s name. Highlight and make changes to the applicable fields if necessary and click YES to update. The changes will apply immediately.

Why is my balance not updating?

To ensure that your payments are applied successfully, we use a two part verification system that verifies the student ID number and date of birth. If this information does not match the school’s records, your transaction will be voided and you will immediately receive an email informing you to verify your account information. If you must make changes to your account information, click the EDIT button next to your child’s name. This will take you to the page containing your child’s birth date and Student Identification Number. Highlight and make changes to the applicable fields if necessary and click SUBMIT to update. The changes will apply immediately.

Please note that all balances will be updated at the school site within 24 hours. The new balance will be updated on the website following the school update.

Can I view my child’s spending history?

YES. Under our “Meal History” option, parents can view a week’s worth of meal purchases. This option helps parents to monitor student purchases and eliminates the need to request this information from the school.

How safe is my credit card information?

myLunchMoney is a web-based application which uses HTTP as the underlying communications protocol between our website and school. To ensure the protection of all information stored on our website, all online transactions for myLunchMoney are handled with industry-standard SSL encryption certified by Verisign (you can view our home page for detailed information regarding Verisign certification).

When is my credit/debit card actually charged?

Your credit/debit card is only charged after data has been verified at the school level, which results in an update of your balance on the website within 24 hours.

Once you have funded your child’s account on the website and received an initial payment approval, your payment will be held in a “pending status” until we have verified your child’s student ID number and date of birth against school records. Once we have verified the information, your credit/debit card will be charged. We only charge your credit/debit card after all data has been completely verified with the school’s records. An email is generated to the email address listed on the account if any problems arise during the verification process.

I forgot my username and/or password, how can I retrieve that?

Not a problem! You can retrieve this information by clicking the “Login Trouble” option located on the home page. If you are still having trouble retrieving this information, our customer support team at (1-800-479-3531) at would be happy to assist you with retrieving this information.

Why should I set up the “Smart Pay” option?

The “Smart Pay” feature allows parents the convenience of knowing that their children will always have money in their account. To set up “Smart Pay”, click Fund or Edit on the Parent Page. Click on the box labeled “Enable Smart Pay”. Enter the amount of payment and the low balance amount. Money is added to your student’s account after the account reaches a the low balance amount you set.

How do I make changes to my account?

To make changes to your account, simply go to the Parent homepage, click on “Edit Information” to make changes to your personal information and billing information. To make changes to a student account, click on the Edit button located on the Parent homepage next to the student’s name.

How long does it take for my balance to update on the webpage?

Student accounts are updated after the client runs. This process can take as little as 1 hour up to 24 hours. If an account has not updated within this time, it may be due to an incorrect or missing Student District ID number, birth date, or School ID number. myLunchMoney verifies the information in student accounts with school site’s information. If this information does not match, the transactions are cancelled and accounts will not be funded. The parent will have to make a new payment.

What happens to my account at the end of the school year or when my student changes schools?

Student balances will be carried over at the end of the school year. Please call the District Food Service office for any refunds.

Can I sign up if I don’t have a computer?

If you do not have a computer, please call our Customer Support number at 1-800-479-3531.

Is there a charge for this service?

The charge to parents, is a flat \$1.95 fee each transaction per school site.

Examples

- one prepayment divided between three students **all attending one school** = \$ 1.95
- two prepayments divided between two schools for a total of \$3.90