



POWAY UNIFIED SCHOOL DISTRICT ONLINE PREPAYMENT Frequently Asked Questions



Q1: Why should I use myLunchMoney.com (mLM)?

A1: It is easy to use, convenient, private, and secure. You can manage your child's school meals account wherever you have internet access. You can also say goodbye to sending cash and checks to the school restaurant.

Q2: Do I have to use myLunchMoney (mLM) to fund my child's account?

A2: No. You can fund your child's account at the school by cash or check and still use the myLunchMoney.com website to check balances and history, and be notified of low balances at No Cost!

Q3: Is there a charge for paying for meals online through myLunchMoney?

A3: Yes. A \$1.95 transaction fee will be charged for each credit card transaction.

Q4: Will I be charged \$1.95 for both of my children if they attend the same school?

A4: No. Transaction fees are based on the number of school sites your kids are attending, not the number of children.

Q5: Why do I have to pay a transaction fee?

A5: The credit card company imposes this fee for processing the transactions. These fees go directly to the payment processor, not to the school district. We offer online payments as an additional pre-payment option and convenience for parents.

Q6: How do I enroll in myLunchMoney.com?

A6: Go to the website www.myLunchMoney.com and click, ENROLL NOW. You will need each child's **7 digit student ID number (not their 6 digit PIN)**, date of birth, school name, and grade. You can also provide credit or debit card information, and select the pre-payment option you wish to use.

Q7: What Student ID number should I use to enroll my child in myLunchMoney?

A7: Your child's 7 digit student ID number is an essential part of the enrollment process. Correct student ID numbers will have 7 digits and begin with "1." They can be obtained from your child's school, or can be found on most registration documents, report cards, planners, and class schedules. **Do not confuse the 7 digit student ID number with the 6 digit PIN used by children in the lunch line.**

Q8: How secure is the online payment process?

A8: Very. MyLunchMoney uses the latest and best encryption software to assure that your personal information is safe and secure. The security symbol is seen at the bottom of your web browser when you are on their secure site.

Q9: Why am I unable to get my child's account balance or meal history information?

A9: Two common reasons are: the student ID number you are using is incorrect or your child's school has an inaccurate birth date. You can verify this by contacting your child's school.

Q10: Why is my balance not updating?

A10: The most common problem is an incorrect student ID number and/or date of birth. You can edit or update this information in your child's account and try again.



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Q11: I have been using mLM and it was working fine but now it has quit working. Why?

A11: The most common cause is expired credit/debit cards. You can edit or update this information using the login information you created when you originally signed up for mLM.

Q12: Can I use any credit cards other than VISA/MasterCard?

A12: No. The myLunchMoney service only accepts Visa or MasterCard credit/debit cards.

Q13: Will I be notified when my credit/debit card expires?

A13: Yes. MyLunchMoney.com offers parents the option of being notified before credit card expiration. Under the "Email Notification" settings, you can select the option to be notified 30 days before your credit card expires.

Q14: Will I be notified when my child's account balance gets low?

A14: Yes. Under the "Email Notification" settings, you can select the option to be notified by email every time your child's balance drops below \$5.00. This reminder helps parents to fund their child's account without interrupting meal purchases.

Q15: Can I view my child's spending history?

A15: Yes. Under the "Meal History" option, parents can view a week's worth of meal purchases. This option eliminates the need to request this information from the school.

Q16: When is my credit/debit card actually charged?

A16: Your credit/debit card is only charged after data has been verified at the school level, which normally occurs hourly. An email is generated to the email address listed on the account if any problems arise during the verification process.

Q17: How long does it take for my balance to update on the webpage?

A17: Student account balances are updated every evening at 5:00 PM. If your payment information is entered prior to 5:00 PM (PST), it will normally be viewable online between 24 and 48 hours.

Q18: When will my payment be available in my children's accounts?

A18: Lunch account balances are updated hourly throughout the day, seven days each week. Balances are not updated during midday (between 10:30 am - 1:30 pm) to prevent conflict with lunch service.

Q19: How do I make changes to my account?

A19: Simply go to the mLM web page and log in; click on Edit Information to make changes to your personal and billing information. To make changes to your child's account, click on the Edit button located on the Parent Home page next to the child's name.

Q20: Why should I set up the "Smart Pay" option?

A20: Smart Pay allows parents the convenience of ensuring that their children always have money in their account. Money is automatically added to your child's account when the account reaches a certain amount. To set up "Smart Pay," click Fund or Edit on the Parent Page. Click on Enable "Smart Pay." Enter amount of payment and low balance amount.

Q21: Does my child need his/her student Identification Card to make a purchase?

A21: No, for elementary school students. Yes, for middle and high school students.