



## *myLunchMoney.com*

### Important Information For The 2007-2008 School Year ~ Duval County Public Schools ~

Parents can say "Goodbye" to sending cash and checks to the school cafeteria by creating a secure online account. Parents can now manage their student's life easily and conveniently. Whether it's viewing what meals your child purchased for the week, or simply setting weekly or daily spending limits for your child, *myLunchMoney.com* provides you with a direct link to your student's school, wherever you have Internet access. Now parents can experience the benefits of using *myLunchMoney.com* by taking advantage of some of our popular features:

- Spending History - Parents can view a 7-day history of student purchases.
- Low Balance Email Notification - Parents can receive email notification when their student's account balance is low.
- Expired Credit Card Notification - Parents can receive email notification prior to credit card expiration.
- Meal Control Settings - Parents can select "meals only" and/or "ala carte" meals for their students.
- Spending Limit Settings - Parents can set daily and weekly spending limits for their students.
- Multi-Student Funding - Parents can fund multiple students at the same time.

In addition to adding a variety of parent tools to *myLunchMoney.com*, we've also added a new service called "Smart Pay". *Smart Pay* is designed for busy parents who want to make sure their child always has money, but may not always have the time to constantly check their account balance. *Smart Pay* allows parents to set their account to automatically replenish when the balance gets low, and sends automatic monthly transaction reports of all their *myLunchMoney.com* payments. *Smart Pay* is just another "Smart" way to Powering student life, "One-click-at-a-time."

#### FREQUENTLY ASKED QUESTIONS:

1. What do I need to set up my child's account? You will need their 8-digit DCPS Student ID, Date-of-Birth, Grade, and the School that they attend. If their actual Date-of-Birth is different from what the system has, you will need to contact the front office of the school and request them to change it.
2. Do I have to put money on my child's account in order to use *myLunchMoney.com*? The answer is NO. You can use *the myLunchMoney.com* website to track your child's account and spending history without ever having to use your credit/debit card.
3. If I get a refund of the balance left on my child's account, will that shut off or disable the *myLunchMoney.com* account that I have set up? The answer is NO. If you request a refund from the School Cafeteria or DCPS Food Service office, your *myLunchMoney.com* account will remain active. We highly encourage you to immediately turn off *Smart Pay* if you have it turned on to avoid having another charge against your credit/debit card. If you are moving away from the District, we would also like to encourage you to remove your child's account from the *myLunchMoney.com* website. The same account cannot be used in any other School District.
4. What happens to money that is left in my child's account at the end of the school year? Any money that is left in the account is carried over to the next year.
5. Who should I call if I need help with the website, need information on how to set up my account, or I have forgotten my password? You should call *myLunchMoney.com* at 1-800-479-3531 Option 5.
6. Who should I call if I need a refund? Please call the DCPS Food Service Office at 904-732-5117. *MyLunchMoney.com* cannot make refunds and under most circumstances will not be able to put money back on your credit/debit card.