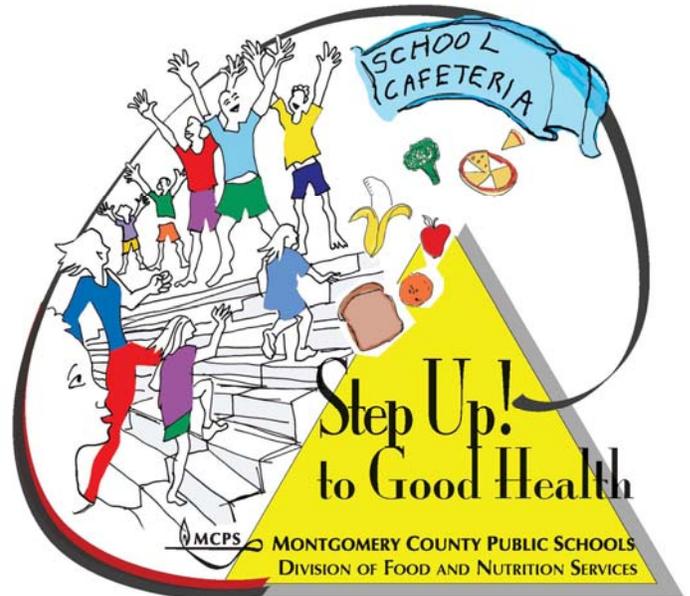


Montgomery County Public Schools Division of Food and Nutrition Services

Now Offering



myLunchMoney.com is a new online service to make prepayments to your child's cafeteria account using your credit card.



EASY!

Enrolling and funding is simple and completed online.

CONVENIENT!

Once your myLunchMoney.com account is established, you can check balances, view student purchases, and fund the account from your computer.

SECURE!

myLunchMoney.com protects your personal and payment card information by the most advanced Internet security.

ONE TIME!

With the recurring payment option, money will always be in your child's account. When a low balance is reached, your credit/debit card is charged.

4 Easy Steps to Enroll

1. Go to www.myLunchMoney.com and click on "Enroll Now."
2. Create an account for yourself and your children. You will need the student's school, grade, birth date, and student ID number (not their PIN).
3. Provide credit or debit card information. Note: There is a \$1.95 convenience fee per transaction.
4. Select the Automatic Prepayment option if desired.

myLunchMoney.com

Most families struggle with busy schedules and it's hard to find time in the morning to write a check, search for lunch money or monitor your child's meal history and balance. myLunchMoney.com is now being offered as a convenience for interested families. myLunchMoney.com allows parents to make prepayments to their child's cafeteria account via the Internet with a credit/debit card. By creating a secure online account, parents can manage their child's meal account easily and conveniently.

myLunchMoney.com provides the following benefits:

- Ease and convenience
- Spending History – Parents can view a 7 day history of their child's purchases.
- Low Balance E-Mail Notification – Parents can receive e-mail notification when their child's account balance is low.
- Prepayments will generally be available at the school the next day.

General Directions

- Go to www.myLunchMoney.com and click on **Enroll Now**.
- Create an account for yourself and your children.
You will also need your child's MCPS student ID number, date of birth, school and grade.
- Provide credit or debit card information.
- Select the amount you wish placed in your child's account.
- If you wish to have this amount automatically withdrawn when your child's account balance is low, set up the Automatic Pre-Payment option.

For assistance with enrollment or questions about your account, you can easily speak to a "live" person at myLunchMoney.com by calling 1-800-479-3531 Monday through Friday from 8:00 AM to 7:00 PM EST or you can e-mail them at mlmsupport@sl-tech.net.

Frequently Asked Questions

1. How do I find my child's Student Identification Number?

The student ID is a 6-digit number used to identify your child. It can be found on your child's report card, registration documents or by calling the school office. Please do not confuse this number with the 4-digit PIN (personal identification number) used by children in the lunch line.

2. How quickly after I make a payment will money be available in my child's account at school?

Prepayments made to myLunchMoney.com will generally be available at the school the *next* day, but it may take up to 2 school days.

3. Is there a fee for using this service?

There is a \$1.95 convenience fee for each payment made. All fees will be displayed at the time of payment. However, there is no cost to set up an account and check your child's spending history or receive low balance notifications. The Division of Food and Nutrition Services and the school do not receive any income from providing this service.

4. Am I charged the \$1.95 convenience fee each time?

The \$1.95 convenience fee will be charged for each payment transaction. If you have several children in the same school and put money into each account at the same time, it is considered one transaction. Payments made to multiple student accounts at different schools are considered separate transactions and will be subject to the fee.

5. Why do I have to pay the \$1.95 convenience fee?

There are costs associated with processing online credit/debit card payments. This convenient service is optional and has been requested by our customers for some time. None of the fees go to the school or the Division of Food and Nutrition Services. The schools will continue to accept checks and cash for meals in the cafeteria as well.

6. Why is my child's balance not updating?

With each payment, a two part verification system is used to verify 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 e-mail request asking you to verify your account information. If you must make changes to your myLunchMoney.com 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 as necessary and click *Submit* to update. When the system matches the information you provided, myLunchMoney.com will be updated.

7. Will I be notified by e-mail when my child's account balance gets low?

Yes, if you select that option on myLunchMoney.com. Under the "E-mail Notification" settings, you can select the option to be notified by e-mail every time your child's balance drops below the amount you specified during set up.

8. Can I set up automatic payments?

"Smart Pay" is an option you can select during account set up. You will be asked to set the low balance amount and automatic payment amount. When your child's account reaches that low balance, the automatic payment amount you selected is deposited into your child's account and charged to your credit/debit card.

9. Can I change my credit card information on my child's myLunchMoney.com account once I have made a payment?

You may change the credit card you use at any time. However, once a payment has been submitted and the transaction finalized, any changes made will only apply to future transactions.

10. Is the online payment required?

No. You can still send checks or cash to the school, but online payments provide control, efficiency and time savings.

11. Is there any way my child can modify his/her account without my knowledge?

When you create the account on myLunchMoney.com, you choose a login and password. Your account and credit/debit card information cannot be accessed without the login and password. Please keep this information safe.

12. Is there a charge to view my child's account?

Parents need to create an account to use the free service provided by myLunchMoney.com which allows parents to view account balances and a spending history for the last 7 days. When you view your child's account, it will show:

- The account balance as of the end of the last school day
- Purchases (sales transactions) for the last 7 days
- Prepayments made through myLunchMoney.com

Note: The Spending History will not show prepayments made at the school by cash or check. However, any prepayments made at the school will still be included in the account balance.

13. Why can't I use the Meal Control and Spending Limit features?

The Meal Control and Spending Limit features on myLunchMoney.com are not available to MCPS at this time. However, you can always speak to the cafeteria manager at your child's school regarding meal purchases or a specific dietary concern. The cafeteria manager can still activate the "no a la carte" feature on a student's meal account which prevents the student from using their account balance for a la carte purchases.

14. What if my child's transfers to another school?

Any balance on your child's account will follow the student to the new school within 2-3 school days. The balance reported may appear as zero (0) until the transfer is completed. This could trigger a Smart Pay prepayment if a customer is enrolled in that feature.