



Home



Help



FAQ



Contact



Enroll Now

User Name:

Password:



Login Trouble?

## Answers to parent's most *Frequently Asked Questions*.

*"We humans are usually very quick in criticizing, but I think it is really time for a big praise. The new website ROCKS!!! Especially since the newest feature. I love being able to see the meals they chose, no arguing over "but I really did not buy anything extra...", funding for more children at once, meals only and all the other awesome features. Colorful and "hip". One word describes it: AWESOME!! Thanks for making being a Mom a little easier."*

— Silke C. Duval County Schools, FL

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## ANSWERS

### 1. Why should I use myLunchMoney.com?

For over 20 years, SL-Tech has been committed to developing products and services that help school operations run more efficiently and provide convenience to parents who use our services. Since 2002, myLunchMoney.com has benefited parents and districts nationwide. Our mission is to provide a quality service to all our customers and we are proud to announce the addition of new and exciting features such as viewing student purchases and spending history, low balance email notifications, the ability to set daily/weekly spending limits for your child and the capability to set your child up for meals only or a-la-carte. At School-Link Technologies 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.com a pleasant one.

*"Thanks for the info, and for a fabulous program!!!! You took the stress out of school lunches."*

*-- Yamel L., Seminole County, FL*



### 2. Is there a fee for using this service?

There is no cost to use our service which includes checking student meal history, receiving low balance notifications, setting spending limits, etc. However, parents in some districts may be charged a small transaction fee for each payment made. All fees will be displayed at the time of payment.

While funding your account, all fees will be displayed BEFORE you complete the transaction. The fee is applied to each school site listed on the account. If all students are attending the same school then the fee will only be applied once when funding all students at the same time. If you do not wish to continue making the payment, click cancel. If you are using the Smart Pay feature be sure to turn it off immediately after clicking cancel. The payment will be canceled and your credit/debit card will not be charged.

If you request that your account be closed due to the transaction fees please consider keeping the account open without having to enter your credit card information. This will allow you to use our web site for it's free services which include notification emails when your child's balance goes below \$5.00 and the ability to see what the balance in your child's account is at the end of each day. Additionally in most districts we also have features that allow you to set any spending limits for your child and view what they have eaten for the last 7 days with our meal history feature.



### 3. How do I know if my child's school is participating?

If you are not sure your school is participating, you can use our "Enroll Now" button located on our home page. The first step of the enrollment will allow you to search for your school by entering the School name or School zip code. You can also search for your school by entering the School District's name or the state your school is located in. These options help you locate your child's school quickly and easily. If your school does not appear in the results, use the link on the search page to enter your school's information so that we may contact them about our service.



*"Thank you sooooo much. This service is exactly what my household needed!"*

— LaNette R., DeKalb County Schools, GA



**4. Can I speak to a "Live Person" if I have questions about my account?**

We understand the importance of speaking to a "live person" when you have questions about your account and we make it easy for parents or administrators to get help with their account quickly and easily. myLunchMoney.com provides a full service staff of live representatives ready to assist parents and school administrators Monday through Friday from 7:00 am to 7:00 pm EST. To contact our Customer Support Team please call 1-800-479-3531.

*"This is an excellent program, now I don't have to worry about my daughter losing her money!"*

— Jovonda D., Duval County, FL



**5. 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 10 digits long. Please do not confuse this number with the 4 digit PIN number used by children in many lunch lines.

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.



**6. 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.

*"Thank you for the prompt reply - you have the best Customer Support team!"*

— Susan K., Washington School District, Phoenix AZ



**7. Will I be notified when my child's account balance gets low?**

Yes, under our "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.



**8. Will I be notified when my credit/debit card expires?**

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



**9. Can I view my child's spending history?**

Yes, myLunchMoney.com is committed to providing parents with the tools needed to manage student life. 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.

**10. What Items are displayed on the Student Meal History Report?**

The Student Meal History Report displays the school meals and or snacks your child has purchased at school. This information is communicated to us directly from your child's school and is posted on the myLunchMoney.com site for parent view. For further clarification on any items viewed in this report please contact your child's school.

**11. Can I set my child's account up for money to be used for "Meals Only?"**

Yes, at myLunchMoney.com we realize the importance of nutrition for today's youth and we are committed to providing ways to help parents make sure their child enjoys healthy meals at school. Parents can set their accounts to be used for "meals only" or to include snacks and a la carte items. Parents will now know what type of meals their child is purchasing at school, whether this includes "meals only" or snack and a la carte items.

**12. Can I set spending limits for my child?**

Yes, to help parents manage their child's spending, myLunchMoney.com offers a spending limit option. Under our "Meal Control Settings", parents can set daily or weekly spending limits on their child's account.

**13. How safe is my credit card information?**

myLunchMoney.com is a web-based application, and, as such 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.com are handled with industry-standard SSL encryption certified by Verisign. (You can view our home page for detailed information regarding Versign certification).

**14. 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.

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

Not a problem! If you have forgotten your password, 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 would be happy to assist you with retrieving this information. Please contact us at 1-800-479-3531.

*"Thank you SOOOO much for responding - I don't even know what my user name is - it's been a long time - I'm doing good to remember his ID from kindergarten 'til now - 1st grade. Thanks again for your QUICK response! I really appreciate it!"*





## 16. I am not receiving my password reset email?

### General

The reset email has been sent out from our server but some email providers may take up to 30 minutes to direct the email to your inbox. Additionally, many email providers may have spam filters which may prevent our email from appearing in your inbox folder. Please reference the information below on how to access email that has been flagged as spam. If you try clicking on the link in the email to reset your password and receive an error or are unable to reset your password, try opening a new browser and then cutting and pasting the link into the address bar.

### Verizon

If you are using a verizon.net email address and are not receiving emails for your password reset, this is being caused by your spam mail settings. Click onto "Email & More" under your account, then click "Options" in the Email toolbar to the left. Under the "Options" tab, select "Rules". You will see the first setting say "spam Filtering". Click the "Save spam in spam Detector Folder" option so you can review any incoming spam. Click "ok" at the bottom once your selection is complete. You may also need to add us to your safe senders list, by emailing the spam team at Verizon at [spamdetecter.update@verizon.net](mailto:spamdetecter.update@verizon.net). Please add [web-mylunchmoney@mylunchmoney.com](mailto:web-mylunchmoney@mylunchmoney.com) and also the domain name @sl-tech.net to your safe list so we do not go into your junk mail folder. If you need further assistance with mail settings, please contact Verizon. Once we are added to your safe list, you are able to receive emails from our password reset system. If this does not work after changing your settings, please contact us via phone or email for a temporary password.

### Hotmail

If you are using a hotmail/msn email address and are not receiving emails for your password reset, this is being caused by your spam mail settings. Click onto "Options" under your account on the extreme right of the screen, then click "Junk Email Protection" under "Email Options". Under the "Junk Email Protection" tab, select "Safe List". You will need to add us to your safe senders list. Please add [web-mylunchmoney@mylunchmoney.com](mailto:web-mylunchmoney@mylunchmoney.com) and also the domain name @sl-tech.net to your safe list so we do not go into your junk mail folder. Make sure to click "Ok" after each entry. If you need further assistance with mail settings, please contact Hotmail.

### AOL

If you are using an AOL email address and are not receiving emails for your password reset, this is being caused by the AOL spam filter. AOL's filter places email in the 'spam' folder for viewing. You can open the spam folder and select the email and then click on the 'This is not spam' button which will move the message to your New Mail folder. Open the link in a new window by cutting and pasting the link into the address bar of a new browser window.

### Yahoo

If you are using an Yahoo email address and are not receiving emails for your password reset, this is being caused by the Yahoo spam filter. Click on the 'Bulk' folder in your folder list to view emails flagged as spam. Click on the email message from mylunchmoney to open the message. Click on the 'Not spam' button. This will notify Yahoo that the message is not spam and hopefully prevent it from being filtered in the future. The email message should also be moved to your inbox where you can open it and use the link to complete resetting your

password.



**17. My account is locked, how can I unlock it?**

If your account has been locked out, please contact one of our representatives who are ready to assist parents and school administrators Monday through Friday from 8:00 am to 7:00 pm EST. To contact our Customer Support Team please call 1-800-479-3531.



**18. Can I use any credit cards other than VISA/MasterCard?**

Our apologies, at this time, funding from myLunchMoney.com can only be processed using a Visa or MasterCard credit/debit card. We hope to accept other major credit cards in the near future.



**19. Will my balance carry over to next year?**

In most cases, the student account balances will carry over to the next year. However, this feature is at the discretion of your child's School District. Please contact your child's school for information regarding this policy.

*"I just wanted to THANK YOU for this service. As a single mother of two kids I don't keep cash on me. This makes my life so much easier."*

*—Lee D., Duval County, FL*



**20. Will my balance be refunded if my child graduates or moves?**

All payments made through myLunchMoney.com are deposited directly into your child's account at school. Refunds are typically handled by the Food Service Department at your child's school/school district. However, we must state again that refund policies may vary by school district. Therefore, we recommend that you contact your school for more information regarding their refund policy.



**21. What is "Smart Pay"?**

Smart Pay is a service designed for busy parents that want to make sure their child always has money in their account but may not always have time to constantly check their account balance. Smart Pay allows parents to set their accounts to automatically replenish when the account balance gets low and sends a monthly transaction report to the parents to help them keep track of their myLunchMoney.com transactions.



**22. Internet Browser Website Conflicts**

If you are using a browser such as Netscape, Firefox, Opera, AOL or MSN there may be less functionality with our website. Windows users can use Internet Explorer to have the best functionality and MAC users can use Safari.



**23. What is a chargeback?**

A chargeback occurs when a parent disputes a credit card sale and receives a refund (or credit) from the Credit Card Issuer.



**24. How will my child's account be affected by a chargeback or credit card dispute?**

Please note that chargeback processes may vary based on your school district.

Typically, when myLunchMoney.com receives a chargeback notification, the chargeback amount will be debited from the student's meal account to offset the credit received. E.g., If a parent receives a credit of \$25.00 to

their credit card due to a chargeback, this credit will be offset by debiting \$25.00 from the student's meal account at the school. If there are not enough funds available in the student's meal account to cover the chargeback amount, the student's account may remain in negative standing until this amount is paid.

To prevent any interruptions to your student's account, please contact myLunchMoney.com Support to discuss any discrepancies on your MLM account or bank statement.



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