

# LunchBox Internet Parent Partnership FAQ's

## **Where do I find my Student's ID Number?**

When using the Internet Parent Partnership you will need your student's permanent district student ID number (which is commonly 6 to 11 digits). This number is unique to your student and is commonly found on report cards, class schedules or student ID cards. A student's ID information can be obtained by contacting the student's school and asking for the student's ID # or by emailing the request to the Food & Nutrition office.

Note: The permanent School District Student ID number does not change each year, by grade or even if your student transfers to another school within the district. IT MAY NOT BE THE SHORTER 3, 4 or 5 DIGIT NUMBER THAT YOUR STUDENT USES AT THE PIN PAD IN THE LUNCHLINE, COMPUTER ROOM SIGN-IN OR LIBRARY.

## **How long after I make my payment will the money be available in my student's account(s)?**

Funds are transferred to your student's accounts and are available in real time. In most cases, funds will be available on your student's account(s) within two minutes. This is dependent on your internet connection, the district's network and if the terminal at the school is connected to the network at the time you make the deposit. (In some cases, during serving times, the POS terminal may be disconnected from the school's network and rolled out on a serving cart to a remote serving location. Funds would not be available until the cart was rolled back and reconnected to the network.) You will receive an email confirmation when funds have been received.

## **Can I use an Internet Browser other than Internet Explorer?**

Yes. You can use any browser to go directly to the *eFunds for Schools* site to view balances and make payments. However, at this time you must use Internet Explorer to view transaction history or set spending limits within Internet Parent Partnership.

## **Do I have to log in every time I want to make a payment?**

No. You have several automatic options available to you.

You can set up an automatic payment of a specific dollar amount to replenish your account whenever the balance reaches an amount that you determine. For example, you can set your account to automatically replenish to \$50 every time it goes below \$5.

You can also set up reoccurring payments by dollar amount, every specified date and ending on a specific date. For example, you could deposit \$50 every month on the 1<sup>st</sup> and have it stop on June 1<sup>st</sup>.

## **I may not remember to check my student's balance. Is there a way to be notified when their balance is low?**

Yes. You can set up an email notification to alert you when their balance is low. You can then log in and deposit the amount that you chose.

### **Is the Internet Parent Partnership available at my student's school?**

If participating schools are not listed in this on-line payment section of the district Web site then you may inquire by sending an email to the Food & Nutrition office.

### **Why have I not received my confirmation e-mail?**

The most common reason for not receiving your confirmation e-mail is due to a typographical error that may have occurred when entering the e-mail address when you created your Online Parent Partnership account. Alternatively, your Internet Service Provider has mistakenly blocked the confirmation email, confusing it with junk or spam email. If you have not received your confirmation e-mail, please contact Customer Support via e-mail. Support email address will be located on Internet Parent Partnership web page.

Please contact the Food Service Department of your child's school to verify your child's student ID number.

### **I received an invalid student ID message, what do I do?**

Please verify that you are using the correct Student ID #. When using the Internet Parent Partnership you will need your student's permanent district student ID number (which is commonly 6 to 11 digits). This number is unique to your student and is commonly found on report cards, class schedules or student ID cards. A student's ID information can be obtained by contacting the student's school and asking for the student's ID # or by emailing the request to the Food & Nutrition office.

Note: The permanent School District Student ID number does not change each year, by grade or even if your student transfers to another school within the district. IT MAY NOT BE THE SHORTER 3, 4 or 5 DIGIT NUMBER THAT YOUR STUDENT USES WITH A LUNCH PIN PAD, COMPUTER ROOM SIGN-IN OR LIBRARY.

### **I forgot my password. How can I get my password?**

When you first sign-up for the Internet Parent Partnership your email address that you enter is assigned as your password. You have the ability to change it when you log in, if you have not changed it, then it should be your email address. If you have changed it and do not remember it, please email a request to reset your password to Customer Support via e-mail. Support email address will be located on Internet Parent Partnership web page.

### **How secure is the payment process?**

Our district partners with eFunds for Schools for online payment processing. [\*\*\*e-Funds for Schools\*\*\*](#) is part of the VeriSign Secure Site Program. That means that all information sent to this site during a Secure Socket Layer session (a common security protocol) is encrypted, protecting against disclosure to third parties. Secure Sockets Layer (SSL) technology is used to encrypt data transmissions and to provide website authentication. eFunds for Schools is certified by VISA for its CISP/Cardholder Information Security program. This certification is VISA's highest security protocol.

### **How are transaction fees calculated?**

Electronic checking transactions are a flat \$1.00 transaction fee, regardless of the amount or number of students in the transaction. Credit Card transaction fees are a combination of a percentage of the prepayment amount (3.0%) and a flat fee (0.50 USD) based on \$25 increments (see table). For amounts greater than \$100 the transaction fee is only 2.9% of the transaction amount and the flat fee of (0.50 USD) is dropped.

### **Why do I have to pay a transaction fee?**

The transaction fee is the cost to process online transaction. Public school districts are non-profit organizations funded by tax dollars. The transaction fee paid by parents goes directly to the payment processor, not to the school district. We offer online payments as an additional pre-payment option and convenience for parents. You may still send a check to school with your student without incurring a transaction fee.

### **Why do I have log-in two times?**

Security. There are two areas within the Internet Parent Partnership. The first is LunchBox, which is a viewing only area where you can see your student's account balance, view transaction history by date range, set spending limits, etc... The second is eFunds for Schools, a VeriSign Secure Site, where deposits are made. You can also view balance information directly from the eFunds for Schools site, so if you do not need to view transaction history you can go directly to eFunds to make a deposit.

### **Can eFunds for Schools be used for other school fees?**

Yes. eFunds can be used to pay any school fees, such as; student photos, books, uniforms, athletic events, dances, plays, and other booster activities. Please check with your district to see what other types of fees are available to be paid online.

### **Can I make payments to multiple children's accounts with one payment?**

Yes. You will need to enter a specific payment amount for each child. You may also pay other school fees such as student photo, books, uniforms, etc... in the same single transaction providing your district has those options set up.

### **Can I see what my student has been eating or check to see that they are depositing money that I send with them to school?**

Yes. You can view transaction history by date range for your student that will show what they ate, when they ate, how they paid, any deposits that were (and how the deposit was made – check, cash or Internet Deposit) and their running account balance.

### **I want my student to only eat the balanced meal that is prepared each day. Can I block or limit their ability to purchase 'ala carte' items such as cookies, etc...?**

Yes. If your district participants in this function, you can chose to allow 'ala carte' purchases or set spending limits by dollar amount by day, week or month.

**Who should I contact if I have questions about my students transaction history, such as a recent payment?**

All questions concerning online payments should be directed to your school food service department.

**How do I add additional students after the initial set up of my account?**

Students can be added from the Add Participant Button within LunchBox and from the Add Student Button within eFunds for Schools. If your student is not found when entering their student ID number please contact the district's Food Service Department to verify you have the correct number.