Lunch Prepay.com

➢ ***Make meal payments on the internet using your credit card***
➢ ***Check your child's meal account balance***
➢ ***Get low balance alerts by e-mail***
➢ ***See what your child is buying***

FAQ's

WHAT DOES THE SERVICE COST?
DoDEA Guam District has paid the premium registration fee for all DoDEA Guam District users.

Premium service gives you access to your student's lunchroom balance and meal history, and the option of e-mail notification of low balance notices.

- Regular payment transaction fees will apply but there is no registration fee.
- When you make **Payments**, a transaction fee will be added to cover the cost of processing the credit card.
- One online payment can be split among all of the students attached to your account, with no additional cost.

How do I set up a low balance notification?
Go to Manage Profile and enter the Low Balance amount. Check Send Notifications. You will receive an e-mail when the balance drops below the amount you set. It is strongly recommended this option is exercised.

What does Premium registration service include?
Premium registration gives you access to your student's lunchroom balance and meal history, and offers e-mail notification when the account balance drops below a limit you have set. The year begins on the day that you register. It includes all the students in your family who attend school in the same district.

What is my student's Student Number?
The Student ID Number is a unique number assigned by your school. It is usually printed on report cards and correspondence that you receive from the school. Please contact your school office if you do not know what number to use.

How long from the time I register as a New User can I make a lunch payment?
This process usually takes less than a day. Students must be "verified" before we can accept payments. This can usually be done instantly; however, in some cases it can take up to 48 hours. Once this process has completed, you can make payments directly to your student's account from www.LunchPrepay.com.

Why is the verification process necessary for lunch payments?
This is how we make sure that your payment is credited to the correct student's cafeteria account. We check for a match on the student's last and first name, school, and student number. This can usually be done instantly; however, in some cases it may take up to 48 hours. Once a student has been verified, lunch payments are processed by a service that runs automatically throughout the day.

How do I find out what my student has been buying for lunch?
On your home page, click on Meal History next to the student's name. (You must have premium service to use this feature.)

I have a question about one of the charges on my student's account. Who do I talk to?
Please contact your cafeteria office directly during non-service hours of 0730-1000 and 1230-1400 or email Prestige Foods Corp. Project Manager: julie_iriarte@prestigefoodscorp.com
You may also contact the District office on 344-9582.

McCool cafeteria: 339-2778
Andersen cafeteria: 366-1655
Guam High cafeteria: 344-7223

I see my child buying items I do not want them to have. What can I do?
All children must have access to National School Lunch Program meal and milk service IAW USDA regulations. Children middle school and above may also make ala carte purchases. If you wish to restrict any item(s) please provide written notification to the cafeteria manager.

More than 24 hours has gone by and my student has not been verified yet.
If it has been more than 48 hours, please contact your cafeteria office and they will be able to assist you.

During the summer, why does my student's account show up as "Not Verified"?

- Over the summer months, the link between our website, LunchPrePay.com, and the school's cafeteria server is down. Most schools are out for summer break and the cafeteria staff and teachers have the summer off. We take this opportunity to update the website and add features.
- Usually about a week before school starts, the cafeteria staff returns to work and LunchPrepay.com reconnects to the cafeteria servers. When this happens, you will need to login to your account, go to Manage Students and update your student's school. At that point your students will automatically be re-verified, as long as the Student Number still matches your district's records.
- If your student's Student Number changed over the summer, please go to the Manage Students page and update the Student Number and school accordingly.

What do I do if I do not see all my students listed on the payment screen?
If all the students you have entered do not show up on the payment screen, it is possible the information you supplied could have been typed incorrectly. Please go to the Manage Student page and check the student's first and last name, school, and student Number. Correct any errors and save your changes. This student's account will be available as soon it is verified with the school's information.

I know that my student should have meal history or money in their account, so why does the balance show "N/A"?
There are a couple of reasons that LunchPrePay.com displays balance as "N/A". The most likely reason is the link between our website and the school's cafeteria server was broken during a nightly upload. When this occurs, we display "N/A" to avoid showing inaccurate information or because no information is available. Please contact your cafeteria office directly or email Prestige Foods Corp. Project Manager: julie_iriarte@prestigefoodscorp.com   You may also contact the District office on 344-9582.

What if I am currently using LunchPrepay.com and am transferring to/from another district?

- You must provide written request for refund of any outstanding balance from the school cafeteria you are leaving. Contact Prestige Foods Corp. Project Manager: julie_iriarte@prestigefoodscorp.com
- Any balance due must be paid prior to departure. If you have a question on balance owed, please contact the cafeteria manager.

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What does the processing fee cover?
The payment fee covers the fees that the credit card company charges for processing the transaction.

What if I forget my user name or password?
Click on "Forgot Login Info?" on the Login screen. Send us your registered e-mail address and we will send you a return e-mail with your information.

What if I can't remember what e-mail address I used or it is no longer available?
Contact your school district administrator and they will help you.

I'm getting some sort of error while trying to make a payment. What do I do?
Chances are your credit card information that you've entered on the website does not exactly match the information on file with your credit card company. Delete and re-enter your credit card information, paying particular attention to your address and name. If that does not work, send an email to ContactUs@LunchPrepay.com. PLEASE NOTE: THIS IS NOT THE SAME AS CLICKING ON "CONTACT US" ON THE WEBSITE.

If I make payments in the cafeteria, will they show up on LunchPrepay.com?
When you view "Payment History", the page only shows the payments you have made through our website. Any payments made in the cafeteria will be shown on the "Meal History" page for each student.

Why do I sometimes get an error while making a payment, and then find a charge on my credit card anyway?
All credit cards are processed through a third-party service that verifies all the credit card information and payment amount. The service verifies that your name, address, card number, and card code match exactly to what your credit card company has on file. If there is a mismatch, the service sends a message to us that the charge failed. Depending on your credit card company's policy the payment amount may still show as a Pending or a Temporary Hold against your account. Again, depending on your credit card company's policy, it may take a day or two for the temporary hold to be removed. Please note that LunchPrepay.com has no control over this process.

How do I know it is safe to enter my credit card information on www.LunchPrepay.com?
LunchPrepay.com has 128 Bit Encryption provided by Thawte. Thawte is the most trusted name in online shopping. All information submitted is protected by our secure server, which automatically encrypts your personal information so that it cannot be read while traveling over the Internet.

For more information: www.lunchprepay.com