

Ordering System for Elementary School Frequently Asked Questions

This enhanced service to the Wanaque District parents has eliminated the need for parents to purchase lunch cards, all Money can now be simply put into your child's account and be used for lunch, breakfast or snack. No more worries about your child losing their money. You as the parent/Guardian also have the option to manage their account by simply contacting us and putting a limit on their account such as (one lunch per day or no snack or a dollar limit per day). As we implement this new system, below are answers to some frequently asked questions. As we continue to refine the program, we will keep you informed on any other changes or additional features we may add to the program. Contact your Food Service Director, Donna Devany, at ddevany@pthsd.net She can help you with special requests or any questions.

Q: What if my child is eligible for Free or Reduced Priced meals?	A: Parents whose children are eligible for a free meal do not need to do anything. Their child can come in each day and select the meal of their choice at no charge. For reduced price students, you can send money in advance and each time your child selects a meal, their balance would be reduced by \$.40.
Q: What are my payment options?	A: You can fund your account through check, cash, or credit card. To pay by credit card, go to www.payforit.net to set up an account. You can prepay any amount you would like. We recommend prepaying at least two weeks worth of funds, but there is no minimum or maximum amount. Each day your child purchases lunch, your balance will be reduced. There is a service fee from payforit.net. OR Checks or Cash can be sent into the school and no service fee is added and the money goes directly into the child's account.
Q: How do I send in payment?	A: You can send your child's money Daily, weekly, or monthly into school in an envelope with our new prepayment form (Which can be found under lunch menu icon then click prepayment option tab) Please fill this form out and attach a check MADE OUT TO WANAQUE BOARD OF EDUCATION or cash. PLEASE WRITE name and amount on the sealed envelope as well (CHECKS ARE THE PREFERRED METHOD)
Q: Can I send Money in the day my child wants to get lunch?	A: Yes but all money and forms are collected in the morning by the teacher so please make sure money/ Checks are labeled as above and in an envelope.
Q: Can I pay for all my Kids on One Check?	A; Yes if all of the children are in the same school just please indicate the money breakdown on the prepayment form by child.
Q: Who can I contact if I have questions about my child's account?	A: Contact your Food Service Director, Donna Devany, at ddevany@pthsd.net She can help you with special requests or any questions.
Q: How do I know that my child's account is secure and is only being used by my child?	A: Each child's picture is displayed on the computerized cash register as they check out in the lunch room. The cashier matches the picture that is displayed to the child in line.
Q: What do I do if I receive a low balance letter?	A: Simply replenish the funds in the child's account by sending in a check with their name and ID# on it or replenish funds through payforit.net
Q: How can I check my child's balance?	A: You can see their balance on Payforit.Net

Q: What do I do if I feel the Low balance letter is incorrect?	A: Contact the food service Dept.(ddevany@pthsd.net) immediately so they can investigate what happened. The system sends letters out to keep everyone on the same page.
Q: Do I have to join Payforit.net to put money on my child's account?	A: No you can always send a check in to the school made out to the Wanaque Board of Education with the child's name and their ID # on the bottom of the check. OR Cash with the payment form.
Q: When is the payment due date?	A: Prepayments can be made any day and in any amount you wish to place on the child's account. It generally takes one day for you to see the balance added to the child's account. Please use the Prepayment form to ensure your money gets into the correct account.
Q: Can my child just buy milk and do I have to buy it for the whole week?	A: Yes you can buy milk only by the day however if you send in a lunch box your child will not be asked to go to the lunch line where the milk is served so they will need to ask to buy a milk or send a note to the teacher letting her know you wish to have a milk for your child.
Q: What Happens if my child has no lunch and no money on their account for some reason. Will they still get lunch?	A: Yes We have a one time exception that allows the child to go negative so that if money is not posted in the morning before lunch the child is still good to go. After that the parent is notified to please replenish the account.
Q: What happens if my child is out sick?	A: No money will be taken from their account no need to do anything unless your child's has a special allergy preordered lunch which must be cancelled by 9 am.