

ReFrequently Asked Questions Regarding Online Meal Payment & Low Balance E-mail Notification

****Questions Regarding Online Meal Payment****

How do I add money to my student's account?

Instructions for an existing student:

- Visit <https://lewisville.revtrak.net> and login using your RevTrak credentials.
- Click on Meal Payments in the upper left block.
- Click on Meal Account Payment.
- Select your student from the dropdown menu.
- Enter the amount to deposit.
- Click Add to Cart to continue. (Please complete a separate entry for each person.)

Instructions for a new student:

- Visit <https://lewisville.revtrak.net> and login using your RevTrak credentials.
- Click on Meal Payments in the upper left block.
- Click on Meal Account Payment
- Select New Student in the drop down. (New Student is the default)
- Enter the student's last name and 6 or 8-digit ID number.
(If your student's ID number begins with zero, you must enter the leading zeros. If you have a 9-digit number, the first 3 digits are the school code and not a part of the student ID).
- Click Check Balance.
- Enter the amount to deposit.
- Click Add to Cart to continue. (Please complete a separate entry for each person.)

MasterCard or Visa (debit, credit or check card) are accepted. A 3.60% convenience fee will be applied to the total at checkout. The school cafeteria accepts cash and check payments.

Do I need to establish an account?

You do NOT need an account prior to using the web store. In fact, you don't ever have to remember a password. When you reach the "checkout" screen, enter as a "New Customer". When you complete the information, you are required to establish an email address and a password for that payment. For your next payment in the web store, if you enter your email and password as a "Returning Customer" your contact information will be pre-filled for you. But if you forget, just enter as a "New Customer" again.

I received my confirmation e-mail but when I entered the system again to check the balance my payment did not show up. Was it accepted?

If you received a confirmation e-mail your payment was accepted. The balance will not be updated until that day's transactions have been updated on our system. Payments made by 2:00 p.m. will be available the following school day in time for breakfast. Once logged in at <https://lewisville.revtrak.net> with your RevTrak credentials (email address and password), you may also click on "My Account" in the upper navigation of the web store. The screen will show every order you have placed using this email and password.

I don't know my student's ID number.

For security reasons, if you do not know your child's ID number, we cannot give you that information over the phone. You can find your child's ID number on grade reports and class schedules. You must visit your child's school in person and present identification to receive that information. Once you have your child's ID number it is a good idea to keep in a safe place because you will need to enter that information each time you access the online payment web site. ID numbers are the same throughout LISD. They do not change when your child transitions through grade levels or campuses.

How do I pay for multiple students?

You may make multiple payments in the same shopping cart. After selecting your student from your drop down menu and, after adding your first item to your cart, you can "Continue Shopping." Or, simply click anywhere outside of the cart and select your next student from the drop down. Add your next item to your cart before checking out.

Can teachers and employees make payments?

Yes. Adult payments are available for anyone with an established cafeteria account. Use the same student payment option. In the Student ID field, enter the letter A followed by a dash and your lunch ID (number or alpha. For example, A-12345 or A-SMITHJ).

How will I know the payment was accepted?

During checkout, you are required to provide an e-mail address. When the charge is authorized, a confirmation email is sent immediately to that address. You may also log-in and go to My Account from the upper navigation bar of the web store and view past orders. Payments are instantly available for you to view or print.

When will my child have money in the account to use?

Payments made before 2:00 p.m. will be available for use the following school day in time for breakfast, so that your student may continue to receive meals without interruption.

Does the online meal payment system store my credit card information?

No, for security reasons the online payment web site does not store your credit card type, number or expiration date. You must enter this information each time you use the system.

My credit card was not accepted.

We accept MasterCard or Visa (debit, credit or check card). If your payment is not accepted there will be a red message on the screen to give the reason provided by the card processing service. Review the information you entered for the card number, card type and expiration date. If you do not understand the message, call the number on the back of your card. Your card company should be able to see the denial and explain why it was not accepted.

What happens to the money on my child's account at the end of the school year?

The funds on your child's account are rolled over into the following semester and will be available the first day of school.

Who do I call if I have a question about my child's meal account?

Please feel free to call your school Cafeteria Manager or the Lewisville ISD Child Nutrition Office at 469-713-5207.

****Questions Regarding Low Balance E-mail Notification******What do I need to do to enroll if I have previously made a payment through the Web Store?**

To receive low balance email notification, please add mealplan@lisd.net to your safe email list. Any online payer with a student whose meal account balance has fallen to \$10.00 or below will receive a low balance email notification, *unless you are currently unsubscribed in the "My Account" section of the Web Store, then you will have to re-enroll to resume receiving Low Balance Email Notifications.*

What if I have never made a payment through the Web Store?

If you have yet to make a payment through our Web Store, you will automatically be enrolled in low balance email notification after your first payment into your student's account.

Can I change the low balance email notification settings?

Yes, you may change the food service account balance trigger as well as timing for email notifications. You will also find how to update your email notification settings at the bottom of the Low Balance Notification flier. This feature allows you to adjust your balance threshold, frequency of emails, remove student(s) from your account, change the number of days between low balance emails and to unsubscribe or subscribe student(s) to low balance notifications. Click here for detailed instructions. **(this page has been moved; please update with a new link).**

What if I do not wish to receive low balance emails?

If you do not wish to receive the low balance email, an "unsubscribe" link will be included in your low balance email. You may also unsubscribe through My Account in the upper navigation of the Web Store which appears after your login to <https://lewisville.revtrak.net> using your RevTrak credentials.

How do I get to the Lewisville ISD Web Store?

Visit our website at <http://www.lisd.net/> and click on the Online Payments link to visit the Web Store and learn how you can change your email notification settings. You can also go directly to our Web Store by visiting <https://lewisville.revtrak.net> You may wish to save it as a favorite for easier access later.