

FREQUENTLY ASKED QUESTIONS (FAQs) Regarding the Web Store

How do I find the Web Store?

The Web Store for Mokena Schools can be found by accessing our district's web page at www.mokena159.org. Click on the Web Store link and follow the instructions.

How do I get/What is my student's ID number?

For students in Grades 3–8, the student ID number can be found on your student's report card. Students in Grades K–2 will receive a district letter with this information. Once you have the ID number, keep it in a safe place. You will need to use a unique ID number for each of your students and will need the ID each time you make a purchase. If the student ID is lost or misplaced, you can request this information by emailing StoreManager@mokena159.org. Replies will be made only to the email address on file at the school your child attends. If no email is listed with your child's record, you must provide one to the school office before receiving a response.

What is my password?

You create your own password the first time you make a purchase through the Web Store. Make note of your password, as the school district has no way of knowing what it is. If you are a returning customer and you have forgotten your password, select "Password Reminder" from the menu on the left. Your password will be sent to the email address associated with the account.

How can I change my address or other account information?

Select "My Account" from the menu on the left. Login using your email address and password. Select the "Edit Account" option, and then modify your account information. When finished, click "Submit Changes".

How do I purchase prepaid lunches?

Access the Web Store from www.mokena159.org. Select "Prepaid Lunch" in the top left hand menu. Then select the Prepaid Lunch for your student's school. Click on the Prepaid Lunch link and enter the amount (\$20 or over) student's last name, ID number and grade. Select "Buy Now", and then select "Go to Checkout". If you are a new customer select "Go to Checkout" under the New Customer section. On the billing screen, you will be prompted to enter an email address and password. An email will be sent to the address you provide to verify that payment was made and confirm that the credit card company or bank approved the payment.

I received my confirmation email but when I entered the system again to check the transaction, my payment did not show up. Was it accepted? How will I know?

During checkout, you are required to provide an email address. When the charge is authorized, a confirmation email is sent immediately to that address. If you receive a confirmation email, your payment was accepted. You may also click on "My Account" on the left side of the web store to verify your payment. Enter the email address and password you established with your payment. The screen will show every purchase you have made using this email and password.

When will my payment be available for my child to use for lunch?

Please allow 24 to 48 hours for transactions to be available on your student's school lunch account. Purchases made on the Web Store after 8:00 AM on school days may not be available until the next school day.

How do I pay for multiple students?

After you select the "Buy Now" button for one student, simply repeat the procedure by selecting "Continue Shopping" to add an amount for another student. When you are ready to check out, choose "Go to Checkout".

Why do you charge a convenience fee?

There is a cost of 3.5% to the district to maintain a Web Store and to process credit card payments. Rather than increase the prices like a retail store might do, we charge a convenience fee of 3% for each purchase to help recoup some of these costs.

Why can't I use my credit card in the school office?

In order to assure the security of your personal information and the system, we have centralized the credit card payment function to be located in only the district office.

Does the online Web Store save my credit card information?

No, for security reasons the online payment Web Store does not save your credit card type, number or expiration date. You must enter this information each time you make a purchase from the store.

What if my credit card is not accepted?

Make sure you enter the credit card billing information in the "Billing Information" section. This must be the billing address where you receive your mailed credit card bill. We accept MasterCard or VISA, debit or credit card.

***Special note to Debit Card users:** Many banks "reserve" the amount you attempt to charge each time you make an attempt, even if the debit card is declined. While the money will not be withdrawn from your account, a reserve will prevent you from making other withdrawals for several days and MAY create an overdraft. If your debit card was not accepted due to "address verification error", contact your bank to have them update their information to the Address Verification System.*

I am a Returning Customer. Why is the system saying there is no record of me?

Be sure you are entering the email address that the store currently has on file for you. You may change your email address on file by selecting "My Account" from the menu on the left and logging in with your email address that is currently on file.

What if my student doesn't use all of the money in the account this school year?

The funds on your student's account are rolled over into the following school year and will be available the first day of school. Parents of graduated 8th grade students may request a refund by contacting your child's school office. If you originally paid by credit card, you may request a credit to your account that will process within a few days. If you paid by check or cash, we will issue a check from the district's business office. Allow approximately 4 weeks to process refunds by check.

What if we move out of the district?

Request a refund by contacting your child's school office.

Who do I call if I have a question about the Web Store or my child's prepaid lunch account?

Please feel free to email StoreManager@mokena159.org