



"Where Children Are The First Priority"

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# MOKENA PUBLIC SCHOOLS

## DISTRICT 159

11244 Willowcrest Lane • Mokena, IL 60448-1334 • 708-342-4900 • [www.mokena159.org](http://www.mokena159.org)

## LunchBox

### Food Service System

Dear Parents/Guardians:

LunchBox is an electronic point of sale system that enables us to keep better track of lunch sales for each school and provides better reporting options to both the school and parents. Our goal is to create a system that facilitates a quicker lunch line process for all students and staff as well as provide specific reporting for parents and the school.

Using LunchBox online allows you to check on the remaining balance in your child's prepaid lunch account, or you can view and print a report for the activity and all transactions made on the account. Check your child's lunch balance or see a transaction report by going to our website at [www.mokena159.org](http://www.mokena159.org), navigating to the Lunch page, and then clicking the link to "Check Student Lunch Balance".

To prepay for school lunches, use the online Web Store found at [www.mokena159.org](http://www.mokena159.org), or you may send cash or checks to the school office **BEFORE 10:00 a.m.**

**Lunch ID cards will be issued for all students. Any credit balances from last school year have already been put on your child's individual prepaid lunch account, and will be available for the first lunch service.**

Information about severe food allergies, i.e. nut or milk allergies, identified on health forms will be provided to food service. You may request that your child not be allowed to purchase ala carte items or snacks, or request a daily spending limit by accessing the Food Service Request Form on the school website, completing the necessary information and sending the form to the school office.

Please read the Frequently Asked Questions that follow or contact the school office for more information.

## **FREQUENTLY ASKED QUESTIONS (FAQ) Regarding the LUNCHBOX System**

### **How does the LunchBox program work?**

Your child will be assigned an ID card with a bar code connected to their Student ID. They will be able to access their prepaid lunch account (provided there is money in it) by just scanning their ID card when in the lunch line.

### **How can I prepay for my child's lunch?**

You can send cash or check to the MES/MIS/MJHS school offices. Please include your child's **full name and teacher name** on payment envelope so we know whose account to credit. We request a minimum of \$20.00 for prepaid lunch. Or if you prefer, you can prepay for your child's lunch with Visa or MasterCard by accessing the safe, secure Web Store, available at [www.mokena159.org](http://www.mokena159.org). Instructions for our Web Store are also located on our website. A single \$3.00 convenience fee per shopping cart will be charged for all Web Store transactions.

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

Payments received in the school office **BEFORE 10:00 a.m.** will be posted to your child's account and available for lunch service that day. If you use the Web Store, please allow **at least 24 hours** for transactions to be available on your child's school lunch account. Purchases made on the Web Store after 8:00 a.m. on school days may not be available until the next school day.

### **Does my child need to have a prepaid lunch account?**

No. Your child can always pay for lunch with cash at the register. A prepaid lunch account can be created at any time.

### **What happens if my child loses or damages his/her ID card?**

If your child loses or damages their ID card, they need to inform the school office and the office will reissue a new card to your child. The first replacement ID card will be free, but any additional cards will be replaced for a \$7.00 fee.

### **How will I know when my child's prepaid lunch account is running out of money?**

Parents have the ability to log on to our website at [www.mokena159.org](http://www.mokena159.org), navigate to the Lunch page and click the link to "Check Student Lunch Balance". When the prepaid lunch balance reaches \$6.00 or less, notification will be made by the school office of the building your child attends informing you that additional funds are needed to replenish this account.

### **What happens if my child has no money in their prepaid lunch account or cash to pay for lunch or milk?**

The school will extend a one lunch or milk credit to the child for only one day. After that, the student will receive only a peanut butter sandwich and a carton of milk for lunch until money is received in their prepaid lunch account.

### **Will the office lend my child lunch or milk money?**

No. The offices do not lend money to any child to cover the cost of a lunch or milk.

### **What if my child doesn't use all of the money in the prepaid lunch account?**

The funds on your child's lunch account are carried over into the following school year and will be available for the first day of school. Parents of graduated 8<sup>th</sup> 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 be processed 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.

### **Can I limit my child to a full lunch only?**

Yes. We can set your child's account to prevent ala carte or snack purchases by parental request by accessing and completing the Food Service Request Form from the web site or requesting the form from the school office and sending the completed form to the school office.