

Cashless Lunch Program

Frequently asked Questions

Question: Must my child be enrolled in the cashless program to purchase lunch at FACS?

Answer: Yes. Each student must have funds in an account in order to purchase lunch. Funds can be added either by sending a check with your student or by taking advantage of our monthly automatic draft.

Question: How soon will my check/draft be posted to my account?

Answer: Checks are processed daily. Drafts will be posted on the 20th of the month.

Question: Do I have to have an automatic withdrawal from my checking account?

Answer: No. This is for your convenience. If you prefer, you can send in checks as you see your student's account getting low.

Question: How do I set up the automatic withdrawal?

Answer: Go to the following website: www.facsconcord.com/lunch_minder.asp

Question: What happens if my student doesn't have money in an account?

Answer: In order to allow parents an opportunity to adjust to the new system, we will allow students to charge through September 10th. Beginning on September 13th, each student will be able to charge \$20 to allow for error.

Question: If I set up an automatic withdrawal, can I change the amount?

Answer: Yes. Simply email lunch@facsconcord.com by the 15th of the month to make any changes to your upcoming draft.

Question: How can I keep up with the balance in the account?

Answer: Statements showing your child's charges and available balance will be uploaded regularly to Edline under "Summary Statement." Please remind your student not to ask the lunch attendants: They can only see the daily balance.

Question: What do I do if I have a question or concern about my statement?

Answer: Email your question to lunch@facsconcord.com. Lunch attendants will not be able to answer your questions as they do not have access to your accounts.

Question: Do I have a separate account for each of my children or is it consolidated?

Answer: Each family has one billing statement which can be found on Edline. Charges will be listed by student each day on the one statement.

Question: What about parents and grandparents who visit for lunch?

Answer: Guests may pay in cash.

Question: Can I put a cap on my student's daily spending?

Answer: Yes. Email your request to lunch@facskoncord.com

Question: Can the items my child purchases be monitored? (ie no junk food)

Answer: No. It will remain the same as the cash system. You can, however, set a daily spending limit. If your child has a food allergy, please notify your teacher.

Question: What if my child loses his ID card?

Answer: A lunch attendant can look up an account by name. If card cannot be found, please let teacher know that he needs a new card.