

VANCO Q&A

How can I avoid being charged a fee every time I load money to my child's account?

You can send your child in with cash or a check to applied to his/her account with the cashier in the cafeteria. If you choose to load funds on the website a \$2.00 flat fee will be added to all ACH debits and a 4.75% fee will be added to the total dollar amount of a credit card payment.

I do not see the school listed in the drop-down menu. What should I select?

Please select Lessing's Food Service Management for the district from the drop down menu.

I am unable to add my child to the system. It is not recognizing his/her student ID number. How can I add my child?

Please be sure you are inputting the prefix before the ID numbers. It must be entered in all capital letters.

What happens to the funds I deposit if there is money remaining at the end of the school year?

The funds automatically roll over to the next school year. If your child is a senior, you can request a refund to be issued, which will be mailed out via check, or the funds can be transferred to a sibling upon request.

How does my child use the funds on his/her account?

Your child scans their student ID card at the register to have their account pulled up.

How much money should I load initially?

We recommend loading a larger amount to avoid having to pay continuous fees. Most students spend on or around \$10.00 per day on lunch so we recommend depositing around \$200.00 initially.

Will the funds I have remaining on my previous account be transferred over to the new account or do I have to request a refund?

The funds will automatically be transferred over to the new account on December 15th.

The system is not allowing me to make a deposit, can you please assist?

Please logon to Myschoolaccount.com, on the dashboard click on the green money symbol that says "Deposit". Input the amount of money you would like to deposit in the box on the right-hand side of your child's name and then scroll down to input your payment method and information. In order to ensure your payment went through you should receive a transaction number and email.

I deposited funds into my child's account this morning and my child was told that he/she did not have any available funds on his/her account at lunch. Can you please investigate this for me?

If a deposit is made after 6:00am the deposit will not be reflected on the account until the next day. When we arrive at the school in the morning all our POS' are synced to backup any deposits made over night. Any deposits made after this is done will not appear on the POS until the next Sync, which is the following day.