

Lake Travis ISD Food & Nutrition Services

Frequently Asked Questions

To help families navigate the lunch room with confidence, we've answered some of our most frequently asked questions about school lunch accounts.

How can I avoid processing fees when adding money to a lunch account?

Our online meal payment platform, [MySchoolBucks](#), charges transaction fees for online deposits. Families who prefer to avoid these fees may make cash or check prepayments at any campus cafeteria. Checks should be made payable to LTISD FANS and submitted in a labeled envelope that includes the student's full name and ID number.

I signed up for AutoPay. Why didn't my student's account reload?

For AutoPay to trigger, the account must remain below your selected low-balance threshold for 24 hours. MySchoolBucks syncs with our child nutrition point-of-sale system twice daily, at approximately 5 a.m. and 5 p.m.

If funds are manually added to the account and the new balance rises above your AutoPay threshold, this may prevent AutoPay from recognizing and triggering from the previous low balance.

How do I request a lunch account refund or fund transfer to another student?

To request a lunch account refund or adjustment, please fill out a [Refund/Transfer Request Form](#) located in the "Forms" section of the Food & Nutrition Services Department website and return it to foodservice@ltisdschools.org.

Refunds are issued by LTISD check only. Please allow approximately **2–4 weeks** for refund processing and delivery. Refunds and account adjustments are primarily processed during June and July. Requests may be submitted throughout the year, but processing times may be longer outside of this period.

Can I schedule recurring payments instead of using a low-balance AutoPay threshold?

Yes! If your student has fairly predictable spending habits, you can set up **scheduled recurring payments** instead of a low-balance threshold for autopay. This allows you to add a set amount to the lunch account weekly or monthly, regardless of the current account balance. To set up recurring payments, update your auto-pay settings in MySchoolBucks.

My student said they couldn't purchase food because of their lunch account balance. Is that true?

Students must maintain a positive meal account balance to purchase **snacks, deluxe meals, or other à la carte items**. Families are responsible for maintaining adequate funds in their student's meal account for meal purchases.

If a student has insufficient funds at the time of service, a **Classic Meal** option remains available so the student has access to a nutritious meal while the account balance is being resolved. We encourage families to monitor meal account balances regularly and utilize MySchoolBucks balance notifications or AutoPay features to help prevent unexpected low balances.

What counts as a "complete meal" to take advantage of my free/reduced meal price benefits or district meal pricing?

To receive the school meal price or use free or reduced-price meal benefits, students must select the required components that make up a complete **Classic Meal** from an eligible breakfast or lunch menu. ***Deluxe Meals and à la carte items** are not eligible for free or reduced-price meal benefits.* If a student selects individual items instead of a complete meal, those items may be charged separately at à la carte prices. Learn more about eligible meals and what makes a complete breakfast or lunch by visiting our [Food & Nutrition Services website](#).

How can I place restrictions on my student's lunch account?

Parents and guardians can place purchase restrictions on their student's meal account by completing a [Lunch Account Restriction Form](#), available under the "Forms" tab on the Food & Nutrition Services website.

Once completed, please submit the form to your student's [campus Cafeteria Manager](#) for processing.

Why am I having trouble logging into MySchoolBucks?

If you are experiencing issues logging into MySchoolBucks through the mobile app, try logging in from a computer or web browser first. Once you have successfully logged in online, the mobile app should begin functioning normally. If not, please contact the MySchoolBucks support team at 855-832-5226.