

PrimerEdge (SchoolCafé) / Harris School Solutions (eTrition) Frequently Asked Questions

I understand the Hawaii State Department of Education (HIDOE) will no longer be using PrimerEdge (SchoolCafé). Why is the State switching systems?

The contract with PrimerEdge ended December 31, 2017. HIDOE went through the procurement process, where a panel of experts selected what was deemed the best vendor. HIDOE also listened to feedback from its school principals, cafeteria managers and parents/guardians. Additionally, there were issues with report consolidation. These reports are absolutely necessary for program transparency and to receive reimbursement from the USDA.

When will the transition occur?

The transition will be rolled out to schools January 22 to April 20, 2018. PrimerEdge's contract has been extended for six months so balances and data can be transferred over to the new eTrition system. Online payments for each school will resume and be implemented at a later date.

How will students and parents be affected by this change?

As of January 22, 2018, parents and guardians will temporarily lose the ability to make payments online, view transactions and submit online free and reduced applications. During this transitional period, please make all meal deposits to your child's account **directly to the school** that your child attends.

Why were parents and guardians notified at the last minute?

The contract was not finalized until recently. Once the contract was signed and completed, a letter to parents and guardians was issued January 18, 2018.

What happens if I have reoccurring automatic deposits?

If you currently make online deposits through SchoolCafé (PrimerEdge) and have the reoccurring automatic deposit feature enabled, please login and be certain to turn this feature off.

Will there be a service fee for the new system?

Currently, PrimerEdge charges a 5% service fee. HIDOE is negotiating a better and lower service fee for the new system that will be replacing SchoolCafé.

The last time the State switched meal accounting systems, student balances from the old system were not transferred. Will this happen again?

The balance transfer issue was resolved, and HIDOE is ensuring all balances were corrected before moving to eTrition.

One of the biggest hurdles in the previous transition was moving from a site-based system to a web-based system. The new transition is expected to be less

problematic since it transfers from one web-based system to another web-based system.

Once the first phase of the new transition is complete, and all meal balances and student eligibility statuses are verified for accuracy, a new online payment system will be reintroduced. This system will allow families to make online deposits to meal accounts (for a nominal service fee again), as well as view your child's deposits and purchases.