



STATE OF HAWAII  
DEPARTMENT OF EDUCATION  
P.O. BOX 2360  
HONOLULU, HAWAII 96804

OFFICE OF SCHOOL FACILITIES AND SUPPORT SERVICES

January 18, 2018

Dear Parents and Guardians,

The Hawaii Department of Education's (HIDOE), School Food Services Branch is transitioning the electronic meal accounting system statewide to Harris School Solutions eTrition. It is a system that will allow for the seamless transfer of student balances within HIDOE schools, as your child progresses from elementary through high school.

Currently, student eligibility and balance data is being transferred to eTrition from the current PrimeroEdge (schoolcafé) system. Harris School Solutions eTrition's eligibility notification letters, balance reminders, and receipts may look a little different as your child's school transitions into the new system from January 22, 2018 through April 20, 2018.

Please be aware that beginning January 22, 2018 you will no longer have the capability to make meal balances electronically through schoolcafé. During this cut-over, we ask that you make all meal deposits to your child's account directly to the school that your child attends. **If you currently make online deposits through schoolcafé, and have the reoccurring automatic deposit feature enabled, please login and be certain to turn this feature off.**

We anticipate that once the first phase of this 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 convenience fee) again, as well as view your child's deposits and purchases.

Thank you for your patience and understanding as we work towards giving families more accessibility and control over their child's meal accounts.

If you have any questions or concerns, please feel free to call the School Food Services Branch at (808) 733-8400.

Sincerely,

A handwritten signature in black ink, appearing to read "Dann Carlson".

Dann Carlson  
Assistant Superintendent

DC:lw