

COMPUTERIZED LUNCH PROCEDURES PK-12

QUESTIONS AND ANSWERS

Q: What is this?

A: It is a new computerized debiting system that allows parents to pay for student lunches in advance in essence giving your child an electronic lunch ticket.

Q: How does it work?

A: Quite easily in fact. You can pay for as many lunches in advance for your child as you wish up to an entire school year. These funds will be deposited into a debit account for your child to use at lunchtime.

Q: How does my child use his account?

A: Computer terminals/registers have been installed at the end of each line. When your child selects his lunch, he pushes in his four to five digit PIN # into a key pad right at the terminal. His name comes up with a balance amount available. The cashier enters what has been purchased and the program automatically subtracts and computes the new balance for the following day.

Q: What happens when my account runs low?

A: The cashier will give your child a printed PrePay form. Simply return it to school with a new check to be deposited to the account or go on-line to pay by credit card.

Q: Does my child have to use this system?

A: No, it is strictly up to you. Your child can pay cash at the register each day. The system has been installed as a convenience for children who no longer will have to tote money to school each day and lose all or part of it. It reduces the hassle for parents to remember to give kids their lunch money each day as well.

Q: What happens if my child's account has no balance and we have forgotten to send in a check to replenish the account?

A: The Principals have decided that students may have ***THREE*** charges listed on their accounts at any one time. So the cashier will register the day's lunch as a "charge" and when the check is remembered and deposited the next day, the system will deduct the charge as well as that day's lunch. If a "charge" is not paid, then students will be given a peanut butter/jelly sandwich and milk each day until the charge is paid.

Q: If my child pays by cash on a daily basis, will he/she receive change?

A: No. To make the system efficient, the cashiers will not be making change. Any money paid beyond the cost of the lunch will be put into your account. ***Example:*** *Your child buys a school lunch (\$2.40) and pays with a five dollar bill. The difference will be applied to their account for future purchases.*

- Q: What happens if someone else uses my child's PIN number?
- A: Students may use **ONLY** their assigned numbers. Using someone else's or trying to randomly generate a number will be considered ***THEFT*** and dealt with according to School and District Policies and Procedures.
- Q: So, do I as a parent have any control over what my child purchases?
- A: Yes, you have some control. You can indicate if you want a deposit for "cash on account" which gives freedom to your child to use the account for lunches, extra milk, entrees, etc.. Your student's screen will flag the cashier when the PIN # is entered. You can even tell us to flag "NO SNACKS ALLOWED" on your child's account. You will have the ability to check on-line to see how the money is being spent.
- Q: My child receives lunch at a "reduced rate". Does the system know?
- A: Yes, all information regarding students receiving free or reduced lunches had been downloaded into the system and accounts will be handled the same as others. Students will need to enter their PIN #'s just like everyone else which helps to insure they are not singled out in any way. Only the cashier knows who are receiving federally subsidized lunches.
- Q: What if I move and have money in the system?
- A: You may request a refund in writing or by e-mailing the Building Principal.
- Q: What happens at the end of the school year?
- A: Funds in the system can be rolled over to the next school year. If a student transfers out of the district, remaining funds will be applied to any outstanding fees. Any remaining money may be refunded upon written request.

Please make sure your child has memorized his or her PIN #.

Please contact the school if you do not have your child's PIN #.

Thanks!!

Bernie Hall, Jr., Superintendent
Madison-Plains Local Schools