



Q: What happens if the child's account has no balance?

A: Because a child will not be denied a lunch, we will allow each account a 'charge' of \$5.00 for menu lunches only. After the \$5.00 amount is exceeded, the student will be supplied an alternate peanut butter or cheese sandwich lunch. Student grades may also be held until a negative balance of \$5.00 or more is paid.

Q: How can I be sure my child is only buying lunch with the money I deposit?

A: Unless you let us know otherwise, your child may use the money on his or her account to buy any item we sell. *When using the envelopes we provide be sure to **check the box indicating how you want his money to be used*** (menu meals only or menu meals and a la carte items). You can make requests to place a purchasing restriction on your child's account by contacting the Food Service Department at 440-995-7835.

Q: How do I know what my child is eating?

A: You will be able to view up to a month's worth of transactions by viewing the transaction history page on (www.myschoolaccount.com). This will allow you to view all of the transactions, including payments that have been made within the last 30 days of your child's account. You will need to create a parent account the first time you visit this site and you will need your child's 6 digit student ID number (can be found on child's report card).

You can also request information from the Food Service Department at 440-995-7835.

Q: What happens if the student cannot remember their student ID or bring up their account by the finger scan?

A: The cashier can look up the student account by the last name and the picture ID will come up for verification.

Q: My child receives a lunch at a 'reduced' or 'free' rate. How will this work?

A: All information regarding students receiving a free or reduced lunch is downloaded into the system and the account will be set up as the others. All students will access their accounts in the same way, so students qualified for free or reduced lunch cannot be identified by anyone other than the food service cashier. A parent may choose to put money into the student's account for a la carte use. If a parent only wants the money deposited used for reduced lunches, then be sure to check the box listed 'menu meal only' on the payment envelopes.

Q: What if I move and have money in the system?

A: You may request a refund.

Q: Will lunch tickets still be accepted?

A: Yes, but they will no longer be issued once implementation begins at that school. Any remaining tickets will be accepted.

Q: What happens at the end of the school year?

A: Funds in the account will be rolled over to the next year and if need be, transfer to another school in the district.



Mayfield City Schools

Food Service POS (Point of Sale System)

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 and the ability to monitor what their child is eating.

Q: How does it work?

A: Easily, you can pay for as many lunches in advance (weekly, monthly, yearly) 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/her account?

A: In the cafeteria by each cashier station there will be a finger scanner (elementary schools) or a number pin pad (MS and HS) for the student to either place his/her index finger on the scanner or enter his/her 6 digit student ID number. That will prompt a picture ID to come up as well as the account balance. The food service cashier will enter on a touch screen computer terminal what has been purchased and the program automatically subtracts and computes the current balance.

Q: Will this speed up the lunch lines?

A: For the first week or two the lunch line may run a little slower until students/staff are accustomed to the new routine. After the initial period the system should expedite the lunch line and students will no longer need to fumble with cash or tickets.

Q: Will cash still be accepted?

A: Yes, but it is discouraged and the final goal is to eliminate the need for students to carry cash for lunch. Bringing cash to pay for lunch will delay the lunch lines.

Q: What happens when my account runs low?

A: The cashier will hand the student/teacher a preprinted payment envelope, indicating that the account is getting low. In addition a letter, phone message or email will be sent to the household.

Q: How do I put money in my child's account?

A: There will be 3 ways to deposit money into your child's account.

1. You can send a check or money order to the school office. Please use the pre-printed envelopes provided and available in the school office. Please make the check payable to *Mayfield Food Service*. An envelope will be given to the students as their balances fall to or below \$2.25. Payments will not show on accounts until the following business day so please plan accordingly.

2. You can make credit card payments on -line through the Food Service Solution's website (www.myschoolaccount.com). You will need to create a parent account the first time you visit the site. You will also need your child's 6 digit student ID number (found on report card) to list them under your account.

3. You can transfer money from your checking account to the student's lunch account via ACH .