

BEXLEY CITY SCHOOLS
COMPUTERIZED CAFETERIA DEBIT PAYMENT SYSTEM

Please take a few moments to read the following information. Hopefully it will answer many of the questions that you may have.

Thank-you,

Jim Anderson
Food Service Director
614-231-7611 Ext. 4104

Q. How do I get a PIN number for my child?

A. Your child's teacher will give each student his or her number on the first day of school. All of our staff will take special time to help the new students use the PIN pad, if they forget their number all they need to do is tell the cashier their last name and we will look it up and complete the transaction quickly. We have found that the kids have very little fear of the system and actually look forward to using the PIN pad. We do ask that parents take a few moments to practice the numbers with the children. We are using your child's state assigned number so this number will not change as he or she changes grades or school buildings.

Q. What is the best way to send money in and who do I make the check to?

A. Place your child's check in an envelope and have your child put it in a secure place until he or she get to school. The check should then be given to the teacher or your child may take it directly to the cafeteria. Please make all checks payable to BEXLEY CITY SCHOOLS. Please, if you would, put your students six digit ID number somewhere on the check, doing so will speed up the input process.

Q. When I have a question about my child's account who do I call?

A. You should call the Food Service Office at 614-231-7611 Ext. 4104. Ask to speak to Jim Anderson. If after hours, please leave a detailed voice message and I will return your call. Calling the school office will only delay a response. They do not have the information needed to answer your questions. Morning hours are usually the best time to call.

Q. What is my child allowed to charge?

A. The system is designed to allow *prepayment, not charging*, of meals and ala carte items. As your child purchases meals or ala carte items, their cost is deducted from the prepayment amount. If the balance goes into the negative amount, school policy will allow Elementary students to receive a "credit" for two plate lunches. There is no charging at the Middle School and High School level. If the elementary student's account is not paid in full following the second charge, and then he or she will receive a cheese sandwich, vegetable and milk for his or her lunch and the account will be charged for another plate lunch.

Q. May I use a credit card?

A. At this time that service is not available.

Q. Does my child have to use the "prepay" system?

A. Although your child will need to enter his or her PIN number into the system each time, cash payment is fine.

Q. Can I limit what my child can purchase in the cafeteria?

A. Yes, please send a note or call the cafeteria office at 231-7611 ext. 4104 for limits or restrictions on your child's account. The information will be posted on child's account page. Our staff will have the information when your child enters his or her PIN number.

Q. How do I pay if I have more than one child in the school?

A. We prefer that you write an individual check for each child with his or her name or account number on the check.

Q. How will I be notified if my child owes money?

A. When your child's balance is getting low, the cashier will write a "reminder note" for your child to take home. Please ask your children periodically about the account balance.

Q. What if my check is cashed but I have insufficient funds to cover the check?

A. Please contact the *Office of the Treasurer* as soon as possible to correct the problem, our school district has an arrangement with a collection agency to assist in collecting revenue due the district.

Q. My child is on a federal assisted lunch program and I don't want him/her to be embarrassed.

A. Rest assured, this system was designed for privacy of all students. This system alleviates the need for obvious tickets or lists. It's a good idea though for all parents to keep a small balance on the machine, especially students on the reduced price program.

Q. If my child has a negative balance and I send a check to cover one week's lunches why am I out of money on Friday

A. The computer will automatically credit any negative balance before applying money.

Q. Will the cashier keep my change if I owe money on the account?

A. Yes, The money will applied to the negative balance on the account.

Q. I packed my lunch but forgot to bring money to buy milk. May I "charge" milk to my account?

A. Yes, elementary students only, please send money the next day to cover the charge.

Q. I'm applying for federal assisted lunches, who pays for my children's lunches until it's approved?

A. Until the request is processed and approved, parents are responsible for paying for the lunches. If you child has charged lunches and you then become approved, your still responsible for paying for the lunches that were charged prior to being approved.

Q. What happens if my child has a balance at the end of the year?

A. The balance will carry over for the next year. If moving out of the district or graduation please call the food service office at 614-231-7611 ext. 4101



