

New Meal Payment System FAQ

Starts January 12, 2010

QUESTIONS AND ANSWERS

- Q: What is this all about?
A: It is a new computerized debiting system that allows parents to pay for student meals in advance.
- 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 enters in his 7 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 can inform your son of his account balance at any time or you can receive low balance emails through your account link at EZPay.
- 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 students who no longer will have to bring money to school each day. It reduces the hassle for parents to remember to give kids their lunch money each day as well.
- Q: What happens if someone else uses my child's PIN number?
A: Students may use **ONLY** their assigned numbers. A photo of your son will appear on the screen so that the cashier can verify that it is your son using the account.
- 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.
- Q: What if I move and have money in the system?
A: You may request a refund.
- Q: What happens at the end of the school year?
A: Funds in the system will be rolled over to the next year. Only graduating seniors or withdrawing students can receive a refund.

Please make sure your child has memorized his PIN # to use by January 12, 2010.

If you have any questions, please feel free to call Rene Howard at 513-791-5791 X2224, Angie Braun at 513-921-3744 X3117 or send an email to ReneHoward1@yahoo.com.

Thanks so much!

Sincerely,

Rene Howard
General Manager of Foodservices
Elder High School