

## **Seton Catholic School**

### **Food Service Department POS (Point of Sale System)**

**Q: What is this?**

A: It is a 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: Simply choose a dollar amount to deposit. 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: The identification of students is with a biometric finger-imaging device. The device converts the finger image into a numbered pattern that is then stored for future identification at the point-of-service. 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: Yes – no need to carry money or an identification card, students can not forget their fingers so the lines are speedier than the alternate methods used.

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

A: There will be 4 primary ways to deposit money into your child's account.

1. You can send a check or money order to the school office. You may use a pre-printed envelope provided in the office or mark the envelope with your student's information. Please make the check payable to *Hudson City Schools Food Service*. Include your student's ID number on your check or money order which can be obtained at the Seton office. Payments will not show on accounts until the following business day so please plan accordingly.
2. You can mail a check or money order to the food school office located at 77 N. Oviatt Street. Please make the check payable to *Hudson City Schools Food Service*. Payments will not show on accounts until the following business day so please plan accordingly.
3. You can make credit card payments on -line through the Food Service Solution's website ([www.myschoolaccount.com](http://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 student ID number to list them under your account. There will be a transaction fee applied for this method of payment.
4. You can make payment with a transfer of money from your checking account to the student's lunch account via ACH draft through the Food Service Solution's website ([www.myschoolaccount.com](http://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 student ID number to list them under your account. There will be a transaction fee applied for this method of payment.

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

A: **You can sign up for account balance notifications which will alert you when monies need to be replenished.** Because a child will not be denied a lunch, we will allow each account a 'charge' of \$5.00 for menu lunches. After the \$5.00 amount is exceeded

(meaning the child's balance is a -\$5.00), the student will be supplied an alternate cheese sandwich lunch.

**Q: How do I know what my child is eating or what his/her balance is?**

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](http://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 student ID number which will be provided to you. *You can sign up for account balance notifications which will alert you when monies need to be replenished.* You can also request information from the Food Service Department at [330-653-1203](tel:330-653-1203) or at the Seton office.

**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. If a parent only wants the money deposited used for reduced lunches please indicate this to the Food Service Department at [330-653-1203](tel:330-653-1203).

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

A: You may request a refund by providing a written request to the food service department.

**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 can be refunded by providing a written request to the food service department.

**Q. Can I place a restriction on my child's lunch account?**

A. Yes, if you'd like your child to buy milk only or only eat lunches on certain days please call [330.653.1203](tel:330.653.1203) and we can place these restrictions on your student's accounts.

**Q. What if my child has an allergy?**

A. Please contact the nutrition service department. An alert message will be added to your child's account so that we may caution your student from purchasing foods containing potential allergens.