

CYPRESS-FAIRBANKS I.S.D. FOOD SERVICE DEPARTMENT

August, 2009

The cafeteria uses an automated cash register system. This system allows us to provide better service to both students and parents, as well as account for all meals served in the cafeteria. All students buying a meal in the cafeteria must use a PIN number, whether they are paying with cash or money on their account. Below are answers to questions commonly asked about the automated cash register system.

HOW DOES THE SYSTEM WORK?

Each student will be assigned a personal identification number (PIN), consisting of 4 or 5 digits. During mealtime, students will key the PIN number on a keypad. The current money balance in the student's meal account will be shown on the computer or Point of Sale (POS) screen. If an account has enough money, the transaction will be processed and the amount of the meal will be deducted from the student's balance. If there is not enough money in the account or the student enters an incorrect number, the cafeteria manager will handle the situation following school policy. Students receiving free meals will automatically have an account balance of one lunch and one breakfast per day. A la carte items may be purchased on a student's account.

WILL MY STUDENT HAVE THE SAME NUMBER AS LAST YEAR?

If your student was enrolled in the SAME SCHOOL last year, he/she should be retaining the same number as last year. If he/she has transferred or been promoted to a new school, he/she will receive a NEW P.I.N. number.

HOW DO I MAKE DEPOSITS INTO MY STUDENT'S ACCOUNT? HOW DOES THE ACCOUNT WORK?

In order to activate an account, early morning collection will be available at the cafeteria daily. Cash or checks will be accepted for deposits. Checks will only be accepted in the morning, not while lunch is being served in the cafeteria. Credit Card payments will be accepted online through PAMS Lunchroom (each student will be given a flyer explaining the PAMS system). Credit card payments **will not** be accepted at the school or district office. Payment into an account can be for one or more meals. Food Service encourages parents to prepay for a number of meals at once in order to reduce the need for frequent deposits and daily cash handling. See the chart below for multiple meal prices:

2009-2010 Elementary Meal Prices	1 Meal	5 Meals (1 week)	10 Meals (2 weeks)	20 Meals (1 month)
Reduced Breakfast	\$.20	\$1.00	\$ 2.00	\$ 4.00
Full Paid Breakfast	\$.95	\$4.75	\$ 9.50	\$19.00
Reduced Lunch	\$.40	\$2.00	\$ 4.00	\$ 8.00
Full Paid Lunch	\$1.65	\$8.25	\$16.50	\$33.00

Adult/Visitor Meal Prices	1 Meal	5 Meals	10 Meals	20 Meals
Breakfast	\$ 1.20	\$ 6.00	\$ 12.00	\$ 24.00
Lunch	\$ 2.15	\$10.75	\$ 21.50	\$ 43.00

Secondary Meal Prices	1 Meal	5 Meals	10 Meals	20 Meals
Reduced Breakfast	\$.20	\$1.00	\$ 2.00	\$ 4.00
Full Paid Breakfast	\$1.10	\$5.50	\$11.00	\$22.00
Reduced Lunch	\$.40	\$2.00	\$ 4.00	\$ 8.00
Full Paid Lunch	\$1.80	\$9.00	\$18.00	\$36.00

When parents deposit a minimum of \$50.00 at one time per child, a BONUS of \$2.00 is placed in the account.

Households with more than one student at the school need to designate the amount of money to be placed into each student's meal account. An account balance cannot be shared by different students in the same households. Payments must be received by 9:00 a.m. to ensure placement into the student's meal account prior to lunch. A parent can always ask for a detailed report on available meal money and meal transactions in a student's account. To request this information, please call the cafeteria.

WHAT HAPPENS TO THE MONEY LEFT IN MY STUDENT'S ACCOUNT AT THE END OF THE SCHOOL YEAR? IF MY STUDENT TRANSFER TO ANOTHER SCHOOL IN THE DISTRICT OR LEAVES THE DISTRICT, WHAT HAPPENS TO ANY REMAINING BALANCE?

Money left in an account at the end of the year will be available for that student to use in the next school year. For those students who transfer from one school to another school within the district, any money left in a student meal account will be available at the new school within a week of transfer. Students leaving the district will receive a refund of the balance of their account. This refund will be made upon our receipt of a written request to the Food Service Office from the student's parent or guardian. Refunds will be issued by the District Central Office via a check mailed to the designated address.

WHAT HAPPENS IF SOMEONE BORROWS OR UNKNOWINGLY USES MY CHILD'S NUMBER?

The register system randomly generated the PIN numbers that are distributed to your child, making it difficult for someone to gain access to the number. If an account is used more than once per meal period, the screen will stop to verify the user. If a student suspects someone is using his/her PIN number, notify the cafeteria manager immediately. The cafeteria manager will take steps to rectify this situation.

Please remember that the student meal PIN number issued belongs to your son or daughter. This meal PIN number is confidential and should not be shared with other students. It would be helpful if you would discuss with your student that his/her PIN number needs to be kept confidential.

CAN A PARENT/GUARDIAN REQUEST THAT THE MONEY ONLY BE USED FOR LUNCH AND/OR BREAKFAST?

A student may purchase a la carte items, as well as meals unless a parent or guardian notifies the cafeteria. The POS system allows an account to be blocked for a la carte purchases.

NOTE: The cafeteria will continue to accept cash as students come through the line but they will be required to use their PIN numbers.

Thank you for your support as we try to meet the needs of our students. Should you have questions, please call the cafeteria or the Food Service Office at 281-897-4535.