

MEALTIME PROGRAM "FREQUENTLY ASKED QUESTIONS"

What is MealTime?

MealTime is a convenient purchasing system used in the MCHS cafeteria. MealTime works similar to a debit card system and allows students to purchase lunch items by entering their student ID number at any cafeteria checkout line. Funds for purchased items are debited from the student's account, which can be maintained over the Internet or by making deposits in the main office of MCHS.

Who is MealTime for?

MealTime is available in the MCHS cafeteria for use by students and staff.

Is it required of all students to use MealTime?

No, cash payments are still accepted. However, all students will need to enter their student ID number to make a purchase.

Do I need to create a MealTime account for my child?

All MCHS students automatically have a MealTime account created for them when they register with our school district. Parents who would like to view their child's account online (starting one week prior to the beginning of the school year) through MealTime Online should do the following:

- 1) Visit www.mymealtime.com.
- 2) Create a MealTime Online account by clicking on the "Create New Account."
- 3) Enter a username and password of your choice. (User names and passwords must be at least six characters in length.)
- 4) Click on the "Add New Student" link and enter your child's first name and student ID number (located on his/her student schedule and student ID card).

Is there a cost to families who choose to use the system?

Aside from maintaining a fund balance for their child(ren), there are no additional costs to families who utilize MealTime or use MealTime Online to view their child's account. There is, however, a 4.9% service charge assessed to each credit card transaction when adding funds to your child's account online. The service provider, not MCHS District 101, receives money generated by the service fee. The online deposit minimum is \$25.00.

Can parents/guardians monitor student purchases?

Parents/guardians can monitor their child's account activity either by logging into their account by visiting www.mymealtime.com or by requesting a hardcopy account report from the MCHS Food Cafeteria Manager.

How do I deposit funds into my child's account?

Parents/guardians can deposit funds into their child's account two ways:

- 1) One option is to make a deposit via personal check made payable to "MCHS." Please note your child's student ID number in the "Memo" section of the check. Your child can drop off a deposit in the deposit box in the main office. Deposits made prior to 9:00 am will be available for lunch the same day.
- 2) A second option is to make a deposit to your child's account online via a secure credit card transaction. To make a deposit online, simply visit www.mymealtime.com, log into your child's account, and click on the "Make a Deposit" button. There is, however, a 4.9% service charge

assessed to each credit card transaction when adding funds to your child's account online. The service provider, not MCHS District 101, receives money generated by the service fee.

How quickly will deposited funds appear in my child's account?

Deposits made on line to student lunch accounts during the school year will typically appear within twenty-four hours of processing.

How much money should I deposit in my child's account?

Because most food purchases are a la carte (item by item), an average lunch (entrée, drink, snack) costs between \$4 - \$5 per day, or \$92 - \$115 per month. While this estimate should adequately cover your child's lunch needs, we encourage you to determine the amount that best suits the needs of your child and your family.

Will parents/guardians be notified when their child's lunch account gets low?

When your child's account falls to \$5 or less, he/she will be reminded by the cafeteria checkout staff member to deposit additional funds into his/her account. If your child's account falls to a balance of negative \$5, he/she will not be able to purchase lunch items through MealTime until a fund balance is replenished. Until you are able to replenish your child's fund balance, they may make cash purchases instead.

What happens to funds that remain in my child's account at the end of the school year?

Fund balances that remain in student accounts can either be "rolled over" to his/her account for the following year or be refunded. Refunds can be requested through the MCHS Cafeteria Manager. For more information on refunds, please call 815-941-5302.

Can spending limits be set on my child's lunch account?

Yes. Parents interested in placing a spending limit on their child's lunch account can do so by contacting the Cafeteria Manager at 815-941-5302.

If I have two or more children who eat lunch at MCHS, will they each have their own account or is there an option for one joint account?

Because MealTime accounts are tracked according to student ID numbers, each student at MCHS must have his/her own separate account.

How does MealTime work for students enrolled in the school's Free & Reduced Lunch Program?

Students who are enrolled in the school's Free & Reduced Lunch Program will be given a plate lunch and will check out by entering their student ID number (the same procedure as students utilizing MealTime). Additional purchases can be made as long as a fund balance has been placed in that student's account.

What happens if another student makes purchases on my child's account?

It is very important that your child keeps his/her student ID number private. Any instance of a student using another student's account will be referred to the Assistant Principal's Office as theft.