

FAQ's – Frequently Asked Questions Regarding Food Service

❖ What are my child's lunch options?

They can bring a lunch from home, or purchase a hot lunch.

❖ How do students pay for lunch?

Students may pay for lunch in two ways:

- **Prepayment** – With prepayment, the student can enter the food service line without having to carry cash in the line. Money is applied in advance to the family food service account. We encourage making prepayments by check, or by credit card through Family Access or the Woodland Web Store. Links can be found on the Woodland website (www.dist50.net). Allow (2) school days for payments to be posted to your account, unless payment is made through Family Access. Family Access payments are applied instantly. Checks should be made payable to **Woodland School District #50**. During the school year, check and/or cash payments should be sent to school in an envelope marked '**Lunch Money**' along with **Head of Household, Student Name, Teacher Name and Amount Enclosed**. These envelopes should be given to the homeroom teacher. Students in the Middle School should deposit payments in a locked drop box provided in each cafeteria. Any child in the family may turn in the payment, only one check per family is necessary. Deposits to a family food service account should **not** be combined with any other school fees.
- **Cash (In Serving Line)** – Cash payments are accepted to pay for meals and extras in line. In the case of milk-only purchases, cash is preferred so that the student will not have to wait in the regular food serving lines.

❖ What are the benefits of the Debit Card System?

The Debit Card System speeds up serving lines. There is no need for the student to carry cash in line. Cash handling slows down the lines, which results in less time for your child to eat their lunch. When the debit card is used instead of cash, information is scanned into the system and automatically recorded. Also, everything purchased by the student can be viewed by the parent through Family Access. Detailed statements can be provided upon request. With cash sales, purchases are not recorded by the individual student. Therefore, detail of items purchased is not available for parent review. We encourage all our students to use the Debit Card System.

❖ How will the Debit Card System work?

Money is deposited into the student's **family** food service account by using any student's name in your family. Purchases made by all children in the family are deducted from the one **family** account. When the student purchases lunch, their student ID card is scanned and the amount of the purchase is deducted from the student's **family** account.

❖ How much money should be deposited in the Food Service account?

Any amount can be deposited, when paying by cash or check. When paying by credit card online, you have several dollar amounts to choose from. The minimum amount through Family Access is \$25. Remember, the food service account is a **FAMILY** account - purchases made by all children in the family are deducted from the one **family** account. The cost of a "complete" lunch is \$2.00. Ice cream is sold once per week in 2nd – 5th grade. Students in 2nd – 5th grade may also purchase a limited number of extra items at ala carte prices. At the Middle School, there are many food choices which can potentially lead to much more money being spent. Please discuss dollar limitations with your child in advance. Purchasing food for friends is strongly discouraged.

❖ What does "Complete" lunch mean?

The "Complete" lunch has five components: Meat or meat alternative, vegetable, fruit, grain/bread, and milk. A student may choose all five components, or select only three out of the five, to comply with Federal guidelines. The charge for the lunch is \$2.00, regardless of whether the student chooses three, four or five components.

❖ Can my child have more than one lunch or extra milk?

All students will be allowed to purchase additional items with the Debit Card. If you do not want your child to purchase additional items, check "No" on the Payment Form, send an email to arbor@dist50.net, or send a written note to school with your child.

❖ How will my child be served?

- **1st - 5th Grade** – Each student is issued a card with their name and a barcode that is kept in the classroom. Students will have a choice of four entrees each day, along with limited ala carte items. They will enter the serving line, receive a tray, choose 3-5 lunch components and stop at the cashier to have their purchases scanned.
- **6th – 8th Grade** – Each student will be issued a picture ID card with their name and a barcode. The student is responsible for carrying the ID card with them the entire day. They must have their ID card to charge their purchases to the family account. There are multiple serving lines in the cafeteria. All lines offer 6-10 entrees to choose from to make up a "Complete" lunch. In addition, there are numerous ala carte items available at additional cost. We advise parents to discuss dollar limitations with your child in advance. After they choose their lunch, the cashier will scan the purchase and either deduct the amount from the account (if the ID card is used), or accept cash.

❖ **How will I be able to check the balance of my account?**

Account information is available online through Family Access. The Family Access link can be found on the District website (www.dist50.net). Detailed statements can be provided upon request by contacting Arbor Management at arbor@dist50.net or (847) 856-3408.

❖ **What if the account has no money left in it? Will my child get a lunch for today?**

The District's policy is that a cheese or peanut butter sandwich and milk will be given as lunch. This is done as a courtesy and is on a limited basis only. The student's ID/debit card will be taken. At the Middle School, the ID should be picked up in the cafeteria office after payment has been applied to the account. Credit will not be extended. Payment must be made to the account in order for the debit card to be returned. Allow (2) school days for payment to be processed. Until the debit card is reinstated, students should pay with cash or bring a lunch from home.

❖ **What if my child wants to purchase only milk?**

We encourage milk-only purchases to be made with exact change to avoid waiting in the food serving lines. There is a separate milk-only line. If the debit card is used, the student needs to go through a food serving line.

❖ **What if my ID/Debit Card is lost, stolen or damaged? (Middle School)**

The student should report a lost or stolen ID card to the school office and the Arbor Food Service Manager. A new ID card will be issued by the school at a replacement cost of \$5. Please allow (5) school days for the new card to be processed. Lost ID cards are deactivated and new cards are reissued with a new barcode number for security purposes. Students who damage or deface their ID card will be asked to go to the school office to replace the card at a cost of \$5.

❖ **What if I forget my ID? (Middle School)**

Students may use cash, or go to the food service office for further assistance.

❖ **If I receive free or reduced price meals, can I purchase additional food?**

You can pay cash or use your family account (as long as there is money in the account). All students receiving free or reduced price lunch benefits must have a current application on file. All students are entitled to the same food choices to make up one "Complete" lunch. It is important that all students receiving free or reduced lunches use their ID card at all times. Only one "Complete" free or reduced price lunch is allowed per student, per day.

❖ **What is the difference between Family Access and Online Credit Card Payment?**

The Family Access site is where you can view your food service account activity and balance. The Web Store site is where you can make an online credit card payment only. They are two separate sites, with different logins and passwords.

The Web Store login and password is your email address and a password that you create the first time you pay via the Web Store. If you've never paid through the Web Store, you will need to enter your email address and create a password as part of the payment process. If you've forgotten or misplaced your login and password, please click "Password Reminder", which is located on the Woodland Web Store homepage under "Other". For all online payment questions, click "Contact Us". Your email will be directed to the appropriate Woodland staff member.

The Family Access login and password are created and maintained by the District. If you need a login and password, please go to the District website (www.dist50.net) and click on the "Family Access" link. Once you are on the Family Access homepage, click the "Login Request Instructions" link.