

## Notification Features and Prepayment Options

- What is MealPay?

MealPay is a prepayment system that allows you to make deposits into children's accounts via the web at <http://www.mealpayplus.com>. Features of Meal Pay include:

- Allows you to sign up and register a child or children in multiple districts on the website
- Accepts credit cards (VISA, MasterCard, or Discover), bank check cards with VISA or MC logo
- Allows payments and balances to be viewed and updated in real-time
- Allows you to view payment and purchase history
- Deposit confirmations are emailed directly to your email account
- Low balance email reminders can be set up to remind you you're your balance reaches a certain limit
- Auto Replenish features allow you to set a low balance amount that will automatically credit funds to your child's account from your credit card once the set low balanced is reached.

The parent will have to register as a user using the alphanumeric KISD ID number for their child. There is no charge for viewing the student's account history or receiving low balance reminders. A 4.75% tax charge is ONLY added when making deposits on MealPayPlus. The charge includes the entire family when making a deposit (maximum transaction of \$200/single child).

Security is a priority with MealPayPlus. The data is encrypted at 128 bit encryption with SSL/secure socket layer. VISA protocol for its CISP/Cardholder Information Security program is followed and CISP certification from VISA is held. This is VISA's highest security certification.

If parents have problems or payment processing questions, they should call 877-237-0946 between the hours of 9:00 a.m. -- 6:00 p.m. EST. After hours, they will be asked to leave a number and will be called the next business day. Parents can also send emails to [Support@Mealpay.com](mailto:Support@Mealpay.com).

- Why I am receiving an automated phone call saying my child owes, and what can I do to stop them?

The KISD Technology Department has a callout system to alert parents by telephone of student activity. The Nutrition & Food Service Department is using the *School Messenger* software to reach parents/guardians with a courtesy call stating their child has a negative account balance in the cafeteria. The telephone calls go out daily. The message presently states the name of the school, child's name and the negative balance amount.

The School Messenger software is programmed to call all accounts with a negative balance. All questions pertaining to account balances should be directed to the cafeteria manager between the hours of 6:30 am and 2:30 pm.

- Who should I contact about updating/changing phone numbers for School Messenger callouts?

Any requests for changes on a student record needs to be directed to your home campus. Contact the Registrar/Zangle Coordinator in your school's front office.

- I had an insufficient check, how can I repay the owed amount?

Parents will receive a notice of insufficient check in the mail from Checksmart Recovery, the district's check collection company. The amount to be repaid will be the amount of the original returned check plus additional bank fees of \$30.00 plus tax. Repayment should be handled directly with Checksmart Recovery @ 1-888-851-6634 and not with your campus. Additional checks will not be accepted until the insufficient check is paid directly to Checksmart Recovery. After two checks have been returned unpaid to Katy ISD, the district reserves the right to no longer accept any checks from students living in that household. The parent/guardian will be asked to send in cash, a cashier's check, money order or use MEALPAY ([www.mealpayplus.com](http://www.mealpayplus.com)) with a personal credit card for repayment on account.

- How can I make deposits to my child's account?

The most convenient prepayment option is through MealPay. This method allows you to make deposits into children's accounts via the web at <http://www.mealpayplus.com> with your personal credit card.

You may also make a deposit to the meal account with a check. Please place the check in a sealed envelope with your student's first and last name, teacher, and district ID number noted. Checks should be made out to KISD Food Service and include the student name(s) and the district student identification number in the memo section. If a check is written to cover more than one student in the same school, all the names of the children, the amount per each account and their student identification number should be noted on the face of the check.

If you prefer to use cash as the method of prepayment, you should hand deliver the cash to the food service manager/cashier in your cafeteria. Please provide bills in denominations less than \$20.00 for prepayment, as the cafeteria staff will be unable to take/ deposit bills larger than \$20.00. A Detailed Account report can be requested at that time to show receipt of payment. The NFS Department can not reimburse claims of lost cash payment without a receipt.

## Meal Pricing

- What are the current prices for lunch and breakfast?

Elementary lunch prices:  
\$1.50 for full paying students  
\$0.40 for students with reduced price meal benefits

Elementary breakfast price:  
\$0.75 for full paying students  
\$0.30 for students with reduced price meal benefits

Secondary lunch prices:  
\$1.75 for full paying students  
\$0.40 for students with reduced price meal benefits

Secondary breakfast prices:  
\$0.85 for full paying students  
\$0.30 for students with reduced price meal benefits

Adult meal prices:  
\$2.25 for lunch at all school levels  
\$1.25 for breakfast at all school levels

- Why do faculty and staff pay more for meals than students do?

The district receives federal reimbursement for meals served to children only. The value of this reimbursement plus any donated commodities must not be used to subsidize adult meals.

- My child was charged more at breakfast for only taking one item today, what does the student breakfast meal price include?

To receive the stated breakfast meal price, the student needs to have chosen at least two different items from the items offered. Milk can be counted as 1 item. If a total of 2 items are not on the tray, the student will be charged ala carte prices which could cost you more than the stated meal price. The student may choose to take all items offered that day for the same price.

- My child was charged more at lunch for only taking an entree and one item today, what does the student lunch meal price include?

To receive the stated lunch meal price, the student must take one full entrée and at least two different sides from the other items offered. If three items (1 entrée + 2 different sides) are not on their tray, the student will be charged ala carte prices which could cost you more than the stated meal price. Milk, white or chocolate, is considered as a side choice. The student may choose to take the entrée and all items offered that day for the same price.

- How can I limit what my child can purchase from his/her account?

The district can no longer accommodate a parent's request to restrict an account or add preferences to the cafeteria software. The software's "Manager Alert" feature can only be used for students with medical issues. However, the parent does have the ability to monitor student purchases (at no charge) through [www.Mealpayplus.com](http://www.Mealpayplus.com).

- What happens to money left in my child's account at the end of the school year?

Any money left in the child's account at the end of the school year will be available on the first day of school the following year. The funds will also advance to another school in the district as your child progresses through Katy ISD.

## Benefits Administration

- Why does my child bring home an application for meal benefits every year?

**New for this 2009-2010 school year** – For faster processing we are proud to introduce **Online Application Processing**. Visit [www.katyisd.org](http://www.katyisd.org) website, Nutrition and Food Service page for a direct link to the online application. By submitting online, this will save time and allow for faster processing of benefits.

The National School Lunch and School Breakfast Program requires an application be sent home with each district student at the beginning of each school year. The program provides free and reduced priced meals for children of families unable to pay the full price of the meals as defined

by the federal government. To apply for these benefits, parents of students must fill out this application completely. Be sure to include the names of all students on one application, complete the income information, sign the form and write the parent social security number or the circle the word 'none' to indicate the signer has no social security number. Qualification for this program is determined by the income criteria determined yearly by the United States Department of Agriculture.

*A new application must be filled out at the beginning of each school year.* Meal benefits begin on the day the application is approved in the food service office and continues throughout the school year and approximately the first thirty days of the next school year. Any student who does not have a current application on file in the food service office will be unable to receive meal benefits after thirty operating days into the new school year.

- What type of cash register system does the food service department use?

The Katy ISD Food Service Department uses a computerized point of sale system. This system allows us to account for all meals served at each school. Each district student is assigned a district student identification number. All students in the secondary & elementary schools will scan their district identification card at the cash register at both breakfast and lunch. This action will link the student to their meal account and will track purchase history and benefit administration.

## Borrowing Procedure

- What is the borrowing policy for the food service department?

The Katy ISD Food Service Department allows students at the Elementary level to borrow money for lunch in an emergency situation. However, it will not be extended after the student's account balance reaches a cap of \$-5.00. If the student does not have money for lunch after the cap is reached, a complimentary cheese sandwich and white milk will be offered in place of the meal tray. If a student owes money, he/she will not be allowed to purchase snacks on their account until the account is paid in full. Parents are responsible for monitoring the amount of money in their child's account and for paying back any borrowed money in a timely manner. Parents are encouraged to monitor and place prepaid monies on their children's account via Meal Pay Plus.

- Why did my elementary child receive a cheese sandwich for lunch?

Your elementary child may have been given a cheese sandwich and milk at no charge if he/she has borrowed over the \$5.00 limit. Please repay the borrowed money to the school cafeteria as soon as possible.

## Menu Planning and Nutrient Analysis

- What other options does my Secondary student have for lunch daily?

**Menus for Secondary Schools with Daily Pizza and Sandwich Lines (\$1.75):**  
Pizza Variety Choice

- Choice of Baby Carrots with Ranch or Fat Free Italian Dressing
- Choice of Goldfish variety
- Choice of daily fruit selection: Whole Apple, Banana, Orange or Peaches
- Choice of 1% white or strawberry Milk or fat free chocolate Milk

### Sandwich Variety Choice

- Choice of Baby Carrots with Ranch or Fat Free Italian Dressing
- Choice of Baked Chips
- Choice of daily fruit selection: Whole Apple, Banana, Orange or Peaches
- Choice of 1% white or strawberry Milk or fat free chocolate Milk

### Menus for Secondary Schools with Value Meals (\$1.75):

- Monday – Personal Pan Pepperoni Pizza, Baby Carrots, Breadstick, Fruit selection, Choice of 1% white or strawberry Milk or fat free chocolate Milk
  - Tuesday – Choice of Cheeseburger or Hamburger, Baby Carrots, Baked Doritos, Fruit selection, Choice of 1% white or strawberry Milk or fat free chocolate Milk
  - Wednesday – Popcorn Chicken with Roll, Baby Carrots, French Fries, Fruit selection, Choice of 1% white or strawberry Milk or fat free chocolate Milk
  - Thursday – Pizza Sticks, Baby Carrots, Pretzel Twists, Fruit selection, Choice of 1% white or strawberry Milk or fat free chocolate Milk
  - Friday – Chicken Pattie on Bun, Baby Carrots, Sun Chips, Fruit selection, Choice of 1% white or strawberry Milk or fat free chocolate Milk
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- My child has a food allergy that may result in a severe, life-threatening reaction. What do I need to do to alert my school & cafeteria?

Food allergies (including milk allergies or intolerances) and diet modification requests require a note from a certified doctor to be on file with the food service department. A parent or guardian will need to fill out a NEW signed physician's statement detailing the medical issue and the food substitution prescribed for your child. You may obtain the KISD Physician Statement Form from your school nurse or on the district website. The original form should be completed & returned to the school nurse. Texas Department of Agriculture regulations require that a copy of the Physician statement is kept on file in cafeteria manager office. Once this copy is received, a memo will be placed on the Point of Sale to remind the cashier of the allergy. As a result of the increasing number of district students who fit into this medical issue category, the Nutrition and Food Service staff will no longer be able to monitor snack or preference alerts. All POS "Manager" alerts will be used only for physician documented medical issues related to severe food allergies & diet restrictions. Any severe food allergy that could lead to anaphylactic shock or Type I Diabetes condition would be considered a life threatening medical issue. Questions should be directed to the district dietitian located in the food service office.

- Does the district consult a registered dietician regarding nutritional analysis of menus?

The Nutrition & Food Service Department is privileged to have two ADA registered dietitians on staff. The monthly menu is analyzed by the dietitian to ensure compliance with federal regulations. Nutrients analyzed include number of calories, fat, vitamin C, Iron and Vitamin A. The department dietitian is available to answer parent inquires regarding specific nutritional product concerns during business hours or via email. The menus are available through the link on our district website.