

November 5, 2002

Dear Parent:

The Café Terminal system has been up and running for a few days now and a number of questions have been generated. We have attached some frequently asked questions in an effort to address any concerns you may have.

As with any new system it will take a little time for the cashiers to adjust to the new system as well as the students to their identification numbers.

We ask for your patience as we implement this new system. If you still have questions please contact me at jrowan@talawanda.org or (513) 523-4716 ext. 107.

Sincerely,

James M. Rowan, CFO/Treasurer

Frequently Asked Questions:

- 1) Can we still pay with cash? Yes. The system is set up to track balances placed on account but cash will still be accepted.
- 2) How do I make a deposit on my child's account? Just send a check with your child and have him/her give it to the cashier as they are purchasing their lunch. The check amount will be placed on account with the appropriate purchases deducted.
- 3) Can I pay for multiple children with one check? Yes, as long as they are in the same building. Just indicate on the memo section of the check how much money you would like applied to each child.
- 4) What is the minimum/maximum amount of \$ one should plan to deposit? That is up to the parent. Please keep in mind that once the money is placed on the account refunds will not be made. Leftover money will transferred into the next year and also from the middle school to the high school.
- 5) How will I know when my child is out of money? The system is set up to print low balance notices when the account balance falls below a certain amount. The low balance notices will then be sent home with your child.
- 6) Will my student be provided with a receipt? No, however, your cancelled check will be considered your receipt. The system will track your check number and if you feel a discrepancy has been made a statement of activity can be printed for your child.
- 7) Will my child be permitted to charge a lunch with the new system. No, charges will not be allowed.
- 8) How will my child's account be accessed? Your child will enter a six digit personal identification number (PIN) that will bring up his/her account.

- 9) How will my child's account be protected against other students using his/her personal identification number (PIN)? When a child enters his/her PIN a picture will be displayed of the student for verification purposes.
- 10) If a parent or guest has lunch with a child will they be permitted to use funds on the account? Unfortunately no. Parents and guests would be required to pay at the time of the lunch.
- 11) If my child has a food allergy how should I notify the school? Just send a note to the Cafeteria Manager and request to have the food allergy recorded on the system.
- 12) Can I limit the amount my child spends on ala carte items each day? Yes, dollar limits can be established.
- 13) If my child just buys a drink does he/she have to enter their personal identification number (PIN)? Yes, any purchases in the cafeteria by students will require the entering of the PIN.
- 14) What can I do to help make this system a success? Ensure your children memorize their PIN. Also, we are encouraging prepayment which allows the lines to move faster.
- 15) What if my child forgets his/her PIN? If a child forgets his/her PIN we can look him/her up on the system. The children are reminded to memorize their numbers to speed up the line.
- 16) Can my child purchase a meal for another child by using the money on the account? No, however, this doesn't prohibit a child from coming back through and purchasing a second meal.
- 17) Who should I contact concerning discrepancies or special requests on my account? The Cafeteria Manager in each building. The best time to contact them would be before 10:00 a.m. and after 12:45 p.m.
- 18) Who should I contact with other concerns about the system in general? Contact the Treasurer at (513) 523-4716 ext. 107.