

## MEALTIME PROGRAM "FREQUENTLY ASKED QUESTIONS"

### *What is MealTime?*

MealTime is a convenient payment alternative to cash for students who purchase lunch items in either MCHS cafeteria. MealTime works similar to a debit card system and allows students to purchase lunch items by presenting their student ID card 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 sending payments to the school.

### *Who is MealTime for?*

MealTime is available in both MCHS cafeterias.

### *Is it required of all students to use MealTime?*

No. All checkout lines in the cafeteria will be designated for MealTime purchases and cash purchases.

### *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](http://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 111, receives money generated by the service fee.

### *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](http://www.mymealtime.com) or by requesting a hardcopy account report from the MCHS Food Service Office.

### *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. Prior to the start of the school, parents/guardians can drop off deposits in the Main Office at their child's MCHS campus. Once the school year begins, your child can drop off a deposit in the black deposit box in their school's cafeteria prior to the start of the school day each morning.
- 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](http://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 111, receives money generated by the service fee.

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

Deposits made 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 \$10 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 \$0, 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 Business Office. For more information on refunds, please call 815-467-2557.

***Can a "per day" limit be set on my child's lunch account?***

MealTime does not allow parents/guardians to set spending limits on any account. We encourage you to establish spending parameters with your child.

***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 Type A lunch and will check out by presenting their student ID card (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 if my child forgets his/her student ID card at home?***

If your child forgets his/her student ID card at home, he/she should report to the Dean's Office to receive a temporary ID. This temporary ID can be used the same way a regular student ID card is used to make MealTime purchases in the cafeteria.

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

It is very important that your child keeps his/her student ID card and student ID number with them at all times. Any instance of a student using another student's account will be referred to the Dean's Office as theft.

***Do MealTime accounts work at both campuses?***

Yes. Your child's MealTime account works at either MCHS campus. Purchases made through MealTime are debited from your child's account, regardless of at which campus the purchase is made.