

Meal Magic Point of Sale System



Dear Parents,

The Food Service Department has implemented a new, computerized point-of-sale system in the Coolidge Street Cafeteria. This system, *Meal Magic*, offers many features:

- ▶ Creates an individual account for each student accessible with their student identification number
- ▶ Allows students to pre-pay for lunch and snacks eliminating the need for cash
- ▶ Eliminates the prepaid ticket system for students on free, reduced price or full pay lunches

ALL STUDENTS WILL BE REQUIRED TO ENTER THEIR STUDENT IDENTIFICATION NUMBER WHEN MAKING ANY PURCHASES REGARDLESS IF THEY ARE FULL PAY OR FREE/REDUCED ELIGIBLE.

Attached to this letter is a card with your child's pin number. Please keep this card at home in a visible location where you can help your child learn his/her pin number. Cash or checks can be sent with your child to give to cafeteria cashiers to be credited to their account. Checks should be made out to the Food Service Department. Please note the child's name whose account you want credited on your check memo line. Checks can also be mailed to the Food Service Department C/C High School, 64 Holden Street, Shrewsbury, MA 01545.

Students may still use cash or unused tickets at the register but they will be required to enter their student identification number prior to each purchase.

Please refer to the attached Frequently Asked Questions document for more specific information about Meal Magic and to put money on your child's account.

If you have any further questions you may contact me, Beth Nichols - Food Service Director, at 508-841-8819 or bnichols@shrewsbury.k12.ma.us

Sincerely,
Beth Nichols
Food Service Director

FREQUENTLY ASKED QUESTIONS

Why does a student have to enter their ID number?

Students need to enter their ID number so the system can identify their status of full price, reduced price or free meals.

The monthly total of free, reduced and paid meals is reported to the Department of Elementary and Secondary Education (DESE).

Students need to enter their ID number to access funds in their account.

Why are meal counts reported to DESE?

The Shrewsbury Food Service is reimbursed for every free, reduced and paid meal it serves by state and federal funds. These funds contribute to about 25% of Food Service Revenues. These funds are critical to the Food Service Operating Budget.

Is student specific information being shared with the DESE?

No. Only total meals served monthly in the District is reported.

Is student specific information being shared for any other purpose?

No student specific information is being shared.

Is detailed information being collected about what students purchase in the cafeterias?

No. Very little information has been programmed into the cash registers. The register screens were kept very simple so transactions would be as fast as possible for students. For example when a student purchases a lunch it is rung in only as lunch. For example when a student purchases an a-la-carte item it is rung in as an a-la-carte item with a price (a-la-carte \$.50 or a-la-carte \$.75.

I get free breakfast and lunches . How do I get a free meal?

Students who get a free meals will simply type in their student identification number into the keypad. The system will recognize your free status.

I get reduced priced breakfast and lunches . How do I pay for meals?

Students who get reduced meals will simply type in their student identification number into the keypad. The system will recognize your reduced status and ask you to pay the reduced price for those meals or debit money you have on your account.

I receive free meals. Will this new system ensure confidentiality about my status?

Yes. When a transaction occurs, the register screen will indicate to the cashier not to collect money, which is what occurs when a full pay student has money on account.

I receive reduced meals. Will this new system ensure confidentiality about my status?

Yes. When a transaction occurs, the register screen will indicate to the cashier to collect money or not to if a student has money on their account which is what occurs when a full pay student owes money or has money on account.

Can I use cash at the register?

Yes. Cash can be used for all transactions. Students must still enter their student identification number.

How can I pre-pay for breakfast, lunches or snacks?

Simply bring cash or a check to the register and the cashier will credit your individual account or send a check to: Food Service Department C/O High School, 64 Holden Street, Shrewsbury, Ma. 01545 for the amount you want credited to your account.

Make sure to specify your child's name whose account you want credited.

Checks should be made out to the Food Service Department .

To take advantage of monthly promos checks must be sent to the Food Service Department C/O High School 64 Holden Street ,Shrewsbury, Ma. 01545. School cashiers cannot process promotions.

If you send a check with your child to give to the cashier, that check can only be for the student at Floral whose account you want credited. This check cannot be for multi children in the district.

Checks sent to the Food Service Office can be split for more than one child's account.

Can I make online payments?

Yes- Please visit the Food Service Web site for On Line payment information and instructions.

Are all schools in the district using this new system?

No. The program is currently available only at the Floral, Middle and High Schools.

What happens to the balance on my account at the end of the school year?

All balances on account will be carried forward to the next school year. Refunds are not issued.

I am a full-pay student do I still use my student identification number to make purchases?

Yes. All students must use their student identification number to make all purchases.

What happens to my balance if I move or transfer to another school?

Only balances with more than \$10 will be refunded. All other balances must be used prior to un-enrolling.

What if another student learns my student identification number?

Every time you enter your student identification number your school photo appears on the cash register touch screen. Cashiers will ensure the photo matches the purchaser.

What if I forget my student identification number?

Cafeteria Staff will be able to electronically access your student's account by entering his/her last name into the Meal Magic System.

Can I look up my account balance?

Yes. Parents can log in to the Parent Portal on Power School and click on Lunch Balance to see their child's account balance or

What happens if I have no money on account or cash to pay for my meal?

A student will be allowed to charge a meal. Each time a child charges a meal an e-mail will be sent to the parent requesting payment. Charging will not be allowed for snack purchases.

How do I find out my child's identification number?

A parent can go to the parent portal in Power School and log in and access their child's ID number.