

**DISTRICT LUNCH PROGRAM INFORMATION
GREENFIELD SCHOOL DISTRICT FOOD AND NUTRITION DEPARTMENT**

LUNCH SYSTEM FOR THE CAFETERIA

Dear Parents,

Greenfield School District has a computerized Point of Sale payment system for all school meals purchased in the district's cafeterias

Each student's school ID is also their meal account number. Students can access their accounts on the PIN pads located at every register. Students know their ID number, but if they forget, we can assist and access it through the register for them.

We strongly encourage parents to deposit money into the student's account. Monies paid into a student account can be used for all types of food purchases. This system allows students to charge against their account – **negative balances are not allowed**, therefore please make sure to fund your account accordingly. See Greenfield Meal Policy attached.

If your student has qualified for **free or reduced** price lunch and breakfast program, this information is securely contained within the system and the meal will be processed just as it is for all other students, drastically reducing the chance of overt identification.

Greenfield Food Service offers 3 easy ways to make lunch account deposits.

1. **MySchoolBucks.com** – online cafeteria service that allows you to pay for meals, check balances, low balance alerts and purchase history.
2. **MySchoolBucks Mobile App:**
iOS (iPhone) - <https://itunes.apple.com/us/app/myschoolbucks/id661878685?mt=8>
Android -
https://play.google.com/store/apps/details?id=com.hss.msb&feature=search_result
3. Send a check (preferred) or cash to school with your child in an envelope with the child/children's name and Id number/numbers.

Thank you,

Food and Nutrition Department
School District of Greenfield
1-414-281-3357 or 414-281-3358

***** Please see the reverse side for instructions on how to sign up for My School Bucks and frequently asked questions. *****

“This institution is an equal opportunity provider.”

MySchoolBucks.com

New User - Registering for MySchoolBucks.com

1. You will first need your child's student ID number (available from your child's school or by calling Food Service at 281-3357).

Go to the district website at www.greenfield.k12.wi.us. Under the "Parents" tab go to Lunch Information/Menu.

2. Click on "Lunch Account"
3. Click on the MySchoolBucks Logo OR go to www.MySchoolBucks.com
4. Click "Sign Up Today"
5. Select State and district from the drop down menu.
6. Enter Parent Information, click "create account"

Add Students to Your Account

1. Click on "Continue to Add Student"
2. From Drop down box choose your child's school
3. Fill in student's information and click on "Find student"
4. The next screen will allow you to sign up for an email alert. Click "Add Student"
5. Click **Add Student** to repeat the process for additional children. If no other students, click "Finish"
6. The next screen will list your students with how much is in their account.

Once you have added students to your account, you can check transaction history and account balances by clicking on "Meal Accounts" towards the right, above the blue bar.

ON-LINE PAYMENT - MySchoolBucks.com

If you have more than one child in the District you can handle all online prepayment from the same online account.

My School Bucks charges a fee of \$1.95 per deposit transaction. Parents placing money into multiple accounts will only be assessed the \$1.95 fee once per deposit transaction. The School District of Greenfield does **not** profit from the use of this site.

How to Make a Deposit

1. Click "**Make a Meal Payment**".
2. Enter your Payment Information, making sure to complete all required fields, then click "Place Meal Order".

Allow two days for payments to show up on your child's account.

Other Online Features

- Schedule recurring payments
- Make automatic deposits when your child's account balance is low.
- View your child's account balance
- Purchase history for the past 90 days.
- Sign up for an automatic low balance email

Parents choosing not to take advantage of the on-line payment service may continue to make advance payments by check or cash. You can send in prepayment monies at any time. We recommend that parents send in checks rather than cash. All monies can be submitted to cafeteria personnel during lunch at the High School and Middle School. Elementary students submit money to their main office.

- Regular lunches cost: Elementary-\$2.45 Middle School-\$2.60; High School-\$2.70; The reduced eligible students will receive Free Lunch for the 2017/2018 school year.
- Breakfast cost: Elementary-\$1.30; Middle School-\$1.35; High School-\$1.35; The reduced eligible students will receive **FREE BREAKFAST**. Greenfield Food Service is continuing the Free Breakfast Pilot Program for the 2016-2017 school year. Milk -45 cents
- Checks are to be made payable to Greenfield School District

When sending a prepayment, please include the student's ID# on the face of the check or on the face of the envelope if sending cash. Please indicate if the check or cash is to be divided between the students.

If you should have any questions, please do not hesitate to call the Food and Nutrition Department at 281-3357.

FREQUENTLY ASKED QUESTIONS.

HOW DO I GET STARTED?

Getting started is a simple three-step process.

1. Create a user profile by clicking on the Sign Up Today button on the home page.
2. Add students to your household - you'll need the child's name, and birth date or student ID (Note: Birth date may or may not be available as an alternative to student ID depending on the school district).
3. Now you're ready to make payments!

WHAT IF I FORGOT MY USERNAME OR PASSWORD?

On the right side of the login page, click **Forgot your username or password?** The system will ask for your login name or your email address. If a match is found, you will be sent an email with a link that will allow you to choose a new password.

HOW DO I KNOW MY INFORMATION IS SECURE?

Transaction information is encrypted and sent from your PC to the MySchoolBucks.com server via a secure gateway. Look for the "https" in the web address and the closed lock in the address bar.

HOW CAN I REQUEST NOTIFICATION VIA EMAIL WHEN MY CHILD'S BALANCE IS LOW?

Click the **Welcome, [Name]** link drop-down at the top of the screen and select **My User Profile** or click **Update Account Settings** from the Home page. Click Edit next to the name of the student you would like to receive emails for. Then, check the box to request low balance notifications and fill in the amount. When your child's balance goes below that amount, an email message will be automatically sent to the email address in your user profile.

WHY DID I RECEIVE ANOTHER NOTICE THAT MY CHILD'S BALANCE IS LOW?

If your child's balance changes, the email notification is reset to send a new message. You should receive a 1st, 2nd, and Final notice when the balance goes below your selected minimum dollar amount and you do not make a deposit. If you have more than one child account, you may receive messages for each account.

HOW CAN I REQUEST A RECEIPT VIA EMAIL WHEN I MAKE A PAYMENT?

Click the **Welcome, [Name]** link drop-down at the top of the screen and select **My User Profile**. Under My Contact Info, click **Edit** next to the "Send confirmation of payment" setting. Then, select **Yes** and click **Update** to request a confirmation receipt via email. Each time you make a payment, a confirmation will be sent to the email address in your user profile.

CAN OTHER PEOPLE MAKE PAYMENTS ON MY CHILD'S ACCOUNT?

Multiple users can have the same child added to their profile and make payments if they know the child's name and either birthdate or student ID. Remember that MySchoolBucks.com is intended to be used by adults who can purchase with a credit card or e-check, and that you are responsible for protecting the confidentiality of your password and should not permit any other person to use your password.

HOW CAN I SEE A LIST OF ALL THE PAYMENTS I'VE MADE?

Hover your mouse cursor over Home and click **My Order History**. A list of all payments made from your user account is shown.

HOW CAN I SEE WHAT MY CHILD HAS PURCHASED IN THE SCHOOL CAFETERIA?

Hover your mouse cursor over Meal Accounts and click **Cafeteria Meal History**. A list of purchases made in the cafeteria will appear. Please note that only up to the last 90 consecutive days will be displayed under your child's transaction history.

HOW CAN I CHECK MY CHILD'S PURCHASE HISTORY FURTHER BACK THAN 90 DAYS?

To receive purchase history information from further back than 90 days, you will need to contact your school's cafeteria manager.

WHAT CREDIT CARDS/METHODS OF PAYMENT ARE ACCEPTED?

MySchoolBucks.com accepts debit, credit, and e-check payments. MySchoolBucks.com accepts Visa, Discover, and Mastercard credit card payments. However, your school district may differ on which types of payments they will accept. Contact your district for more information on payment restrictions.

HOW LONG DOES IT TAKE FOR A PAYMENT TO BE ADDED TO MY CHILD'S ACCOUNT?

Credit card payments are authorized during the order process on MySchoolBucks.com, and your credit card account is immediately charged. Payments made with a credit card are collected nightly and will normally show up in your child's account on the very next school day. However, this can vary depending on how frequently your school district posts payments to your child's school. Checks are typically processed in the same amount of time as credit cards.

IS THERE A FEE FOR USING MYSCHOOLBUCKS? You may be required to pay a program fee or membership fee for your use of MySchoolBucks.com. If you are required to pay a program fee, you will be notified on a screen prior to completing the payment transaction, and any such program fee will be required for each payment you make using MySchoolBucks.com. For more information, please see our Terms of Service.

WHY DOES MY ONLINE BANK STATEMENT SHOW A *PENDING* CHARGE AFTER MY PAYMENT WAS DECLINED?

If you receive a message when processing your payment that indicates the billing address doesn't match the bank records your credit card provider will place a temporary hold of funds on your credit card. The *pending* charge may temporarily appear on your online bank statement but the charge will be automatically removed in 2-3 banking days. The 'authorization hold' is a normal banking industry practice. Please click here for more information.

WHAT HAPPENS IF MY CHILD CHANGES SCHOOLS?

If your child moves to a new school in the same district, you can continue using your MySchoolBucks.com account as long as that school is a MySchoolBucks.com participant. When the school district updates their enrollment records prior to the start of school, MySchoolBucks will also be automatically updated with the new enrollment information. Please check with your school district for a list of participating schools. If you move to a different school district, you may use the district selector at the top of the page to add a new school district to your profile. MySchoolBucks.com will provide a list of available school districts during the sign up process.

Note: Scheduled payments for cafeteria meals may apply to a specific school. When the student transfers to a new school the scheduled payment for the old school is no longer valid and must be canceled. Please setup a new scheduled payment for your child at their new school.

WHY IS MY CHILD'S BALANCE NOT LISTED?

Balance information may not be available when your child moves to a new school and the school has not yet sent the new balance to the website. The balances are usually updated around the first day of school.

WHAT HAPPENS IF I MOVE TO A NEW DISTRICT?

If you change school districts, you may use the district selector at the top of the page to add a new school district to your profile. MySchoolBucks.com will provide a list of available school districts during the sign up process.

WHY DID MY CHILD'S BALANCE NOT UPDATE WHEN I MADE MY PAYMENT?

Payments made through the website transfer to the school site and update your child's account balance in the school site Point-of-Sale computer. Once the payment travels to the school site and updates the balance, it will transfer back to the website so you can see the updated balance. Generally, this process takes 2 school days.

WHO SHOULD I CONTACT IF...MY PAYMENT DIDN'T SHOW UP AT THE SCHOOL?

First, check My Order History to make sure the payment was completed and approved. If the payment appears there, go to Cafeteria Meal History and check the student's purchase history. If the payment shows in the Cafeteria Meal History, it has been successfully received at the child's school. If not, make sure you have allowed at least 2 school days for the payment to transfer to the school. If the payment does not appear after that, contact your school district administrator for help.

HOW DO I SETUP A FUTURE SCHEDULED OR RECURRING PAYMENT?

Hover your mouse cursor over Meal Accounts and click **Make a Payment**, or click **Make a Payment** from the Home page. Choose the amount to pay for your child and select a payment method. Then, click **No** under "Make this automatic" to change the option to Yes. You can set up payments to occur when the account balance falls below a specified amount or on a set schedule. When the payment settings have been entered, click Place Order to finish setting up the recurring payment.

HOW DO I CANCEL OR CHANGE AN EXISTING SCHEDULED PAYMENT?

To cancel a scheduled payment, choose Scheduled Payments under the Home menu and select 'View/Edit' next to the payment description and choose 'Cancel This Order' from the next window. If you wish to change an existing scheduled payment, follow these same steps to cancel it and then create a new one with your new options.

HOW DO I TRANSFER FUNDS BETWEEN ACCOUNTS (EX: MEALS TO ALA CARTE)?

Transferring funds between accounts must be done by the child's school. Please contact the cafeteria manager at your child's school for assistance.

HOW DO I TRANSFER FUNDS BETWEEN STUDENTS?

Transferring funds between accounts must be done by the children's schools. If both students attend the same school, you may contact the cafeteria manager at their school for assistance. If they attend different schools, this request should be made to the district's food service department.

WE HAVE MOVED AND I WOULD LIKE A REFUND OF MY BALANCE. WHO DO I CONTACT?

Refund requests are processed by your school district. Please contact the school your child attended and request a refund. For more assistance you can contact the food service department in your district.

WHO SHOULD I CONTACT IF I HAVE SUGGESTIONS FOR IMPROVEMENTS TO THE MYSCHOOLBUCKS.COM WEBSITE?

If you have any questions, contact MySchoolBucks directly:

- support@myschoolbucks.com
- 1-855-832-5226