FAQ for the Andover School Nutrition Program
Includes Questions about Student Accounts and Meal Components

Q: How do I put money on my child's account?
A: Children can submit cash or check in a pre-payment envelope that they can obtain from the cafeteria staff. Please include the student's full name and grade on the pre-payment as well as the front of the check or the front of the envelope so it is deposited into the correct account. If you are prepaying, check is preferred and should be made out to Andover School Nutrition. Lost cash cannot be tracked back to your child. All deposits will be completed daily, both to your child's account and to the bank.

Q: Are online payments available?
A: Yes, you may submit payment by creating an account at www.sendmoneytoschool.com. To create an account for your child, you will need to know their student ID number. The student ID number can be found on the attached balance letter. Please call the School Nutrition Office if you are having trouble locating your child's ID number. NOTE: The student ID number is NOT the same as their PIN number!

Q: What is the difference between the child's ID number and their PIN number?
A: The child's ID number is used for setting up the student's online account at www.sendmoneytoschool.com. The student's PIN number is a 5 digit number that is used at the register when they go to purchase a meal or snack. They enter their PIN number at the time of service into a PIN pad and it is used to withdraw payment from their account.

Q: When depositing a check online at SendMoneyToSchool, which number on the check is the routing (transit) number and which is the account number?
A: See the image below for guidance on differentiating routing (transit) number and account number. It is important that you enter this check correctly. If you don't, the check will be returned, your child will not receive the money into their account, and the account will be charged a $2.50 processing fee.
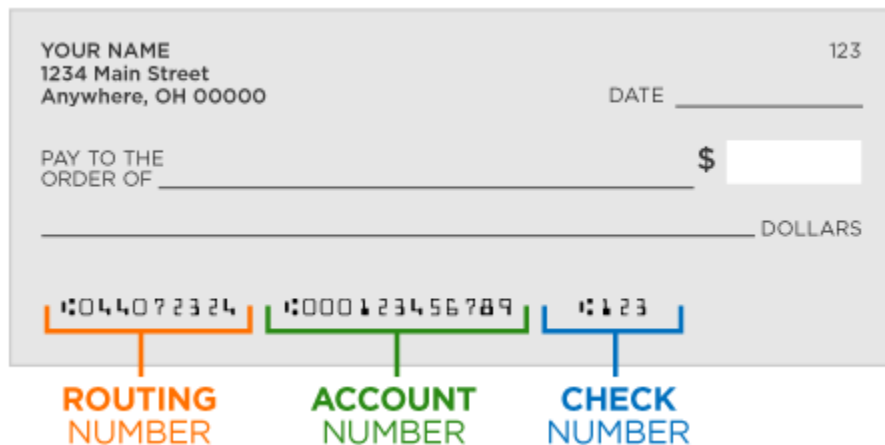
Q: Does my child's ID number and PIN number change from year to year?
A: No – your child will have the same ID and PIN number for all 12 years that they are enrolled in Andover Public Schools.

Q: Why should I put money on my child's account?
A: The money within the child's account can be used to pay for breakfast, lunch, milk and snacks. This helps the lunch lines move faster so that each student has ample time to enjoy their meals. It also prevents students who are receiving meal benefits from being overtly identified.

Q: If I choose not to put any money on the account, can my child use cash daily to pay for their meals?
A: This form of payment is only allowed at the high school. Elementary and middle schools require that money is put onto the account for payment.

Q: Does my child's negative balance get erased at the end of the each school year?
A: No! Any balance in a child's account, whether positive or negative, carries with them to the next school year and each year after that. We highly suggest depositing money at the end of the school year so that your student starts off in September with a positive balance and so that you have one less worry on the first day of school.

Q: If my child receives free or reduced-price meals, will other's students be able to tell?
A: No. This information is securely contained within the POS system and every child's meal is processed the same way. The prepayment and online account system makes it easy to protect students from being identified as receiving free or reduced meals. If your child is receiving reduced meals, you will make deposits in the same way as described above.

Q: My child qualifies for free or reduced-price meals. Does this mean everything, including second lunches and snacks, are free or reduced-price?
A: No. Students who qualify for free or reduced-price meals receive only <u>one breakfast and one lunch</u> at the free or reduced-price. Any second meals or a la carte items must be paid for and will be charged to the student's account. If your child purchases second meals, snacks or ice cream, please make sure you deposit money into their account to avoid a negative balance.

Q: What components are included in the lunch price?
A: Students are always offered 5 components at lunch: grains, meat or a meat alternate (protein), fruits, vegetables, and milk. Students must take at least 3 of these components as part of their lunch, and one of those components must be a fruit or vegetable. However, students are allowed to take all 5 components if they wish to do so. If students do not take at least 3 of these components, they will be charged at a la carte pricing for each individual food item. This is usually more expensive than taking the 3-5 components and paying the set school lunch price.

For breakfast, we always offer fruit, grains, milk and protein. Students must take 3 food items for their breakfast or they will be charged a la carte pricing. <u>NOTE:</u> A la carte pricing is NOT included in the free or reduced-price meal benefits so your child will be charged a la carte pricing.

Q: What are the lunch prices for the 2016-2017 school year?
A: At elementary and middle schools, breakfast is $1.75 and lunch is $2.85. At high school, breakfast is $2.25. The lunch pricing, however, varies based on the serving station. The main line, pizza bar, and pasta bar are $3.00. The deli station, salad bar, grill, and pasta specials are $3.25.

Q: How much should I deposit so that my child has enough money for a month's worth of lunches?
A: The below pricing is based on 4 full weeks (20 days) of meals:
    <u>Elementary & Middle School ($1.75 for breakfast; $2.85 for lunch):</u>
        20 lunches = $57.00
        20 Breakfasts = $35.00
        Total for 20 days of breakfast and lunch = **$92.00**
    <u>High School ($2.25 for breakfast; $3.00-$3.25 for lunch depending on the serving line):</u>
        20 Breakfasts = $45.00
        20 Lunches @ $3.25 = $65.00
        Total for 20 days of breakfast and lunch = **$110.00**