

# Katy ISD Nutrition and Food Service FAQs

## Notification Features and Prepayment Options

- What is MyPaymentsPlus?

MyPaymentsPlus is a prepayment system that allows you to make deposits into students' accounts via the web at [www.mypaymentsplus.com](http://www.mypaymentsplus.com). Features of MyPaymentsPlus include:

- Accepts e-checks, VISA or MasterCard, as well as bank check cards with VISA or MasterCard logo
- Allows payments and balances to be viewed and updated regularly free of charge
- Allows you to view payment and purchase history free of charge
- Allows you to choose whether to deposit into a General or Meal Only account and regulate your students' purchases. General accounts allow students to purchase both meals and a la carte items. Meal accounts allow students to purchase meal(s) only (no extras).
- Provides emailed deposit confirmations
- Low balance email reminders can be set up to alert you once your balance reaches a predetermined amount free of charge
- *Auto Replenish* feature can be set up to allow you to select a balance amount that will initiate MyPaymentsPlus to automatically credit funds to your students' account(s) from your credit card.

Parents will have to register as a user using the alphanumeric KISD ID number for their child. There is **no charge** for viewing the student's account history or receiving low balance reminders. A 3.99% service fee is **ONLY** added when making deposits on MyPaymentsPlus.

Security is a priority with MyPaymentsPlus. The data is encrypted at 128 bit encryption with SSL/secure socket layer. VISA protocol for its CISP/Cardholder Information Security program is followed and CISP certification from VISA is held. This is VISA's highest security certification.

If parents have issues or payment processing questions, they should call MyPaymentsPlus at **877-237-0946** between the hours of 9:00 a.m. - 6:00 p.m. EST. After hours, they will be asked to leave a number and will be called the next business day. Parents can also send emails to [Support@MyPaymentsPlus.com](mailto:Support@MyPaymentsPlus.com).

- Why am I receiving a phone call saying my child owes money, and what can I do to stop them?

The KISD Technology Department has an automated messaging system to alert parents by telephone and/or email of student activity. The Nutrition & Food Service Department is using KISD automated messaging system to reach parents/guardians with a courtesy call and/or email stating their child has a negative account balance in the cafeteria. The messages go out daily. The message presently states the name of the school, child's name and the negative balance amount.

The KISD automated messaging system is programmed to call/email all accounts with a negative balance. All questions pertaining to account balances should be directed to the cafeteria manager between the hours of 6:30 am and 2:30 pm.

- Who should I contact about updating/changing phone numbers or emails for automated messages?

Any requests for changes on a student record needs to be directed to your home campus. Contact the Registrar/eSchoolPLUS Coordinator in your school's front office.

- I had an insufficient check, how can I repay the owed amount?

Parents will receive a notice of an insufficient check in the mail from Paytek, the district's check collection company. The amount to be repaid will be the amount of the original returned check plus additional bank fees of \$30.00 plus tax. Repayment should be handled directly with Paytek at **1-866-399-4101** and not with your campus. Additional checks will not be accepted until the insufficient check is paid directly to Paytek. After checks have been returned unpaid to Katy ISD, the district reserves the right to no longer accept any checks from students living in that household. The parent/guardian will be asked to send in cash, a cashier's check, a money order or use MyPaymentsPlus ([www.mypaymentsplus.com](http://www.mypaymentsplus.com)) with a personal credit card for payment on account.

- How can I make deposits to my child's account?

The most convenient prepayment option is through MyPaymentsPlus. This method allows you to make deposits into students' Meal or General accounts via the web at [www.mypaymentsplus.com](http://www.mypaymentsplus.com) with your personal bank account (e-check), debit or credit card. You may also choose to make a deposit to the Meal or General accounts with cash, money order or check.

Cash, money order and checks are deposited into the General account unless specified. If providing a check, the full name, address, phone number and signature is required. Please place the check in a sealed envelope with your student's first and last name, teacher, and district ID number noted. Checks should be made out to KISD Food Service and include the student name(s) and the district student identification number in the memo section. If a check is written to cover more than one student in the same school, all the names of the children, the amount per each account and their student identification number should be noted on the face of the check.

If you prefer to use cash as the method of prepayment, you should hand deliver the cash to the food service manager/cashier in your cafeteria. A Detailed Account report can be requested at that time to show receipt of payment. **\*\*\*The NFS Department cannot reimburse claims of lost cash payment without a receipt.\*\*\***

## Meal Pricing

- What are the current prices for lunch and breakfast for 2016-2017? \* Full price list available on department webpage

Elementary breakfast price	Elementary lunch prices
\$1.25 for full paying students \$0.30 for students with reduced price meal benefits	\$2.25 for full paying students \$0.40 for students with reduced price meal benefits

Secondary breakfast prices	Secondary lunch prices
\$1.25 for full paying students \$0.30 for students with reduced price meal benefits	\$2.75 for full paying students Junior High and High School \$0.40 for students with reduced price meal benefits

School Adult meal prices
\$1.75 for breakfast at all school levels \$3.50 for lunch at all school levels

- Why do faculty and staff pay more for meals than students do?  
The district receives federal reimbursement for meals served to students only. The value of this reimbursement plus any donated commodities must not be used to subsidize adult meals; as a result the adult meals are priced higher.
- My child was charged more at breakfast for only taking one item today, what does the student breakfast meal price include?  
To receive the stated breakfast meal price, the student needs to have chosen three or four of the items offered to make a meal. One fruit or juice is required for the meal price.
- My child was charged more at lunch for only taking an entree and one item today, what does the student lunch meal price include?  
To receive the stated lunch meal price, all students must take a fruit and/or vegetable with two other meal components to receive the meal price. If the student does not take a fruit and/or vegetable with two other meal components then the student will be charged higher a la carte prices. Food components include: meat/meat alternative, bread/grain, fruit, vegetable, and milk.
- How can I limit what my child can purchase from his/her account?  
Parents may choose to deposit some or all prepaid money into their student's Meal Account. Funds deposited into the Meal Account may only be used to purchase 1 meal per serving period per day. No extras may be purchased with these funds. Parents may also monitor student purchases (at no charge) through [www.MyPaymentsPlus.com](http://www.MyPaymentsPlus.com). The district does not accommodate parent's request to restrict a specific account or add preferences to the cafeteria software. The software's "Manager/Special Alert" feature can only be used for students with life threatening food allergies or disabilities.
- What happens to money left in my child's account at the end of the school year?  
Any money left in the child's account at the end of the school year will be available on the first day of school the following year. The funds will also advance to another school in the district as your child progresses through Katy ISD.

## Benefits Administration

- Why do I have to complete an application for meal benefits every year?

Children living in households whose income are at or below the federally approved levels, based on household size, may be eligible for free or reduced-price meals. Transfer students approved for the program from another school district may either complete a Katy ISD application or provide documentation of their eligibility status for that same school year. Foster children who are the legal responsibility of a welfare agency or court may also be eligible for benefits regardless of the income of the household with whom they reside. Households receiving Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) or Food Distribution Programs on Indian Reservations (FDPIR) are also eligible. Children with status as homeless, runaway, migrant or displaced by a declared disaster also qualify for meals.

The Nutrition and Food Service Department encourages parents in all eligible households to complete an online application prior to the start of school. **The online application can be found at the district website [www.katyisdfoodservices.com](http://www.katyisdfoodservices.com)** (select Free and Reduced tab at the top of the page then select the Online Application option). Katy ISD Nutrition and Food Service Department is working with local agencies to identify all children who are categorically and program eligible.

Paper applications will NOT be distributed this upcoming school year; all applications must be submitted online. If the online application is unavailable, paper applications are available at any district school and at the food service office. If your children were on the program at the end of the previous school year, they are eligible for the same benefit for the first 30 operating days of the new school year or until a new application is processed. **A new application is required each school year.**

The Nutrition and Food Service Department is located at 5364 Franz Rd, Katy, TX 77493. Staff is available Monday-Friday, 8:00am - 2:30pm to assist parents/guardians in completing the application. Bring names of all members of the household and their Gross Monthly Income. For any questions, call the Katy ISD Nutrition and Food Service Department office at 281-396-6240.

The information households provide on the application will be used for the purpose of determining meal eligibility. Application information may be verified by school officials at any time during the school year.

- What type of cash register system does the food service department use?

The Katy ISD Food Service Department uses a computerized point of sale system. This system allows us to account for all meals served at each school. Each district student is assigned a district student identification number. All students are encouraged to scan their district identification card at the cash register at both breakfast and lunch. If an ID card is not available, the cashier is capable of looking student(s) up by name. Each student account will track purchase history and benefit administration.

## Borrowing Procedure

- What is the borrowing policy for the food service department?

Elementary level students are allowed to borrow funds for **10 breakfasts and 10 lunches only**. Once the meal account has exceeded this limit, an alternative meal (**Breakfast: 1 Milk, Lunch: 1 Cereal & 1 Milk**) will be provided. Parents are responsible for monitoring the amount of money in their child's account and for paying back any borrowed money in a timely manner. **A la carte items may not be charged at any time.**

Students at the Junior High and High School level may borrow funds for up to **3 breakfasts and 3 lunches only**.

Adults may not charge meals or a la carte items at any time.

If a student owes money, he/she will not be allowed to purchase snacks on their account until the account is paid in full. Parents are encouraged to monitor and place prepaid monies on their children's account via MyPaymentsPlus.

- Will the district provide an alternative if my child does not have funds and/or has exceeded the borrowing limit?

Elementary students will be provided an alternative meal once the borrowing limit is reached. Alternatives WILL NOT be provided at all other levels. Again, parents are encouraged to monitor and place prepaid monies on their children's account via MyPaymentsPlus.

## Menu Planning and Nutrient Analysis

- What other options does my Secondary student have for lunch daily?

In addition to the café menu, secondary students also have access to the "Mascot Line" which features a variety of sandwiches, pizzas and boxed meal choices.

Please visit our menu's page to view our daily Mascot Line Choices.

Students will still have to follow and meet the same menu pattern to receive a **Mascot Line** reimbursable meal which consists of 3 or more components with one component consisting of a fruit or vegetable in order to receive the meal price. Food components include: meat/meat alternative, bread/grain, fruit, vegetable and milk.

- Does the district consult a Registered Dietitian regarding nutritional analysis of menus?

The Nutrition & Food Service Department is privileged to have three Registered Dietitians on staff. The monthly menu is analyzed the dietitians to ensure compliance with federal regulations. Nutrients analyzed include calories, fat, and sodium. The department dietitians are available to answer parent inquiries regarding specific product questions or concerns during business hours or via email. The menus and analyzed nutritional details are available through the link on our district website.