



2017-18 Procedures for School Cafeteria Meal Accounts

Canby School District Nutrition Services takes pride in providing students with delicious, high quality, nutrient-rich meals to support learning. Under no circumstance will a child go without a meal. It is the responsibility of a parent or guardian to prepay for school meals, provide a breakfast/lunch from home or complete a meal application to receive free or reduced meal benefits.

How to Fund Cafeteria Meal Accounts

Families have several payment options to fund a student meal account:

1. Enroll and use the online prepayment service Mealttime Online. When making prepayments to a student's account there is a minimal convenience fee. Credit cards can be used online, but not accepted in our school kitchens. A single payment can be applied across multiple students in a household in one transaction;
2. Bring a check made payable to CSD Nutrition Services and include the student's name and student ID number to the cafeteria;
3. Provide a cash prepayment to the cafeteria. Cash back is not provided. Any remaining change will be added to a student's account balance.

How to View Cafeteria Meal Account Balances

Families have several options to view funds in a student meal account:

1. Enroll and use the online prepayment service Mealttime Online. All students added to your account will show available balances. You can also view student spending;
2. Enroll and use ParentVue to view your students' current balances;
3. Call CSD Nutrition Services at 503-266-6742.

We understand families have busy schedules which is why we make every effort to communicate with families about the status of their student's meal account balance.

Accounts with a Low Balance

The nutrition services department will begin contacting families when the account balance falls below \$5.00 for students in any grade level. There are two types of contact that families will receive:

Automated Phone Calls	Every Tuesday at 7:00PM
Automated Emails	Every Thursday at 7:00PM

Accounts with a Negative Balance

Families will receive all of the contact listed above: phone call, email (if applicable) and a letter from the cafeteria staff. This level of contact will continue until payment has been received in full.

If you have questions, please contact Nutrition Services at 503-266-6742 or email dobsong@canby.k12.or.us