

Listed below please find frequently asked questions regarding the new computerized Nutrikids Point of Sale System.

- **Do I have to pay on line?**  
No, this is another option we are offering for parents who do not want to worry about lost money/checks.
- **Will you still accept cash or a check?**  
Yes, both cash & checks are accepted at the school cafeteria.
- **Does my student have to use a pin number for everything?**  
Yes, any items/meals purchased by a student require the use of their pin numbers.
- **Can my student use his/her account for breakfast, lunch & snacks?**  
Yes, unless we are informed otherwise, a student is able to purchase breakfast, lunch or snacks when they have money on their account.
- **Are there any restrictions/limits on what a student can purchase?**  
Students at the Intermediate School are allowed to purchase two snacks daily. There are no limits set at the secondary level within reason.
- **Can I put restrictions/limits on my students account?**  
Yes, you may place any limit you would like. It can be a monetary amount or you may state you do not want your student to purchase a certain item/s.
- **How do I go about placing a restriction?**  
Please email or call the number listed below for any questions.
- **If I give my student extra money will they receive change or will it be placed on their account?**  
The student will be asked if they would like change placed on their account. Some of the benefits of prepayment include, breakfast, lunch & snack lines move faster, thus providing students extra time to enjoy their meal period. Loose change can be added to the account to reduce lost coins or to save for future purchases.
- **My student ID number isn't working on line?**  
You need to use the student ID number to set up the online account and view transactions. A student's ID number can be obtained by contacting the school main office or the number listed below.
- **My student makes a purchase at school every day? Why are there no transactions?**

Please allow up to 24 hours for transaction history to be transferred.

- **My student says they weren't allowed to purchase a snack because they owe for meals?**  
If a student has a charge balance for meals, they are not allowed to have snack items until the charges have been paid in full.
- **Are there any incentives for prepayment?**  
For every prepayment of \$50.00 or more **per student** you will receive a free bonus lunch.
- **When will my student receive the free bonus meal?**  
The bonus meal will be applied as needed and is recorded in the student's account.
- **Are meals or snacks allowed to be charged?**  
Snacks are not allowed to be charged. Please see the district website in regards to the charge policy for meals.
- **How will I know if my student owes charges?**  
An auto generated phone message will be sent to parents/guardians of students who have charges. Parents can also sign up on line for low account balance reminders.
- **How long will it take for my deposit to show up in my child's account?**  
Deposits made with debit/credit cards are credited within 24 hours. E checks may take up to 10 business days.
- **Can I make payments to multiple children's accounts with one check or cash in one school?**  
Yes, please supply the student information for each student.
- **I signed up for low balance notices by email. I received a couple but then they stopped.**  
Please check your spam mail.
- **What will happen to the money left on my students account at the end of the year?**  
Refunds will be rolled over for the next school year or rolled over to a sibling account. Only non-returning students are eligible for a refund.

Who should I contact if I have questions?

Call/email with any questions. [sslake@bataviacsd.org](mailto:sslake@bataviacsd.org) or 585- 343-2480 ext. 1007