



Q: Is there a way to check the balance on my child's account and what they are buying?

A: You can track your child's account by going to www.mymealtime.com and setting up an account for your child.

Q: How do we put money on our child's account?

A: You can mail or drop off cash or check to the food service office or at any one of our cashiers along with the Sodexo Payment Form. You can also pay online by going to www.mymealtime.com. There is a service fee accompanied with paying online.

Q: Will the money in the account carry over to the following semester?

A: The money will carry over to future semesters until your child is a senior. If they do not utilize the money by then, they will lose it. There are no refunds with this program.

Q: Will they be able to purchase meals during the summer with their account?

A: We will not be utilizing the card system during the summer time. We will be accepting cash and lunch plan through the summer school office only.

Q: What happens if my child runs out of money in their account? You won't let them starve right?

A: For the lower school we allow up to \$50 of negative credit. We will also be notifying the child when their accounts get low. For the upper school we allow \$10 of negative credit.

Q: How do students utilize their accounts?

A: Your child will utilize their existing school ID cards. Please remember it's their responsibility to bring their cards everyday.

Q: What happens if my child loses their ID card?

A: First, please report it lost to the food service office. We will then place an alert on your child's account saying it is lost. They will need to get a replacement card from the AV office. For security we have a picture of all students in the system to assure the person utilizing the account is them.