



**Avon Lake City Schools**  
Nutrition Service Department POS (Point of Sale System)  
**Questions and Answers**

**How does our lunch system work?**

Easily! Upon registering in our school district, lunch accounts are set up for all students. We use biometric finger scanning to positively identify each student in our lunch line.

**How do I put money into my child's account?**

Parents can pay for as many lunches in advance (weekly, monthly, and yearly) as you wish up to an entire school year. These funds will be deposited into an account for your child to use at lunchtime.

There are 3 ways to deposit money into your child's account.

1. You can send a check or money order to the treasurer's office 175 Avon Belden Rd.
2. You can also have your child drop off a check payment to your school's office. Please make the check payable to "Avon Lake City Schools Food Service". Payments will not show on accounts until the following business day so please plan accordingly.
3. You can make credit card payments or pay by check/savings account on-line through the Food Service Solution's website ([www.myschoolaccount.com](http://www.myschoolaccount.com)). Please be advised of the fees associated with making online payments: \$2.00 flat fee for checking/savings account transfers and credit cards. These fees are assessed by the bank. You will need to create a parent account that connects your email with your student(s). You will also need your child's 6 digit student ID number to list them under your account. Please call 440-930-8215 and ask for Andrea or call (440)-933-5163 and ask for Judi to help you obtain your child's 6 digit student ID number. Even if you choose not to make payments through this site, it is still a valuable tool to check on lunch account balances and to see what exactly your child has purchased.

**How does my child use his/her account?**

By each cashier station in the cafeteria there will be a biometric finger scan. The child places their index finger on the scan. This will prompt a picture ID to come up as well as the account balance and any other pertinent notes. The food service cashier will enter on a touch screen computer terminal what has been purchased and the program automatically subtracts and computes the current balance.

**Will cash still be accepted?**

Cash is not accepted during the lunch line. Students are expected to turn in any lunch payments (cash or check) at the beginning of the school day. These payments will be applied to their lunch account in time for lunch.

**What happens when my account runs low?**

The cashier will verbally let the student know and may hand a preprinted payment note or envelope, indicating that the account is getting low. You may receive low balance notification via email if you signed up for this on [www.myschoolaccount.com](http://www.myschoolaccount.com) Please take advantage of this feature. Also, automated phone messages are utilized notifying households of their student's lunch account balances as they become negative.

**What happens if the child's account has no balance?**

Our general policy is no student will ever be denied a lunch. The student may be supplied an alternate lunch. Their account will still be charged. Our philosophy is that each student needs optimum nutrition at lunch during the school day. Science-based evidence also supports this philosophy. There are instances when an account has reached extreme delinquency. If after repeated attempts to bring the account up to date have been unsuccessful, we will no longer be able to provide a school lunch and the student is expected to bring a packed lunch from home.

**How can I be sure my child is only buying lunch with the money I deposit?**

Unless you let us know otherwise, your child may use the money on his or her account to buy any healthy snack we sell. You can make requests to place a purchasing restriction on your child's account by contacting the Food Service Department at 440-930-8215 and ask for Andrea. You can also email requests to [andrea.sokolow@avonlakecityschools.org](mailto:andrea.sokolow@avonlakecityschools.org) or you can contact Judi Kostelansky, Secretary at (440) 933-5163 or email at [judi.kostelansky@avonlakecityschools.org](mailto:judi.kostelansky@avonlakecityschools.org)

**How do I know what my child is eating?**

You will be able to view up to a month's worth of transactions by viewing the transaction history page on ([www.myschoolaccount.com](http://www.myschoolaccount.com)). This will allow you to view all of the transactions, including payments that have been made within the last 30 days of your child's account. You will need to create a parent account the first time you visit this site and you will need your child's 6 digit student ID number (can be found on child's report card). You can also request information from the Food Service Department at 440-930-8215. Ask for Andrea and you can also email requests to [andrea.sokolow@avonlakecityschools.org](mailto:andrea.sokolow@avonlakecityschools.org)

**My child receives a lunch at a 'reduced' or 'free' rate. How will this work?**

All information regarding students receiving a free or reduced lunch is downloaded into the system and the account will be set up as the others. All students will access their accounts in the same way, so students qualified for free or reduced lunch cannot be identified by anyone. A parent may choose to put money into the student's account for a la carte use. If a parent only wants the money deposited used for reduced lunches, then be sure to call the Food Service Department at 440-930-8215. Ask for Andrea and you can also email requests to [andrea.sokolow@avonlakecityschools.org](mailto:andrea.sokolow@avonlakecityschools.org)

**What if I move and have money in the system?**

You may request a refund.

**What happens at the end of the school year?**

Funds in the account will be rolled over to the next year and if need be. If, for some reason, money is owed-students may not receive their report card at the end of the year. All money owed to food service must be paid before graduation. All balances (negative and positive) will roll into the next school year.

I hope you have found these questions helpful.

Please direct any other questions or concerns to Andrea Sokolow, Food Service Supervisor or email to [andrea.sokolow@avonlakecityschools.org](mailto:andrea.sokolow@avonlakecityschools.org)