

Cuyahoga Valley Career Center

Food Service Department POS (Point of Sale System) FY 23 - 24

Q: What is “POS” System?

A: The Point of Sale System is a computerized debiting system that allows parents to pay for student lunches in advance and the ability to monitor what their student is eating.

Q: How does it work?

A: Simply choose a dollar amount to deposit. These funds will be deposited into a debit account for your student to use at lunchtime.

Q: How does my student use his/her account?

A: In the cafeteria by each cashier station there will be a biometric scanner to read each student's finger scan. That will prompt an account balance. 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.

Q: What is a biometric image of my student's finger and how is the image made and stored?

A: The identification of students is done with a biometric finger-imaging device. The device converts the finger image into a numbered pattern that is then stored for future identification at the point-of-service unit. This system is NOT associated with fingerprints. It CANNOT be used to identify students by lifting fingerprints and comparing them with the digital finger image. The fingerprint is NOT stored in the computer. This is a positive identification system, only your student can access his/her accounts.

The Food Service Department will register the image of your student's index fingers. This will only have to be done once while your student is enrolled in CVCC. The information stored on the POS System is only for use by this software in the Food Service Department. This is a closed system and there are several layers of security built into this software and the school district's network. We are planning to scan new students' fingers when Chromebooks and uniforms are picked up in August. There will be another opportunity to do so on the first week of school. **If you do not want your student's finger to be scanned, please put your request in writing and return directly to the Office of Facilities & Operations before August 7, 2023**

The address to send your request is:

**Cuyahoga Valley Career Center
Business Office
8001 Brecksville Road
Brecksville, OH 44141**

Q: Will cash still be accepted?

A: Yes, but it is not encouraged. The goal is to eliminate the need for students to carry cash for lunch.

Q: What happens when my account runs low?

A: The cashier will hand the student a preprinted payment envelope, indicating that the account is getting low. In addition, a phone message will be sent to the household via the CVCC's Education Connection system and parents can sign up for low account balance emails on (www.myschoolaccount.com) to automatically get alerted when their balance gets below the threshold they set.

Q: How do I put money in my student's account?

A: There will be **five** primary ways to deposit money into your student's account:

1. **You can send a check or money order to the school office with your student.** Please use the pre-printed envelopes available in the school cafeteria. Please make the check payable to **CVCC Food Service**. Include your student's ID number or student name, program and grade on your check or money order. An envelope will be given to the students as their balances fall to or below \$5.00. Payments will not show on accounts until the following business day so please plan accordingly. **Please contact Tina Klik in the Business Office for your child's ID number at (440) 746-8323.**
2. **You can mail a check or money order to the school office.** Please make the check payable to **CVCC Food Service**. An envelope will be given to the students as their balances fall to or below \$5.00. Include your student's ID number or student name, program and grade on your check or money order. The envelope has the preprinted address. Payments will not show on accounts until the following business day so please plan accordingly.

3. You can make payment with a transfer of money from your checking account to the student's lunch account via ACH draft through the Food Service Solution's website (www.myschoolaccount.com). You will need to create a parent account the first time you visit the site. You will also need your student's student ID number to list them under your account. There will be a \$2.00 bank fee per transaction applied for this method of payment. Payments made online should post to your student's account within a few minutes.
4. You can make credit card payments on-line through the Food Service Solution's website (www.myschoolaccount.com). You will need to create a parent account the first time you visit the site. You will also need your student's student ID number to list them under your account. There will be a \$2.00 transaction fee applied each time this method of payment is used. Payments made online should post to your student's account within a few minutes.
5. Cash payments will be accepted at the lunch line or the Treasurer's Office. If you provide your student cash for pre-purchasing lunches, please indicate on the blue lunch envelope their name, identification number, program and the amount enclosed at the time of deposit.

Q: How can I be sure my student is only buying lunch with the money I deposit?

A: Unless you let us know otherwise, your student may use the money on his or her account to buy any food/beverage item we sell. You can make requests to place a purchasing restriction on your student's account by contacting the Food Service Department at 440-746-8291.

Q: How do I know what my student is eating?

A: You will be able to view up to a month's worth of transactions by viewing your student's transaction history page on www.myschoolaccount.com; there is also a link on myschoolaccount.com to download a mobile app for iPhone or Android.

This will allow you to view all of the transactions, including payments that have been made within the last 30 days of your student's account. You will need to create a parent account the first time you visit this site and you will need your student's student ID number. You can also request information from the Food Service Department at 440-746-8291.

Q: My student receives a lunch at a 'reduced' or 'free' rate. How will this work?

A: 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 other than the food service cashier. 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 please indicate this to the Food Service Department at 440-746-8291.

Q: What if I move and have money in the system?

A: You may request a refund by providing a written request to the food service department.

Q: What happens at the end of the school year?

A: Funds in the account will be rolled over to the next year and if need be can be refunded by providing a written request to the food service department.

Q: Can I place a restriction on my student's account?

A: Yes you can. Please mark the deposit envelope (available at the cafeteria) with "lunch only" and your funds will only allow your student to buy lunch. No a la carte items can be purchased (this includes water) once this restriction is placed into the system. The lunch consists of the daily menu selections and milk. The lunch menu is available on the school's webpage.

Q: What if my student has an allergy?

A: Please contact the food service department. An alert message will be added to your student's account so that we may caution your student from purchasing foods containing potential allergens.

Q: What is an ala carte item?

A: An a la carte item is any beverage, alternate side dish, extra entrée, cookie, or snack that is not included with the lunch of the day. Daily lunch includes an entrée, sides of fruit, vegetable, and one milk. If additional milk is purchased, it is considered an a la carte extra. If your student packs a lunch and only purchases milk this is an a la carte item. Please call the food service department with questions at 440-746-8291.

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