

Klein ISD Nutrition and Food Services

Multipurpose Center, Building A

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Jamal Hazzan

Director of Nutrition and Food Services

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Dear Parent or Guardian,

Klein ISD Nutrition and Food Services utilizes a computerized cash register system. This system allows us to provide better service to students and parents, as well as account for all meals served at this site. The information given below are answers to questions commonly asked about the computerized system.

HOW DOES THIS SYSTEM WORK?

Each student is assigned a personal identification number (PIN), with 4 or 5 digits, on the first day of school or when enrolled in the school. During mealtime, students will key in their meal PIN on a keypad. The current money balance in the student's meal account will be shown on the register or Point of Sale (POS) screen. If an account has enough money, the transaction will be processed and the amount of the meal will be deducted from the student's balance. If there is not enough money in the account, the student's account will be debited for the meal, and the student will receive a notice to take home. Students receiving free meals will automatically have an account balance of one lunch per day. A la carte items may be purchased from money deposited on account or paid for with cash. If you choose to "block" your student's account from all a la carte items, please fill out the attached form.

HOW DO I MAKE DEPOSITS INTO MY STUDENT'S ACCOUNT?

Prepaying for lunch, breakfast, and/or a la carte items is the preferred, efficient way to pay for your student's school meals.

- 1. If paying by check, write the student's or students' name(s) and PIN (if known) on the "memo" section of the check. Make checks payable to Klein Nutrition and Food Services. If paying by cash, enclose a piece of paper with the student's or students' name(s) and PIN with the money in an envelope.**
- 2. Monthly deposits in the morning before school are encouraged; however, deposits on an account will be accepted at any time.**
- 3. Any amount may be deposited on any day. When the student's balance is below \$2.00, we will hand the student an envelope to remind parents that the student's balance is low. The pre-printed envelope can be used for future deposits.**
- 4. Online payments are now available at <http://kleinfood.kleinisd.net> by clicking the online payment link. Student balances can also be monitored at this site.**

WHAT HAPPENS TO THE MONEY LEFT IN MY STUDENT'S ACCOUNT AT THE END OF THE SCHOOL YEAR? IF MY STUDENT TRANSFERS TO ANOTHER SCHOOL IN THE DISTRICT OR LEAVES THE DISTRICT, WHAT HAPPENS TO ANY REMAINING BALANCE? Money left in an account at the end of the year will be available for that student's use in the next school year. For those students who transfer from one school to another school within the district, any money left in a student meal account will be available at the new school within a week of transfer. Students leaving the district will receive a refund of the balance of their account. This refund will be made upon our receipt of a written request to the Nutrition and Food Services Office from the student's parent or guardian. Refunds will be issued by the District Central Office via a check mailed to the designated address.

WHAT HAPPENS IF SOMEONE BORROWS OR UNKNOWINGLY USES MY CHILD'S NUMBER? The register system randomly generates the PIN that is distributed to your child, making it difficult for someone to gain access to the number. If the number is used by someone other than the legitimate holder, the register will notify the cashier that the number is being abused. The cafeteria manager will take steps to rectify this situation. Your child's account *will not* be charged for unauthorized usage. A parent can always ask for a detailed report on available meal money and meal transactions in the student's account. To request this information, please call the cafeteria manager.

Although at the beginning of the school year lunch lines may move slowly, in a very short time, cafeteria service should speed up dramatically. This will occur as the student body and cashier(s) become more comfortable with the new school year. Please be patient with us. You can help us by making sure your student knows his/her PIN.

Please remember that the student meal PIN issued belongs to your son or daughter. This meal PIN is confidential and should not be shared with other students. When your student keys in his/her PIN, your student's name will also appear on the screen. It would be helpful if you would discuss with your child that their PIN needs to be kept confidential.

NOTE: The cafeteria also accepts cash payments. Please refer to the printed menu calendar for pricing, meal choices, promotions, and nutrition information.

Thank you for your support and cooperation. Should you have questions, please call the cafeteria manager at your school or the Food Service Office at (832) 249-4610.

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Dear Parent/Guardian,

The Klein Nutrition and Food Services Department can “block” a student’s purchase of a la carte items at the cash register. A la carte includes such items as a second meal, extra milk, cookies, ice cream, and other snack items.

If you wish to “block” your student’s account, please fill out the attached form and return the bottom portion to the food service manager at your student’s school.

Attention: Cafeteria Manager

Please block my student’s account. I understand that he/she may **only** purchase a meal from their account.

Student Name_____

Student ID Number_____

School Name_____

Date_____

Parent/Guardian Signature_____