

Prestonwood Food Service

Terms of Use for Prestonwood Food Service Account Plan

What is PFS Meal Account Plan?

PFS Lunch account plan enables patrons to purchase food or beverages from the school cafeteria, Main Street Café, or Starbucks. All PFS users must register their account with an updated credit card. PFS Meal Account Plan does not have fees and is managed in-house by Prestonwood Food Service Ministry. If you desire not to take advantage of PFS Meal Account Plan, all daily purchases must be made by cash, credit card or check (*this includes Pre-K and Kindergarten*).

Policies and Procedures

1. The PFS Meal Account Plan system allows all patrons to have their own, individual account for purchasing and tracking purposes.
2. Members of Prestonwood Food Service Meal Account Plan will not be able to use other member's accounts unless that member is present and approves the transaction at the time of purchase. A signature and copy of the receipt will be required.
3. All users will need to have current credit or debit card information on file in order for the account to be activated for the 2009-10 school year (see attached form).
4. There will be no fees or surcharge added to your PFS Meal Account Plan account.
5. PFS Meal Account Plan system allows funds to be added as necessary, minimizing paperwork for parents. Each account will be established with a \$50 balance using the credit or debit card information provided at the time of account setup. When the balance drops below \$10, funds will be automatically added.
6. **To ensure the system works properly, please keep the Food Service Manager informed of any changes to the information on your account profile including address, phone numbers, e-mail address, and credit or debit card information. The privacy of this information will be protected at all times.**
7. You may terminate your PFS Meal Account Plan at any time upon your written request.
8. Please stop by Main Street Café between 9:00 a.m. and 1:30 p.m. Monday through Friday to open your account.
9. ***All Pre-K and Kindergarten students will follow the same program as grades 1 – 12. You need to have an account open to pre-order your child lunch.***
10. For Pre-K and Kindergarten, if a pre-ordered meal is not consumed because the child is away due to an excused absence, the charge for that meal will not be placed against the account. Notification of the absence can be made by the Parent to Food Services at 972-930-4359 or by direct communication from the Teacher to the Food Service's PCA Manager.
11. For Pre-K and Kindergarten, if a meal is taken by a teacher for a child because of a forgotten lunch then the child's account will be charged. If funds are not available on the account to cover the cost of the meal a bill will be sent to the child's home. Payment will be required the following school day.

If you have any questions regarding your PFS Meal Account Plan, please contact the Food Service Manager, Lorena Soliman-Khalili, at 972-930-4359 or e-mail lsoliman-khalili@prestonwood.org or come by the Main Street Café.

ID#:

Picture #:

Account Activation Date:

Activated By:

Prestonwood Food Service

PFS Meal Account Plan Registration Form

Please provide the following information to open or re-activate your school lunch account. A separate form is required for each student, family or staff member.

Account User Information

Name _____ Date of Birth _____

If Under 18, Name of Parent or Guardian _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Type of User (please check one)

- PCA Student
- PBC Staff
- PBC Minister

If PCA Student, which grade level? _____

For grades 6 and under, name of Home-room Teacher: _____

Credit Card/Debit Card Information

Card Type American Express MasterCard Visa Discover

Card No. _____ Expiration Date _____

Security Code No. _____

I authorize the above credit card or debit card to be charged \$50 to open or re-activate a School lunch account, and to charge the card \$50 each time the School lunch account balance decreases to \$10 or less.

Signature of Card Holder _____

ID#:

Picture #:

Account Activation Date:

Activated By:

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FAQ

Q: When my student begins the new school year, what must I do to update his/her account?

A: **Important!** If your student is entering school for the first time, you will need to complete a Prestonwood Food Service Meal Registration Form to create your account profile.

Q: If my student had an account, do I need to complete a new registration form?

A: You will need to update the credit/debit card information on file, as well as your e-mail address, Phone number to be contacted if needed.

Q: My student does not always use the lunch program; will I still need to open an account?

A: Absolutely. You will still need to place credit card information on file.

Q: How soon will my payment reach my student's account?

A: Deposits made into your account at Main Street, at the school cashier or by phone with the Food Service Manager will be credited immediately.

Q: Can I transfer money from one account to another?

A: Requests to transfer money between accounts must be submitted in writing to the PCA Food Service Manager for the protection of your student's account.

Q: Can I view my student's balance or a history report online?

A: No, but an account activity report can be prepared for pick-up or email at your request.

Q: What will happen at the end of school year with my student's remaining balance?

A: Any remaining student meal account balances will automatically rollover to the next school year.

Q: Does the Pre-K and Kindergarten program differ from grades 1-12?

A: No. The Pre-K and Kindergarten program works exactly the same as 1 thru 12 grade lunch Account plan.

Q: How can I control what my child purchases at lunch? Can you help?

A: You may request to have a FLASH note placed in your student's account. At the time of Purchase a note will appear on the cashier's screen with your instructions

(E.g. HOT LUNCH ONLY, LUNCH /SNACK, ONLY DRINK, ETC)

Contact lsoliman-khalili@prestonwood.org for additional information.

(This is available for lower school students only)

Q: My child graduated from school. How do I remove the student from PFS Meal Account Plan?

A: You will need to complete a termination form at PFS and to have the remaining balance mailed to your home. Please allow 7-10 days for processing.