

Prestonwood Food Service

Terms of Use for Prestonwood Food Service Meal Account Plan

What is PFS Meal Account Plan? The PFS (Prestonwood Food Service) Meal account plan enables members to purchase food or beverages from the school cafeteria, Main Street Café, or Starbucks. This PFS Meal Plan replaces the current Meal Pay Plus system. Therefore, all PFS users must re-register their account with an updated credit card. The PFS Meal Plan has no additional fees and is managed in-house by Prestonwood Food Service Ministry. If you do not wish to take advantage of the PFS Meal Plan, all daily purchases will need to be made by cash, credit card or check (*this includes Pre-K and Kindergarten*).

Policies and Procedures

1. This PFS Meal Plan system allows all members to have their own individual account for purchasing and tracking purposes.
2. Members of the PFS Meal Plan will not be able to use another member's account unless that member is present and approves the transaction at the time of purchase. A signature and copy of receipt will be required.
3. All users will need to have current credit card or debit card information on file in order for the account to be activated for the 2008-09 school year (see attached form). All prior accounts with Main Street through Meal Pay Plus must be re-activated with a credit or debit card for the new school year.
4. There will be no fees or surcharge added to your PFS Meal Plan account.
5. The new, improved PFS Meal Plan system allows funds to be added as necessary and minimizes paperwork for parents. Each account will be established with a \$50 balance using the credit card or debit card information provided at account setup. When the balance drops below \$10, funds will be automatically added to the account.
6. To ensure the system works properly, please keep the Food Service Supervisor informed of any changes to the information on your account profile including address, phone numbers, email address, and credit card or debit card information, including the expiration date. The privacy of this information will be protected at all times.
7. You may terminate your PFS Meal Plan account with Main Street Café at any time upon your written request.
8. Please stop by Main Street Café anytime between 9:00 a.m. and 1:30 p.m. Monday through Friday to open or re-activate your account.
9. **New this year, all Pre-K and Kindergarten** will follow the same program as grades 1-12.
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 debited 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 Supervisor.
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 within 14 days of receipt.
12. If you have any questions regarding your PFS Meal Account Plan, please contact the Food Service Supervisor, Lorena Soliman-Khalili, at 972-930-4359 or E-mail Isoliman-khalili@prestonwood.org, or come by the Main Street Café.

ID#:	Picture #:
Account Activation Date:	Activated By:

Prestonwood Food Service

PFS Meal Plan Registration Form

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

Account User Information (please check one)

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)

- | | |
|--------------------------|--------------|
| <input type="checkbox"/> | PCA Student |
| <input type="checkbox"/> | PBC Staff |
| <input type="checkbox"/> | 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 reaches below \$10.

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 complete the credit card information on file and account preferences and your contact information.

Q: Do I need to close my account with Meal Pay Plus?

A: We recommend that parents close all accounts with Meal Pay Plus since you have attached credit or debit card information to those accounts.

Q: My student does not always use the lunch program; can I still open an account and place money on it when needed?

A: Absolutely, you will still need to place credit card information in file.

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

A: Deposits made in your account at Main Street, at the school cashier or by phone with the Food service supervisor 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 protect your account.

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

A: No, but a detailed account activity can be prepared for pick-up or mailing at your request.

Q: What will happen at the end of school year with the students 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. New for the 2008-2009 school-year, the Pre-K and Kindergarten program works exactly the same as grades 1-12.

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

A: You may request to have a FLASH note place 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 lsolimankhalili@prestonwood.org for additional information.

Q: My child graduated from school. How do I remove the student from PFS meal 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.