



2023-2024 Food Service Newsletter

Breakfast & Lunch Prices

Breakfast FREE
Elementary Lunch \$2.65
MS/HS High Lunch \$2.90
Reduced Lunch FREE

Second meals, snacks, drinks and extra items will be available in the café for purchase. Students will need funds in their lunch accounts for these items

Breakfast is available in the Cafeteria every morning!

Don't have time to prepare a nutritious breakfast? We can ease that stress in your busy morning! Our cafeteria offers a Grab & Go breakfast that meets the nutrition guidelines.

Meal Charge Policy

No student who requests a meal will be denied a main lunch option, unless the parent or guardian has provided written permission to withhold a school lunch.

Direct communications regarding money owed will be made to the parent or guardian only. Students may deliver communications in letter form, addressed to the parent/guardian.

Meals served to students will not be removed or exchanged as a result of overdrawn cafeteria accounts. When it is discovered a student has selected a meal and they do not have positive funds or cash to purchase it, the student will be permitted to have the meal without discussion. The meal will be charged to the student's lunch account.

Students may not charge a la carte items (snacks, ice cream, etc.). K-6 students who have negative account balances with cash in hand will be permitted to make purchases, 7-12 students will be asked to apply cash towards the negative account balances.

Weekly notices will be sent via email, letter and/or automated phone call for account balances of \$5 or less.

If all district attempts to collect unpaid meal charges are unsuccessful, the account will be sent to a collection agency. Additional fees will be added by the collection agency.

Free and Reduced Lunch Application

We have tried to make the process to apply for free and reduced lunch as easy as possible. You can apply online using SchoolCafe.com. If you already are a SchoolCafe user, simply login and click on the eligibility link to complete an application.



You may also apply for benefits online using the state website Compass.

If internet access is an issue, you may complete a paper application and return it to school with your student. A paper application can be downloaded from the food service section of the school district website at any time during the school year.

Reminder: Free and reduced meal applications expire every new school year. Make sure to submit a new application to avoid charges to your child's account. Charges that occur due to an expired free and reduced lunch status cannot be eliminated by a new application, those charges must be paid.



You can fill out an application at any point during the school year.



- Review your student's buying history
- Set low balance alerts for each account (\$10 low balance alert is recommended)
- Make payments to your student's cafeteria meal account
- Apply for free & reduced lunch benefits

We strongly encourage utilizing this online tool to ensure there is money in your child's lunch account.

As always, we will continue to accept deposits in the school cafeteria. When sending money with your student for deposit, please put the cash or check in a sealed envelope. On the envelope include the child's name, grade and student PIN number.

2023-2024 Food Service Newsletter



For Parents

SchoolCafé Support Hours: 6:00 am to 6:00 pm CST

Phone: 855.PAY2EAT (855) 729-2328

Email: customercare@schoolcafe.com

Website: www.schoolcafe.com

SchoolCafé provides a secure, online system for parents to

- Make payments to their student(s) cafeteria-meal account(s)
- View school menus and menu item nutrition information
- Review your student's buying history

Quick Answers

- ✓ **How do I add money/make a payment to my child's account?**
You can continue to send money to school with your student or you can add money through SchoolCafé. Follow the steps in Make a Payment in this guide.
- ✓ **I made an online payment. When can my student use the payment?**
Your student's cafeteria account at the school is credited within 24 hours but may become available as quickly as 2 hours.
- ✓ **Is there a fee or service charge for making online payments?**
A convenience fee may be charged for each online payment transaction. For example, if you make a \$20.00 payment and the convenience fee is \$1.00, the total debited from your credit card is \$21.00. The available funds for your child will be \$20.00. Convenience fee amounts vary by school district.
- ✓ **Can I receive notification when my student's account balance is low?**
Yes! Follow the steps in **Set Up a Low Balance Alert** in this guide.
- ✓ **Why was my account locked when making a payment?**
After three failed payment attempts, payment function is locked. Contact SchoolCafé to remove the lock.
- ✓ **What if I have several students in different schools?**
Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.
- ✓ **Can I transfer money from one child to another?**
Contact the Child Nutrition Services office at the school district for assistance with a transfer.
- ✓ **What happens to the money in my account at the end of the school year?**
Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Child Nutrition Services office at the school district for assistance with a refund.
- ✓ **How do I receive a refund if my child changes school districts?**
Contact the Child Nutrition Services office at the school district for assistance with a refund.

© 2016 Cybersoft Technologies

1 Register

- Click [Register](#)
- Verify "I'm registering as a Parent" is selected and click [Next Step](#)
- Enter your school district name and then click [Next Step](#)
- Enter your name and contact information, and then click [Next Step](#)
- Set up your username and password
- Select a [Security Question](#) and enter a [Security Answer](#), and click [Next Step](#)
- Click [I'm not a robot](#) and follow the reCAPTCHA prompts
- Check [I accept the Terms & Conditions](#) and click [Create My Account](#)

2 Add Your Student(s)

- Click [Students → Student Accounts](#)
- Click [Add a Student](#)
- Enter your [Student's ID](#) [and [Lunch PIN](#), if asked] and select your student's [School](#)
- Click [Search & Verify Student](#)
- Click [Add this Student](#)

Set Automatic Payment

- Click [Students → Student Accounts](#)
- Click [Automatic Payment](#) (⚙️) in a student listing
- Enter [Payment Amount](#)
- Enter amount in [Balance Threshold](#) to trigger payment
- Select a [Payment Source](#)
- Set [Auto Pay Expiration Date](#) for stop payment date
- Click [Add Automatic Payment](#)

* You will be asked to verify your security answer and contact information when you request help with your username or password, or other information on your Profile page.

3 Add Payment Source

- Click [My Account → Payment Sources](#)
- Click [Add a Card](#)
- Enter your [Card Number](#) and [Card Expiration](#) date
- Enter a name to associate with this card, if wanted
- Click [Add Card](#)

4 Make a Payment

- Click [Students → Student Accounts](#)
- Click [Make a Payment](#)
- Enter [Payment](#) dollar amount
- Click [Next >](#)
- Select a [Payment Method](#), or enter card information for a one-time payment
- Click [Submit Payment >](#)

Set Low Balance Alerts

- Click [Students → Student Accounts](#)
- Click [Low Balance Alert](#) (🔔) in a student listing
- Enter [Threshold](#) amount
- Enter number of days to elapse between alerts
- Click [Set](#)



The USDA non-discrimination statement must be included with all sources that reference School Nutrition Programs, meal price, and/or eligibility. USDA does not require that the Sponsor include this statement on menus. Spacing may not be altered. Font size may not be smaller than the smallest font on any document.

The current statement is:

In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) Civil Rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior Civil Rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Jillian Bergman, Director of Food Services 717-933-4611 X1042 jbergman@tulpehocken.org