

Plainville Cafeterias Go High Tech! Cafeteria POS Questions and Answers!

Dear Plainville Students and Parents:

After reading the informational article about the installation of the POS system in the cafeterias, I'm sure that you may have some questions. The following will answer some of them for you:

Q.) When will the use of the POS system begin in the cafeteria?

A.) We plan to have the system go live on June 6 at Linden and Toffolon, and June 7 at Wheeler and MSP.

Q.) What do I need to do to use the POS system at lunch?

A.) All student names, grades, and Pin numbers will be set up in a computer database in the cafeteria. Students will need to send in payment as they normally do, which will be used to open their own student cafeteria account, rather than purchasing tickets. Students will be given a temporary card with their pin number, which they eventually will need to memorize, as that will be the only way to access their accounts and purchase lunch.

Q.) How do I open my own cafeteria account?

A.) Our new computerized POS system enables parents and students to put as much money into their account as they desire. The amount in your account can be used to purchase student lunch or any other food items offered in the cafeteria.

Here is the procedure for sending in lunch money:

Place all payments in a sealed envelope clearly marked with the student name, grade, and the amount of payment enclosed. ***All checks should be made out to PCS Food Service, and should include the student name, grade, teacher and school in the bottom left hand corner.*** Parents will also have the option of adding money to the student's account via the internet or by phone, thus limiting cash transactions. More information will be forthcoming as the system is set up. At the elementary and middle school level we can also offer the option of lunch payments via secure lunch account drop boxes. Parents will also have the ability to state whether the money in the student's account is for lunch only, or if the student is allowed to buy snacks. Once the money is received, a student account will be set up. At this point we are recommending that the initial account deposit be at least \$8.75 at the elementary level, and \$11.25 at the middle school level. This will get us started so that things go smoothly during the transition period the first week.

Q.) How will I know when to replenish my account?

A.) The POS system gives us the ability to set low balance limits that alert the cashier when a student account gets down to a critical level. Once the cashier sees this alert they will verbally notify the student that the account will need to be replenished soon. The low balance alert level will be determined as we move forward. Both students and parents can have instant access to the balance of their lunch account, either at checkout, or by e-mail or phone.

Q.) What if a student has no balance left in his/her account?

A.) If a student has a no balance left in the account he/she will be verbally notified. If a student has no balance in the account and no cash to purchase lunch, he/she will need to see the cafeteria manager who can arrange an emergency lunch.

B.) Q.) How can I find out how the money in my account is being spent?

A.) The beauty of the POS system is that it enables any parent to see how the money in the account is being spent. Parents have access to their child's account via the web, e-mail or phone.

Q.) What can a student purchase with the money in their cafeteria account?

A.) A student can purchase student lunch or any snack or ala carte item offered in the cafeteria. Parents will also have the ability to state whether the money in the student's account is for lunch only, or if the student is allowed to buy snacks. Please note it is the responsibility of the students and parents to use the money in the cafeteria account in a responsible manner. Our cafeteria staff can not police student purchases.

Q) I recently purchased a large number of lunch tickets for my child, will he/she be able to use them once the POS System is up and running?

A.) Absolutely – The current lunch tickets will be honored until all those issued to students have been used. Students should just hand them to the cashier as usual. When all of the students' lunch tickets have been used, they will then use the POS system to debit their lunch account.

Q) Will a student still be able to pay cash for lunch on a daily basis?

A.) If need be, however we are strongly encouraging everyone to use the system with funds on account so that the lunch lines go faster at each school. If a student needs to use cash, the student will still need to enter their four digit pin number.

As usual, I am available to answer any questions or concerns about our new P.O.S. System. I can be reached at 793-3234 or by e-mail at bondij@plainvilleschools.org.

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Food service Director