

FAIRFIELD PUBLIC SCHOOLS
Food and Nutrition Services
FREQUENTLY ASKED QUESTIONS

❖ ***How does lunch service work at the school?***

Each child has an ID card he or she can scan at the register, or they can enter their school pin number.

❖ ***How do I deposit money into my child's lunch/meal account?***

You can deposit money into your child's account a couple of different ways.

- 1) Send in cash or check (made payable to Fairfield School Lunch) with your child to school. Please include your child's name and ID number in the memo section. This payment can be deposited at the register/point of sale.
- 2) Set up payment on your Infinite Campus Portal under the Payments Tab. Payment instructions are located on the Fairfield Public Schools' website under Parent Resources, Food Services. Payment set up **must** be done from a desktop or laptop computer (we recommend the use of Chrome or Firefox as a browser), not the phone app. You must be on your IC portal (user name & password) to enter your payment method (credit/debit card or checking), not your child's account.

The payment portal on Infinite Campus charges a convenience fee in the amount of \$3.50 per each transaction. Click this link to go to the payment instructions:

http://cdn.fairfieldschools.org/ic/Food_Service_Payment_Instructions-9_27_2017.pdf

Please verify there is money in your child's account. There has been an issue where individuals believe they set up a payment when they actually set up only a payment method. Once you have clicked on the "Make Payment" button in the payment module, click on the Food Services tab, and use the instructions below on how to view your child's account, to make sure you have finalized the payment process.

❖ ***How can I request a transfer of lunch money from one child to another? How can I get a refund of my child's lunch account?***

Requests for transfers and/or refunds can be made by completing the Transfer Request/Refund form located on the Fairfield Public Schools' website under Parent Resources, Food Services. Click this link to access the form:

http://cdn.fairfieldschools.org/food-services/Meal_account_transfer_and_refund_request_form.pdf.

Submit the completed form to Maria Peterson at mpeterson@fairifeldschools.org.

❖ ***How can I see what my child is purchasing? How can I view my child's account?***

All account information can be viewed on the Infinite Campus Portal. Once you have logged into your account, locate the Food Service Tab. Select your child's name that you would like to view, select the timeframe and click go or print. You will be able to see all of the items your child has purchased, as well as any deposits into his or her account.

❖ ***Why is my child incurring a charge when they are free or reduced?***

Children who are approved for free or reduced meals are eligible to receive one free/reduced breakfast (if served) and a free/reduced lunch per day. Additional meals are at full price. Ala Carte items are not eligible in the free/reduced program, but can be purchased at an additional cost. ***Please see Fairfield Public Schools' Lunch and Pricing Chart located at the bottom of this document for more details.***

❖ ***Why am I getting a low balance alert? Why was my child not allowed to charge school lunch items today?***

Infinite Campus will notify parents when their child(ren)'s school lunch balances go below \$10.00. It will not alert you again unless there is a purchase that will lower the balance further. If your child's account goes into a zero or negative balance, elementary and middle school students are provided a regular meal, but funds must be deposited in your child's account to avoid further notification. Ala Carte items cannot be charged against a zero/negative balance. If your child has incurred a negative balance, you will need to replenish the account if you would like your child to purchase ala carte items against their account.

❖ ***I have set up a recurring payment and yet I am still getting a low balance alert. Why was my credit card not charged?***

A low balance alert is scheduled by Fairfield Public Schools when a meal account is below \$10.00. If you have set up a recurring payment based on a low balance, which is less than \$10.00, you will still receive the automatic alert generated by the Fairfield Public Schools. To avoid multiple alerts, set your low balance recurring payment higher than \$10.00. **Please Note:** Recurring payments will replenish the day after it reaches the low balance threshold you set in the payment system.

❖ ***Can you explain the different lunch menus options at the elementary, secondary, and high school levels?***

Elementary Meals:

Students at the elementary level have three choices daily. The featured Hot Entree Lunch, the Weekly Alternate and a Bagel Lunch.

Ala Carte items are available for purchase at an additional cost. Second meals may also be purchased separately for \$5.00. Ala carte items may not be purchased if students do not have funds in their account.

Middle School Meals:

Students at the Middle School level have six choices daily. The featured hot entree lunch known as World Market is priced at \$3.10 per meal. The Concept stations are: Wraps to Go, La Cucina, Miss Ruby's Grill, Frait Express and Coyote Grill. The Concepts are priced at \$4.05

Ala Carte items are available for purchase at an additional cost. Second meals may also be purchased separately at \$5.00. Ala carte items and 2nd lunches may not be purchased if students do not have funds in their account.

High School Meals:

Students at the High School level have six choices daily. The featured hot entree lunch known as World Market is priced at 3.15 per meal. The Concepts stations are: Wraps to Go, La Cucina, Miss Ruby's Grill, Frait Express and Coyote Grill. The Concepts are priced at \$4.05

Ala Carte items are available for purchase at an additional cost. Second meals may also be purchased separately at \$5.00. Ala carte items and 2nd lunches may not be purchased if students do not have funds in their account.

Please see Fairfield Public Schools' Lunch and Pricing Chart located at the bottom of this document.

FAIRFIELD PUBLIC SCHOOLS
SCHOOL LUNCH INFORMATION AND PRICING

Elementary			Middle School				High School				
	Free	Reduced	Full Pay	Entrees	Free	Reduced	Full Pay	Entrees	Free	Reduced	Full Pay
Hot Entrée	\$0.00	\$0.40	\$2.85	World Market (Featured Meal)	\$0.00	\$0.40	\$3.10	World Market (Featured Meal)	\$0.00	\$0.40	\$3.15
Weekly Alternate Meal	\$0.00	\$0.40	\$2.85	Concepts *	\$0.00	\$0.40	\$4.05	Concepts *	\$0.00	\$0.40	\$4.05
Bagel Lunch	\$0.00	\$0.40	\$2.85	<i>* Includes Wraps to Go, La Cucina, Miss Ruby, Fruit Express, Coyote Grill</i>				<i>* Includes Great American Sandwich, La Cucina, Miss Ruby, Fruit Express, Coyote Grill</i>			
Second Meal	\$5.00	\$5.00	\$5.00	Second Meal	\$5.00	\$5.00	\$5.00	Second Meal	\$5.00	\$5.00	\$5.00
<i>~ Only one meal is free or reduced ~</i>			<i>~ Only one meal is free or reduced ~</i>				<i>~ Only one meal is free or reduced ~</i>				
Milk*	\$0.55	\$0.55	\$0.55	Baked Chips**	\$1.00	\$1.00	\$1.00	Baked Chips**	\$1.00	\$1.00	\$1.00
<i>*Can be free or reduced if taken with a fruit and vegetable</i>			Cheez Its**	\$1.00	\$1.00	\$1.00	Cheez Its**	\$1.00	\$1.00	\$1.00	
Water**	\$1.25	\$1.25	\$1.25	Nutrigrain Bars **	\$1.00	\$1.00	\$1.00	Nutrigrain Bars **	\$1.00	\$1.00	\$1.00
<i>**Must be purchased - Does not qualify for free or reduced</i>			Cookies **	2/\$1.00	2/\$1.00	2/\$1.00	Cookies **	2/\$1.00	2/\$1.00	2/\$1.00	
				Assorted 100% Juice**	\$1.25	\$1.25	\$1.25	Assorted 100% Juice**	\$1.25	\$1.25	\$1.25
				Snapple**	\$1.25	\$1.25	\$1.25	Snapple**	\$1.25	\$1.25	\$1.25
				Switch/ Envy** (carbonated drink)	\$1.50	\$1.50	\$1.50	Switch/ Envy** (carbonated drink)	\$1.50	\$1.50	\$1.50
				Water**	\$1.25	\$1.25	\$1.25	Water**	\$1.25	\$1.25	\$1.25
<i>**Must be purchased - Does not qualify for free or reduced</i>			<i>**Must be purchased - Does not qualify for free or reduced</i>				<i>**Must be purchased - Does not qualify for free or reduced</i>				