

2019-2020 Beaver Creek City School Student Nutrition Department
Meal Charging Procedure Question (Q) and Answer (A) Guideline

1. Q: What happens to my student if there are no funds on their meal account when checking out at the register?

A: Your student will be served his/her selected meal and the price of that meal will be "charged" to the account.

2. Q: What does "charging" a meal to my student's meal account mean?

A: When there are no funds on the student's meal account to pay for a school meal, the *value* of that selected school meal will be placed on the student's meal account. The account will have a negative balance.

3. Q: May my student charge ala carte items when there are no funds on his/her meal account?

A: No, only a school meal which includes milk can be charged to a student's account.

4. Q: May my student charge milk when there are no funds on his/her meal account?

A: No, a cup for water will be provided. Water fountains or coolers are available in each multipurpose café.

5. Q: How will I know that my child's account has a negative balance?

A: Sign up thru EZ Pay for a low balance e-mail alert. This is the best method of keeping track of your student's lunch purchases and balances. Also, a weekly email or letter will be sent to parent(s) of student(s) with a negative meal account balance of \$1.00 or more. *Payment is due immediately.*

6. Q: How can I avoid negative school meal account balances?

A: Sign up for low balance alerts at www.spsezpay.com
We suggest setting the alert at \$10: this allows time for computer communication to replenish the account.

7. Q: May I send a check to pay for school meals?

A: Yes, make payable to Beaver Creek City Schools:
Mark the student's name on the check's memo line, then mark the envelope with "School Lunch".

8. Q: May I send cash to pay for school meals?

A: Yes, however; *checks are preferred!*
Mark an envelope with "School Lunch", the cash amount and the student's name.

9. Q: What happens if payment on a negative meal account is not made?

A: Payment is due the following day after a charge is made
or immediately after notice is made via email or letter.

District Action:

If your student(s) account(s) exceeds \$10.00 or more negative debt steps will be taken to collect this debt.

10. Q: Have questions regarding school meals or need a National School Meal Application?

A: Call the Student Nutrition Department at 937-458-2446, we are here to help!

Thank you for allowing us to serve you and your student(s)!
The Beaver Creek City Schools Student Nutrition Department

This institution is an equal opportunity provider.

August 2019

Dear East Dayton Christian School Family,

Beavercreek City Schools use the online payment systems under EZPay, allowing families to pay for school, activity and meal fees via a single, secure vendor. EZPay is offered as a convenience to families, as well as an alternative to payment by cash or check.

EZpay for meals carries a 2.69% convenience fee per transaction. The Student Nutrition Department is self-sustaining; it cannot cover the cost of the fee for this convenience. Examples of the convenience fee breakdown follow:

- \$25.00 charge for meals using EZPay = \$0.67 convenience fee
- \$50.00 charge for meals using EZPay = \$1.35 convenience fee
- \$75.00 charge for meals using EZPay = \$2.02 convenience fee
- \$100.00 charge for meals using EZPay = \$2.69 convenience fee

It is important to note that the convenience fee is paid directly to EZPay, and not the school district or Student Nutrition Department.

Families who do not wish to incur the convenience fee may send check or cash to school with their student. Students will then be responsible for getting their check and/or cash to the lunchroom cashiers. You may also mail a check to our office: *Beavercreek City Schools, Student Nutrition Department, 1258 Hickory Drive, Beaver Creek, Ohio 45434. Please indicate on the check the student(s)' names for which the funds are to be credited.*

Should your student have any funds remaining in their meal account from last year, those funds will be available to your student this fall.

Thank you,

Joshua Ashley
Supervisor of Student Nutrition
Beavercreek City Schools

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Beavercreek City Schools Student Nutrition Department Question and Answer Guideline for EZPay

Q: Is there a fee to use EZPay for purchasing school meals?

A: YES. EZpay charges a 2.69 percent "convenience fee" per transaction. Because the Student Nutrition Department is self-sustaining – which means that its income from the sales of meals, food, beverages and federal reimbursements for food, it must cover its operating expenses – it cannot cover the cost of the fee for this convenience. The 2.69 percent fee per transaction is the responsibility of parents and guardians who use the online service and this "convenience fee" will be added to the charges for meals on the users' credit card statements.

Q: How much will this convenience fee cost?

A: Here is a chart that provides examples of the convenience fee break down:

- \$25.00 charge for meals using EZPay = \$0.67 convenience fee
- \$50.00 charge for meals using EZPay = \$1.35 convenience fee
- \$75.00 charge for meals using EZPay = \$2.02 convenience fee
- \$100.00 charge for meals using EZPay = \$2.69 convenience fee
- Families may deposit as much or as little in funds to a student's account as they like.
- Families who do not wish to incur the convenience fee can pay via check or cash (instruction provided below)

Please Note:

The convenience fee is paid directly to EZPay, and not to the school district or the Student Nutrition Department.

Q: What if my family does not wish to use EZPay to purchase meals?

A: Families who do not wish to incur the convenience fee can mail checks to the Student Nutrition Department at: 1258 Hickory Drive, Beavercreek, Ohio 45434. Please make all checks payable to: Beavercreek City Schools, SND. Please write your student(s) name in the memo portion of the check. For a faster deposit to a student's account, please have your student give your check directly to the cashier.

Q: May I send in cash?

A: Yes, however, *checks are preferred.*

Please send any cash in a sealed enveloped marked with "Lunch Money" the student's name, & the cash amount.

Q: Do I need to set up a user name and password for EZPay meal purchases?

A: Yes

Q: Will I be able to view my student's purchases?

A: Yes, the most current purchase(s) and up to 30 days of purchase history will be available to view via EZPay.

Q: May I set up a low balance alert on EZPay?

A: Yes, families may set a low balance threshold for each child by logging onto the EZPay system. We suggest setting the alert at \$10, allowing time for computers to communicate while student still has funds

Q: How do I place an alert on my student(s) account, or get help with any other EZpay questions?

A: Please contact the Student Nutrition Department Office Staff via email or phone. We are here to help!

Meal Accounts: Lydia Majusick – Lydia.majusick@beavercreek.k12.oh.us – 937-458-2487

Operations: Dawn Kacvinsky – dawn.kacvinsky@beavercreek.k12.oh.us – 937- 458-2446

Supervisor: Joshua Ashley – Joshua.Ashley@beavercreek.k12.oh.us - 937-458-2445

Here is some helpful information regarding EZPay for lunches:

How to deposit funds into your child's account:

To deposit funds in your child's EZPay account, go to www.spseipay.com/BCmeals. This website allows you to use a credit card to place funds in your student's account. When you register on EZ Pay, you will need your student's ID. If you do not know the student(s) ID number, call our office at the number below.

How does Auto-Replenish Work:

To deposit funds in your child's EZPay account automatically, check the box "Turn on Auto Replenish" and set the "Low balance trigger" amount, the "Amount to add," and "Date to end." We suggest the low balance trigger amount to be \$10.00 or higher to give time for the payment to enter the accounts.

How to get low balance alerts:

Even if you do not wish to use the site to place funds on the account, the website can be used to receive low balance e-mail alerts. Please verify the e-mail address. Simply click on the box provided that says "Send Low Balance Emails." The Low Balance Box needs to be checked for each child with an appropriate limit amount. We suggest the low balance trigger amount to be \$10.00 or higher to give time for the payment to enter the accounts.

How to view your student's purchasing history:

If you wish to view meal transactions, simply click on your student's name. On the right hand side, click on "Meal Transactions."

How to reach EZPay:

If you have any issues in setting up an account, please call the parent support line at 1-866-693-9729 option 1.

If you are having trouble getting into EZPay, please try and close all browsers and then go into EZ Pay.

If you have any questions, please do not hesitate to call the Student Nutrition Department at 937-458-2446. Thank you for allowing the Beavercreek City Schools Student Nutrition Department to serve your family!

Joshua Ashley
Supervisor of Student Nutrition
937-248-2445
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