

FREQUENTLY ASKED QUESTIONS

What is a Point of Sale (POS) system?

It is a software system that allows the District to computerize its cafeteria sales. It allows for faster food service lines, convenience for parents, better accountability and compliance on behalf of the District, enhanced access for free and reduced students, and potentially increased food sales.

How does the Point of Sale (POS) system work?

Each child in the school will have a meal account that is accessed with a personal identification number (PIN). Each student will enter their PIN onto a PIN Pad.

How was the purchase of the POS system funded?

The District has a separate School Lunch Fund that is used to record transactions of the District lunch program only. The purchase of the POS system is fully financed through the revenue accumulated in the School Lunch Fund. No taxpayer money was used to finance this purchase.

What if my child forgets his/her PIN?

The system has several alternate ways to search for a student's account. Your child will still be able to make a purchase.

How can I deposit money into my child's meal account?

Parents have the option of depositing via the internet at www.mypaymentsplus.com, or in person at the cafeteria by cash or check. You will need the student's PIN to make a prepayment. Checks should be made out to the Mt. Pleasant School District and should note the student's PIN.

Is there a fee for using the prepayment plan?

Payments made through www.mypaymentsplus.com will be subject to a 4.75% convenience fee. This fee is charged at the time of deposit only, not when purchases are made. The convenience fee goes directly to MyPaymentsPlus to cover bank fees. The District does not receive any portion of this fee as income. There is no fee for prepayments made in person by cash or check.

Do I have to prepay for my child's meals, or can he/she still pay cash daily?

The student can still pay cash; however, we encourage parents to prepay money into their student's account. Handling cash and making change slows down the line. When most students have money in their account, the lines move faster.

Can I specify what my child can purchase with his/her account?

The student's account is divided into two options: a Meal Account (money reserved for meals only) and a General Account (money that can be used for meals and/or snack items). You are able to allocate funds at your discretion. When sending in money by check or cash, please include the student's PIN and indicate how much of the money should go into the student's Meal Account and how much should go into the student's General Account.

Can I see what my child is purchasing?

Yes. When your child enters his/her PIN at checkout, the sale is recorded to his/her meal account. You can view the transactions through your account at www.mypaymentsplus.com.

Can I establish and view an account without depositing prepayments?

Yes. You can set up an account at www.mypaymentsplus.com to access your child's transaction history without utilizing the prepayment option.

If I prepay and don't use it for any reason, can I get a refund?

Yes. Refunds will be processed upon written request to the Business Office. Unused balances at year-end will automatically roll to the following year for your child.

Can I transfer funds between my children's accounts?

Yes. Funds can be transferred from one child's account to another. You can contact Lisa Zareski, District Treasurer, at (914) 773-7114 or lzareski@mtplcsd.org to process the transfer. Transfers cannot be processed online.

What if my child has food allergies?

If you are concerned about a serious food allergy that your child has, please notify the cafeteria manager, Cara DiMarsico at (914) 769-4769. This information can be added to the system so that a warning will appear on the computer screen to alert the cashier to make a quick review of the items on the student's tray.

What if my child is qualified for Free or Reduced priced meals?

If your child has qualified for Free or Reduced priced meals, this information is in the computer and the meal will be processed with no acknowledgement of the student's status. Children will no longer be issued tickets. The student will enter his/her PIN at the time of purchase in the same manner as all other students.

What if my child still has unused prepaid tickets?

Tickets can still be presented to the cashier as payment until they are gone.

What if my child has no money in his/her account?

Charges are only allowed in case of an emergency and the computer will record that the student has a negative balance. It is expected that the charge will be repaid the following day. To prevent a negative balance, we encourage parents to prepay money into their child's account.