

FAQ's About Student Meal Accounts

How do I set up a meal account at school for my student?

At enrollment a Meal Magic account is automatically established for your student when they are enrolled. They are linked by their 6 digit ID number. (Do not use the first 3 zeros)

How will I know when the meal account is getting low on funds?

You will receive a low balance statement via email when your student's account gets to \$10.00 or below, if your email address is current. Please be sure to update your contact information with your student's school office with any changes in your email address.

Can I set my own balance for the low balance emails?

Yes, you can go to the www.sendmoneytoschool site, Create an account if you do not have one. Under "Your Account" go to "Edit Your Email Preferences" and enter the amount you wish to be notified at, click on "Update Preferences" and then *you MUST notify the Food Service office so that their balance reminder can be turned off.*

How do I opt out of receiving automated email notification on account balances?

If you do not want to receive low balance emails, please send an email request to kristy.paul@okemosk12.net. Be sure to note the District and your student's name in the email.

What if I don't have internet access?

We make every effort to remind students in the meal service line if balances are getting low. Students may ask for this information at any time. Or you may call the individual school cafeteria. We may not be able to take your call during meal service. Please leave a voice mail message and your call will be returned within two business days.

Can I place limits on my student's account?

Meal Magic gives us the ability to limit daily spending amount, indicate no A la Carte purchases, or breakfast or lunch meals only. Please contact Kristy Paul at 517-706-5017 or email for information and assistance.

What happens if a student account is \$0 or less?

Your student will always be offered a meal. We will allow a reasonable grace period if an account is otherwise in good standing. Only qualifying federal meals will be provided and the price of the meal will be charged to the account. If we do not receive a deposit during the grace period, an alternate meal may be provided.

What happens to money left in the account at the end of the school year?

All student account balances carry over to the new school year. This includes students who change buildings.

If your student is graduating or leaving the school district, you may request a refund of the balance on the account. Or you may transfer the balance to a sibling.

Refund requests must be in writing. Please write Kristy Paul, F&N Services Administrative Assistant, 4406 Okemos Rd, Okemos, MI 48864 or email your request to kristy.paul@okemosk12.net. Include your student's first and last name, the name of the person the check is payable to, and an address where the check will be sent. Your request will be processed, and you will receive a refund within four to six weeks. We are very sorry, but phone requests will not be honored.

You may transfer the balance to a sibling at SendMoneytoSchool.com. Or you may call Kristy Paul at 517-706-5017, or email at kristy.paul@okemosk12.net. Please include the first and last names of the students you want the balance transferred from and to.