

# School Lunch Debit System FAQs

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- **How do I add money to my student's account?**

Deposits to your child's account are available in three convenient options:

- Payment by credit card online through the Family Access website-- <http://www.asd4.org> click on Family Access on the For Parent menu
- Checks made payable to Addison School District 4 secured in an envelope with your student's name and student ID# on the envelope, delivered to Arbor Food Services in the cafeteria at Indian Trail on Monday or Friday mornings between 7:30am-8:00am
- Cash secured in an envelope with your student's name and student ID# on the envelope, delivered to Arbor Food Services in the cafeteria at Indian Trail on Monday or Friday mornings between 7:30am-8:00am

- **Is there a fee associate with making a credit card payment into my student's account?**

Because credit card processing company charges a fee for this transaction, there is a \$1.95 processing fee for the use of a credit card to make a payment.

- **I have more than one student in the school district, do I need an account for each student?**

Families with more than one child attending District 4 schools will be able to manage all of their children's transactions through one family account. We look forward to making this system available in the elementary schools in spring of 2012.

- **How do I view the purchases and balance on my student's account?**

Go through the Family Access website-- <http://www.asd4.org>, click on Family Access on the "For Parent" menu

- **I have a question about the information on my student's account. Who do I contact?**

If you have specific questions about your student's account, please contact our Food Service Director, Mary Ann Marcinek, by email at [mmarcinek@asd4.org](mailto:mmarcinek@asd4.org) or by phone at (630) 458-2457.

- **I don't want my student to be able to purchase "ala carte" items (this includes snacks such as chips, cookies, ice cream). I only want my student to purchase the standard lunch. How can you assist me with this?**

If family communication does not instill the eating habits you feel are best for your student, please send an e-mail or written letter to the attention of our Food Service Director, Mary Ann Marcinek at [mmarcinek@asd4.org](mailto:mmarcinek@asd4.org) or Food Service Director, 222 N. Kennedy Drive, Addison, IL 60101

- **What if my student has no money in his/her account, but still wants a school lunch?**

No student is denied food at lunch. A basic food component, such as a cheese sandwich would be available.

- **What if there is money left in my student's account at the end of the school year?**

If there is money on your food service debit account at the end of the school year, the money will remain there for the next school year. If you will no longer have any students in Addison School District 4, a written request for reimbursement can be sent to: Food Service Director, 222 N. Kennedy Drive, Addison, IL 60101