

Child Nutrition FAQ's

1. What is the status of my account?

- District Receptionist, Cashier, and District Child Nutrition staff has access to this information.

2. Has my child been approved for Free/Reduced lunch?

- See #2.

3. Why did I receive a letter stating my child has a negative balance and I have been sending money every day?

- Perhaps the child has not given the money to the Cashier.

4. What is my child's ID number?

- This information should be provided by the campus.

5. What happens if they are not approved yet and I forgot to send money for them to eat?

- Please send them to school with lunch or money until status notification is received, otherwise a cheese sandwich will be given. Charge Limit is \$7.00.

6. How can I apply money to MySchoolBucks account?

- Set up MySchoolBucks> go to website> enter State> Drop down> ILTexas (will need ID #).

7. How long does it take a payment to process in MySchoolBucks account?

- At least 15 minutes, if entered into ILTexas account.

8. How can one child be approved and the other child be denied in the same household?

- Contact the Child Nutrition Department.

9. Can someone at the individual campus assist me with my food application?

- Yes, Front desk has access to computers and should assist.

10. How will I know whether my child has been approved/denied?

- Confirmation letters were sent to email address provided- look for sender: n-ltech.com or subject: Mosaic.

11. What is a Mosaic application letter?

- Free/Reduced status letter.

12. How long does the approval process take for Free/Reduced lunch?

- Child Nutrition has up to 10 days to process applications.

13. When I receive the written approval, do I need to call into the office and verify it?

- No.

14. How can I add my recently accepted child to my approved meal application? How long is the process? How will the child eat in the meantime?

- Complete a new application. You cannot add a student to an application that's already been processed. See #12. Send them to school with a lunch.

15. Refunds or Credits to MSB Account

- Complete Refund Form on website under Child Nutrition- send to childnutrition@iltexas.org.

16. Getting an error message when entering confirmation number (to check app status)

- Make sure you're entering the correct school District: International Leadership of Texas.

17. Why can't someone at the individual campus assist parents with questions?

- Parents may go to the cafeteria to ask the Cashier to assist after breakfast, before lunch.

18. What happens if a student(s) is not approved and I forgot to send money with my child to eat?

- A student will be charged for the meal and the parent is responsible to pay the balance accrued. If a parent continues to fail to pay for lunch and the student reaches the charge limit, \$7.00, the student will be provided a Courtesy Meal. If the negative balance still hasn't been paid, a parent will have to start sending their children to school with a lunch.