



To: Parents/Guardians of Cayman International School (CIS) Students
Date: November 2019
Re: Canteen/Lunch Service for 2019-2020

Dear Parents,

Our **December 2019** menu is now available on www.myschoolaccount.com and www.catering.ky. We hope to continue improving our menus and service so if you have any suggestions or ideas, please feel free to let us know. All feedback is greatly appreciated.

If your account is funded, you will be able to place orders for the following day up until 11pm the night before. In the event that your account is not funded when you are ready to place pre-orders, you will have to allow up to 24 hours for the funds to appear on the account after payment has been received.

MYSCHOOLACCOUNT.COM ONLINE LUNCH ORDERING SYSTEM AND STUDENT REGISTRATION INFORMATION

Our online service will allow you to monitor your account balance, your child's purchases for the month, and have an email reminder sent to you when your account balance gets low.

PAYMENTS

- Parents have the convenience of multiple payment options including; direct payments with our Cashiers at the CIS canteen or through our MEP offices with credit card, cheque or cash. **Please note clearance of cheques is required prior to account funding;**
- **Online bank transfer** - Online bank transfers are available through our **Cayman National Bank (#01108044)** and **Butterfield account (#1361679150016)**. **Please note adequate reference is required when paying through CNB and BOB direct transfer - Student's full name, and school name. Once the online payment is completed, please email a screenshot (print screen) of the successful online transfer with the date and transaction number visible to admin@catering.ky so that our files can be updated accordingly;**
- Initial funds and future top-up payments will appear on your child's account within 1 business day upon confirmed receipt of payment; and
- **Credit card payments are currently unavailable online at myschoolaccount.com.**

CREATING A PARENT ACCOUNT

In order to take advantage of this convenient service you will need to create a parent account. Parent accounts are set up as follows:

1. Go to **www.myschoolaccount.com**;
2. Click "Create Account" on the top menu bar;
3. Fill in the required information on the "Parent Account Sign-Up" page
Please note, the Cayman Islands State is "KY" and Zip is nine zeros [00000]-[0000];
4. Choose "Cayman Islands" from the "School District" drop down menu;
5. Create a User ID and Password;
6. Click the "Accept" box, and then click "Signup"; and
An email will be sent to your email address that will contain a verification code. **Please ensure to check your junk or spam folders if you do not see the email come through right away**

After you receive the verification code you may begin to add your child's information. To do so, you will need to do the following:

1. Go to **www.myschoolaccount.com** and login using your previously created user ID and password;
2. Enter the verification code to verify your account and email address;
3. Begin adding your child's information according to the guidelines provided. You will need your child's CIS student ID number in order to add them. This can be obtained from the school or by contacting the MEP CIS Administrator;
4. For express service we ask that you please complete the attached Credit Card Authorization Form indicating how much you would like to initially deposit into your child's account;
5. After your child is added and funding cleared for their account you will be able to view the current month's lunch menu and place orders for the entire month; and
6. **It is strongly recommended that parents set the "Low Balance Notification" on the account. When the balance reaches the set amount you will be sent an email notification.**

Please note that a parent account can have many children linked to it, but a child can only be linked to one parent account.

Any money that is not spent by the end of the school year will be available the following school year. If you have any questions about this or any other food service program, please contact the Mise en Place CIS Administrator.

THE MENU

Copies of the online **December 2019 menu** is attached here for reference.

The menu will offer a daily choice of two hot meals, a salad bar, sandwiches/wraps, and a soup of the day.

Hot Lunch Prices (complete pricing available on our **December menu**):

- **PreK3 - Gr. 2** = \$5.00/lunch
- **Gr. 3 - 5** = \$5.50/lunch
- **Gr. 6 - 12** = \$6.00/lunch

PAYMENT, ORDERING AND GENERAL CANTEEN INFORMATION IS INCLUDED IN THE ATTACHED DECEMBER MENU

MEAL PICKUP AND A LA CARTE ORDERING INFORMATION

Students with pre-ordered, pre-paid meals will have the convenience of using our express cashier lane where they check in by placing their finger on the finger scanner so the Cashier can confirm their order and present the student with their lunch ticket. The student then goes to either the salad bar or hot meal stations to collect their meal by presenting their ticket to the attendant. Students with accounts will also be able to order at the Cashier station even if they have not pre-ordered.

The advantage of pre-ordered, pre-paid meals is that your child is guaranteed to receive the lunch you have ordered for them. Alternatively, we offer a la carte items which students can purchase from the canteen by paying in cash or charging it to their accounts. Please be aware that this is on a first-come-first-serve basis which means that your child may not get their first choice. Access to accounts will be secure using our biometric finger scan input devices located at each cashier station which will link each student to their specified account.

EMERGENCY MEALS

Emergency meals may be available through Cayman International School Administration. Should Mise en Place provide a meal the school administration will be notified. Please contact the school office directly for emergency meal requests. Mise en Place will also attempt to facilitate emergency/last-minute funding of an account however this cannot be guaranteed. Please contact the Administrator directly to request emergency funding.

Mise en Place cannot be held responsible for cash payments not made directly to our Cashiers or Mise en Place offices where an official receipt can be provided.

GET A \$50 CREDIT

Simply fund your child's account at any time throughout the school year with a minimum CI\$500 payment and MEP will automatically provide an additional CI\$50 to your child's account! Please contact the Administrator for more details.

PRE-ORDER FACILITY

For parental control and security, we offer a pre-order system which guarantees your child's first choice of lunch. Students will also be able to make a lunch selection from the options still available and pay by cash, or charge to their accounts during daily service.

KEEP A CARD ON FILE

We encourage parents to keep a credit card on file for easy payments. This will allow you to email the Administrator authorizing a set payment to your child's account in order for the account to be funded. You will receive a confirmation email for all processed payments completed. Please complete the Credit Card Authorization Form which is attached and return to MEP prior to ordering.

ABSENCES

In the event that your child is absent from school Mise en Place will provide credit only when notice is provided prior to 9:00am on the day of service. Should the school provide us with at

least 24 hours notice for school sanctioned absences, such as field trips, then we will provide credit for all affected students upon request.

NATURAL DISASTERS/UNFORSEEN CLOSURES

Mise en Place will provide credit for periods of closure due to natural disasters or any unforeseen closure with at least 24 hours notice. Please note that due to advance ordering and food preparation the provision of credit may not always be possible.

Please do not hesitate to contact our School Catering Administrator at 623-2432 or email at admin@catering.ky for more information. Mise en Place's business office hours are Monday to Friday from 9:00am to 5:00pm. In the case of an emergency and the Administrator cannot be reached on the direct line provided, please call 623-2433 which is the main office number and any of our staff will be happy to help you.

We look forward to serving you and your students at CIS for the coming year and many years to follow.

Kindest regards,

Isharnna Carnagie
Supervisor of Private School Catering
Mise en Place Ltd.

T: 623-2433|**D:** 623-2439|**E:** admin@catering.ky