



Whitesboro Central School District

Food Service

6000 State Route 291 • Marcy, NY 13403
Telephone: 315.266.3315 • Fax: 315.266.3342
www.wboro.org/foodservice

Dear Parent or Guardian,

We are pleased to inform you of recent improvements our Food Service Department has made to our automated meal balance notification system. On weeknight evenings, automated phone calls, text messages and/or email messages will be utilized to inform you of low or negative meal account balances for your child(ren). We realize it is easy for these to go unnoticed by parents and are hopeful this communication will assist with keeping accounts funded adequately and in good standing.

Effective immediately, the following notifications are in place:

1. **Low Balance calls:** Calls will be generated once/weeknight evening for each child when meal balance is less than \$10.00.

Important: Due to limitations in how data is processed by our automated system, households with children that qualify for free meals will not receive low balance calls at this time. This ensures that unnecessary calls are not made if a balance is maintained between \$0.01 and \$10.00 for purchasing a la carte items, snacks, etc.

At no time will a low balance impact your child's free meal eligibility.

2. **Negative Balances less than \$12.50:** Calls will be generated once/weeknight evening for each child.
3. **Negative Balances of \$12.50 or greater:** Calls will be generated twice/weeknight evenings for each child. In addition, a monthly negative balance letter will be sent home.

Please note that households with more than one child who meet one or more of the criteria stated above will receive multiple calls (one per child).

For payment information, please visit www.wboro.org/mealpayments. For further questions, please feel free to contact the Food Service Department at 315-266-3315.

Thank you,

Angela E. Aguiar
Director of Food Service
Whitesboro CSD

Our Mission

To inspire, cultivate, and empower all learners to maximize their potential.