

# FAQ for the Andover School Nutrition Program

## Includes Questions about Free Meals, Lunch Ordering and Student Accounts

**Q: Are all meals free again for students this year?**

A: Yes, all students are able to receive 1 free breakfast and 1 free lunch daily during the 2021-2022 school year due to the COVID-19 pandemic.

**Q: Do I need to preorder lunch again this year?**

A: Yes. Pre-k through 5<sup>th</sup> grade will require lunches to be preordered in order for your child to receive a meal. Middle School and High School do not have preorder. High school has an online ordering for deli sandwiches.

**Q: Where do I go to preorder lunches?**

A: The website to preorder for pre-K through 5 is <https://onlineordering.linq.com/>. If you did not make an account last year, you must create an account using an active e-mail address (this will be your user name).

**Q: I am making a preordering account and it is asking for my student's ID number. How do I access that?**

A: You can reach out to [taylor.pirog@andoverma.us](mailto:taylor.pirog@andoverma.us) if you need ID information. Please provide your child's name and school in the e-mail. ID numbers stay the same for all 12 years, it does not change yearly.

**Q: I notice the lunch comes with side options my child will not eat, can I choose to only order the main meal?**

A: No. We have to make sure all children are receiving 5 components of a lunch- this includes whole grains, protein, fruit, vegetable, and milk. If you are concerned your child will not eat everything provided and may still be hungry, you are more than welcome to pack them a lunch or snacks to go with the meal ordered.

**Q: I want to order lunch for my child but they have food allergies. How do I handle this?**

A: Please contact [taylor.pirog@andoverma.us](mailto:taylor.pirog@andoverma.us). Different needs may be handled on a case by case basis. She will review your child's needs and then likely connect you with the lead food service worker at your child's school. The leads will then be your primary contact moving forward, as they are responsible for the food prepared in each kitchen.

**Q: Do I need to put any money on my child's account?**

A: This depends. As stated above, each child is able to receive one free breakfast and one free lunch daily. This will not require any money to be deposited into their account. However, a la carte items such as water bottles, snacks, vending items, and second lunches come at an additional cost.

**Q: How do I put money on my student's account?**

A: We are currently accepting online payments only. No cash or check can be deposited at the register at this time. You may submit payment by creating an account at [www.sendmoneytoschool.com](http://www.sendmoneytoschool.com). To create an account for your child, you will need to know their student ID number.

**Q: What is the difference between the child's ID number and their PIN number?**

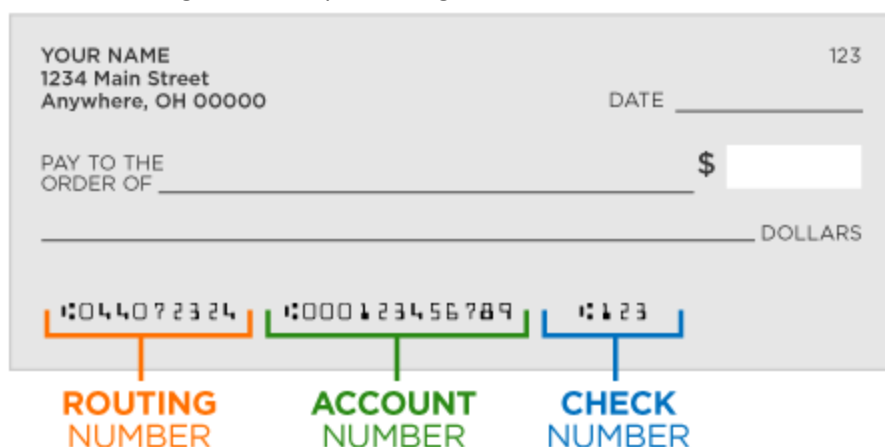
A: The child's ID number is used for setting up the student's online account at [www.sendmoneytoschool.com](http://www.sendmoneytoschool.com). The student's PIN number is a 5 digit number that is used at the register when they go to purchase a meal or snack. They enter their PIN number at the time of service into a PIN pad and it is used to withdraw payment from their account.

**Q: Is there a fee for online payments?**

A: There is a \$1.00 processing fee for E-Checks and there is a \$2.65 charge per every \$100 deposited via credit and debit card.

**Q: When depositing a check online at SendMoneyToSchool, which number on the check is the routing (transit) number and which is the account number?**

A: See the image below for guidance on differentiating routing (transit) number and account number. It is important that you enter this check correctly. If you don't, the check will be returned, your child will not receive the money into their account, and the account will be charged a \$2.50 processing fee.



**Q: If I choose not to put any money on the account, can my child use cash daily to pay for extras?**

A: No, we are not accepting cash at this time. Funds must be put on your child's online account.

**Q: In previous years I filled out a free and reduced lunch application. Do I need to do that again this year?**

A: It is highly recommended that you fill out a free and reduced lunch application this year. Even though meals are free, there are other benefits that come with a free or reduced lunch application, such as P-EBT, reduced priced transportation, athletics, and communication with guidance and administration.

**Q: How do I fill out a free and reduced lunch application?**

A: The most efficient way to apply is through the website [www.lunchapp.com](http://www.lunchapp.com). It will walk you through the application online, and then it will be processed in a timely fashion, and your free/reduced eligibility status will be mailed to you. You can also apply via a paper application which is attached in this mailing packet.

**Q: I still have questions. Who should I contact?**

A: Please call the School Nutrition Office at 978-247-5520. You can also e-mail the Director of Nutrition Services, Gail Koutroubas, at [gail.koutroubas@andoverma.us](mailto:gail.koutroubas@andoverma.us), or the Assistant Director, Taylor Pirog, at [taylor.pirog@andoverma.us](mailto:taylor.pirog@andoverma.us)