

## **LGUSD Food Service Department FAQ**

1. How can I sign my child up for a lunch account?

As soon as food services receives any funds an account will be created for your student.

2. How can I add funds to my child's account?

There are a few ways you can add money to your child's lunch account. You can send cash or a check with your child to give to the cafeteria staff, you can leave cash or a check in the office of your child's school or you can add money online. To add money online you will need to create an account at [family.titank12.com](http://family.titank12.com). You will need your child's student ID number in order to set up the account.

3. How can obtain my child's student ID number?

Each child in the district is assigned a student ID number. You can find this number on your child's student ID card (jr. high) or you can call the office or the food service manager who can provide it to you.

4. Is there a cost to use TITAN?

There is no charge to use TITAN, however if you do use it to add money to your child's account there is a \$2.60 convenience fee that is applied. You may use TITAN at no charge to check balances, check transaction history and to set up alerts to be sent to you when your child's account balance gets low.

5. What is my child's lunch account balance?

You can always call food services directly or you may set up an account online through TITAN and view account balances at anytime.

6. To whom should I address the check?

You can address it to LGUSD

7. Can I request a refund?

Yes, you may request a refund at anytime by contacting the Food Service Manager at 408-335-2382

8. What happens to any funds left on my child's account?

Any funds left on your child's account will stay on your child's account and transfer over to the following academic year.

9. Where can I find the menu for my child's school?

Each school office has copies of the current menu. You may also access it online on the district website: [www.lugsd.org](http://www.lugsd.org) under the department tab and then the food service tab. You may also access the menu directly through your child's school website under the parents tab and then the food service tab.

10. What if my child is allergic to milk?

You will need to provide a doctor's note to the food service department that will be kept on file in order to receive an alternate option.