

F.A.Q. Lunch Balance Calls



Why am I getting calls about my lunch account from Skylert School Messenger ?

The school is utilizing the system in cooperation with our student management software, Skyward, to keep parents and guardians better informed concerning lunch account balances. With a mind toward good stewardship, the district is working to provide families with information using technology. Before the calling system, a staff member spent most of her day making phone calls and printing and delivering dozens of paper reminders everyday. In the first several weeks of operation, the system is sending out over 300 reminder calls.

When do I get a call?

The system collects the lunch balance information about 1 hour before sending out calls ensuring that the information is the most up to date. When your lunch balance is at \$2.00 or below, the system will give you a reminder call that it is time to deposit funds into your lunch account.

How often do calls go out?

Presently, calls are going out on Monday & Thursday.

Why am I getting called when my child is on free lunch?

The system is set to not call accounts with a “0” balance to avoid families on free lunch or those that do not use the food service. The exception would be for families that may have a Kindergartener or are still carrying a balance for milk from when their child was in Kindergarten or on reduced lunch. You can remedy the situation in two ways:

1. Your child can get extra milk with their lunch until the remaining balance is used and your account is at “0” or
2. You may add the balance so your account stays at \$2.00 or above.

How to manage your Skylert Account?

Login to your Family Access Account via the district website, www.bccu2.org. There is a ‘Skylert’ tab under General information on the left.

If you are getting a call in error or are NOT getting a call and you know your balance has fallen below \$2.00, please call your student’s school office and make sure that your contact information is correct. Thank you!