



### Frequently Asked Questions:

1. Are meals being provided at the school sites?
  - a. On Tuesday, September 1 weekly pre-order meal bundle distribution began at 40 schools.
2. How do I order a meal bundle?
  - a. Parents may use their existing PayPAMS account or go to PayPAMS.com to create one. A credit card is not required to create an account.
  - b. Meal bundle orders must be made in advance for CMS students.
  - c. School Nutrition is using PayPAMS as a method of gathering orders.
  - d. The PayPAMS app cannot be used to place an order for a meal bundle. Instead, open a web browser, bring up [www.paypams.com](http://www.paypams.com) and enter login information. You will need to use this method to order from a phone.
3. When can I get my meal bundle?
  - a. Meal bundles for CMS students must be ordered in advance at [www.paypams.com](http://www.paypams.com) and can be picked up or delivered once a week. To request delivery to a school bus stop, place your order 2 weeks before the delivery date. To pick up a meal bundle, place order one week before the pick up date.
4. How much does it cost?
  - a. Each meal bundle contains 5 breakfasts and 5 lunches.
  - b. On Monday, August 31, 2020 the U.S. Department of Agriculture (USDA) announced an extension of several summer food flexibility waivers through December 31, 2020. Therefore, CMS Eats at Home *weekly* meal bundles will now be available at no charge to *all* CMS students.
  - c. These waivers also allow *weekly* meal bundles to be available for other children 18 and under. If the child is not a CMS student, meal bundles cannot be pre-ordered in PayPAMS.
  - d. To request bus stop delivery for a child who does not attend CMS, the household must have a student registered in CMS. They will need to request a meal bundle at the time of delivery for any child that is not a CMS student. Otherwise, they will need to arrange to pick up meal bundles *once a week* at one of the 40 distribution sites.
  - e. Since all meal bundles distributed must be accounted for, the person picking up a meal bundle for a child that does not attend CMS will need to complete a form to provide the child's name, birth date along with their name and contact information to receive a meal bundle.
  - f. Parents should continue to order meal bundles for CMS students online using PayPAMS to allow CMS School Nutrition and Transportation staff to successfully meet the needs of our students and families.

5. When does meal bundle pick-up and delivery start?
  - a. Meal bundle pick-up and delivery began September 1. The designated delivery or pick up day is based on the student's CMS group assignment. Group A Tuesday; Group B Wednesday; Group C Thursday; and Group D Friday.
6. What time can I pick up at my designated school site?
  - a. Pick up is available from 10:30 am – 12:30 pm at the pick-up location assigned when the order is placed and on the student's assigned group day. Group A Tuesday; Group B Wednesday; Group C Thursday; and Group D Friday.
  - b. If you place an order for more than one student your pick up location may be different for each student. At this time, designated pick up locations cannot be changed. We recommend you select delivery to a bus stop if you do not want to pick up at more than one location. We are working with our software provider for more options.
7. If I select delivery to a school bus stop how will I know the time and place where the school bus stop is?
  - a. Custom bus routes are created weekly based on orders placed for bus stop delivery. The student's address in Power School is used to create the delivery routes. The parent's phone number in Power School is used to place a reminder call the evening before delivery or pick up.
  - b. If a student does not normally ride the bus an order can still be placed for delivery to a bus stop because delivery routes are custom built weekly based on the address of pre-ordered meal bundles.
8. Can I sign up for the whole semester?
  - a. Parents can pre-order meal bundles for multiple weeks for delivery to a CMS bus stop or for pick up at a designated pick up site. Orders cannot be placed for the entire semester.
9. How is the menu determined?
  - a. Each meal bundle contains 5 breakfasts and 5 lunches which meet USDA nutritional requirements for school meals. Heating instructions and a nutritional information sheet with allergens is included in each meal bundle.
  - b. Meal bundles are not customizable.
10. How soon do I need to refrigerate my meal bundle?
  - a. We recommend putting the refrigerated items into your refrigerator as soon as possible but not to exceed 2 hours.
11. Is the food ready to eat?
  - a. All food in meal bundles has been cooked. We recommend heating some items up before eating and some items may require minimal preparation. Heating instructions are provided.
12. Does the student have to be present to pick-up the meals?
  - a. The student does not need to be present to pick up meals.
  - b. Parents can designate someone to pick up their student's pre-ordered meal bundle. The student ID card and/or student name and ID number must be provided to receive meal bundle. CMS staff will check the roster to confirm a meal bundle was pre-ordered.

13. Can I order a meal bundle for a student/child that does not attend a CMS school?
- On Monday, August 31, 2020 the U.S. Department of Agriculture (USDA) announced an extension of several summer food flexibility waivers through December 31, 2020. Therefore, CMS Eats at Home *weekly* meal bundles will now be available at no charge to **all** children 18 and under. Meal bundles cannot be pre-ordered in PayPAMS if the child is not a CMS student.
  - To request bus stop delivery for a student who is not a CMS student, the household must have a student registered in CMS. They will need to request a meal bundle at the time of delivery for any child that is not a CMS student. Otherwise, they will need to arrange to pick up meal bundles *once a week* at one of the 40 distribution sites.
  - Since all meal bundles distributed must be accounted for they will need to complete a form to provide the child's name, birth date along with their name and contact information to receive a meal bundle.
14. Can I still apply for free or reduced lunch?
- Students attending CEP schools are all approved for free meals. A meal application is not required.
  - If a student attends a non-CEP school the parent can still complete a 2020-2021 meal application to be considered for benefits after December 31, 2020. [Click here](#) to complete a meal application.
15. How do I know if I attend a Community Eligibility Provision (CEP) school?
- Parents do not need to complete a meal application if ALL students in the household attend a CEP school. [Click here](#) for a list of 2020-2021 CEP schools

Questions?? Call (980) 343-6041, select option 2