



Student Account Guidelines
5/6/19

Food service staff must verify that the photo of the student corresponds with the student ID that is entered by the student or meal card that is scanned.

It is the expectation that students and staff have money on account or cash to purchase any food items.

Food Service staff will provide a meal to all students regardless of the money they have on their account.

Parents can monitor their child's account through School Café. Instructions for using School Café can be found on the food service home page. Parents can:

- Apply for free and reduced meal benefits
- View your child's account balance and purchases
- Set limits for ala carte purchases
- Set reminders for low account balances

If a parent does not want their child to purchase anything from food service, they need to contact the food services office.

Parents or guardians of students will be notified by telephone or email through School Messenger for low account balances when the account falls below \$8.00 for full price and \$2.00 for reduced priced meals. The parents or guardians will also be notified when the account balance is negative. Students will not be permitted to purchase ala carte items if their account is negative.

At the end of each school year, any money that is remaining in the student food service account will be rolled over to the next year (positive or negative). At any time, a parent (including graduating Seniors) can call the food service office and request a refund, transfer the money to a sibling account or donate the money to families who have negative account balances.

Payments for school meals may be made,

- Online through eFunds (\$3 fee per transaction)
- At the school with check or cash
- At most schools with a credit card (no fee)
- Calling the food service office with credit card (no fee)

When an account is -\$75.00 food service staff will contact the parent by phone or email alerting them to the situation and let them know that if the account is not paid it will be turned over to the collection agency.

As of December 1st and June 1st any account that is -\$75.00 or more a letter will be sent through US Mail to the parents or guardians requesting payment. If payment is not received within 30 days the account will be turned over to the district business office and will be submitted to the district collections agency. Once the account is turned over to collections, food service staff will reset the account to \$0.00.

When the account is turned over to collections, the account will be considered bad debt and the district will reimburse the food service department for the total cost of the account. Any money that is collected on the account will be turned over to the business office and placed in the general fund.

Donations will be used to offset the negative food service balances for families that qualify for free and reduced.