ADMINISTRATIVE REGULATIONS **AUX-6**
SECTION: Auxiliary Services
SUBJECT: Cafeteria Operations–Positive Balances & Unclaimed Money 06-01-20

When a student has a Positive Balance at the end of the school year households may request a refund, request to transfer funds to another student account or donate funds to students with negative account balances. Typically refunds are made when a student is moving or withdrawing from the district. Refunds can take up to two weeks to complete.

To request a refund or transfer:
Online: At www.schoolcafe.com
Email: cmattingly@nederlandisd.org
Phone: 409-724-2391 x 1226
In Person: Child Nutrition Department, 220 N. 17th Street, Nederland, TX. 77627

Active Students/Returning Students
Returning students positive balance automatically remains on the students' accounts even if they change schools within NISD.

Inactive Students/Withdrawn Students/Non-Returning Students
Upon withdrawal or non-returning intent is made, households are required to request the remaining positive balance. Each campus has a form for households to complete upon check out/withdrawal. Failure to contact Child Nutrition regarding remaining positive balance will be considered unclaimed.

Notification to Households
Per District Enrollment Packet: Policy will be included with district enrollment packet.
Phone: District Call out.

Donations
Unless specified, donations will be given to student accounts based on need or identified by district personnel with recommendation to the Child Nutrition Director or at the discretion of the Child Nutrition Director.

"**This institution is an equal opportunity provider. This program is funded by USDA."**