



Procedure for Student Meal Accounts

The National School Lunch Program (NSLP) requires school food authorities to establish written administrative guidelines and procedures for meal charges. New Palestine Community Schools will adhere to the following meal charge procedure.

- All cafeteria purchases are to be prepaid before meal service begins. Cafeterias will accept cash or check deposits during regular school hours. Households may also prepay student accounts using E-Funds for Schools or Family Portal at any time by visiting www.efundsforschools.com or <https://newpalestine.familyportal.cloud/>. Credit, debit or electronic checks are accepted.
- If a student has an insufficient balance in their meal account, they will be allowed to charge for a meal. However, this should only be done on a limited basis.
- A student who has a negative meal balance may not charge or purchase "a la carte" item(s), including extra main entrees or milk.
- The food service manager or other school personnel will coordinate communications with the parent(s)/guardian(s) to resolve the matter of unpaid charges.
- An automated e-mail and ParentSquare message will notify parent(s)/guardian(s) weekly of any outstanding negative balance in the student's meal account. The food service manager will also mail letters home monthly to parents of students who carry negative balances of \$25 or more.
- All accounts must be settled at the end of each semester. Letters will be sent home approximately 30 days before the end of the semester to students who have any negative balance.
- New Palestine Community Schools will take action at the end of the school year to collect unpaid funds by means of collection agencies, small claims court, or any other legal method deemed necessary.
- Students who graduate or withdraw from the corporation with a meal account balance of \$5 or more will receive an email from the Food Service Department by June 15 with the option to transfer the funds to another student or request a refund. Students with a balance of less than \$5 will receive an email directing them to contact the Food Service Department to request a refund. If no response is received by June 30, the remaining balance will be transferred to the donation meal fund.

This institution is an equal opportunity provider.

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