STUDENT CHARGE AND BALANCE GUIDELINES

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 foods items.

**High Schools**

1. Food and Nutrition kitchen staff will verbally remind students/staff everyday of their account balance when the balance falls below $10.00.

2. It is the expectation that students have money on account or cash to purchase any food items. Food and Nutrition Services staff will not allow students to charge more than negative $7. If the balance is negative prior to purchase, the student will only be able to choose a student meal. Students will be informed that if they do not have money on their account the following day, they will be sent to see an administrator.

3. If meal purchase will make the account balance greater than negative $7, the student will require administrative approval. The following actions will take place.
   - The cashier will write down the date, student ID, name, and the negative balance prior to ringing up the student meal on a 3-part duplicate slip. The student will be asked to go to an administrator to sign for approval to charge a student meal. The administrator will keep the top copy and the student will return to the cashier with the approval slips. The cashier will charge the student meal, initial, and give the student the bottom copy as a reminder. All approved slips will be included in the day’s paperwork.
   - The administrator will inform the student that money must be on their account or they will not be able to purchase any food or beverage items.
   - It will be the administrator’s responsibility to contact the parent or guardian that day to inform them of the situation. The parent or guardian would be told that their student will not be able to eat until the account is positive.
   - All negative student accounts that have been accumulated from the inception of this guideline while in their current high school will be charged to the
established building accounts on a monthly basis. Food and Nutrition Service will send an invoice on the 1st day of every month for negative balances not recovered from the 15th to the 15th of the prior month. Negative balances will be paid directly to Food and Nutrition Services. All negative charges invoiced will be the responsibility of the building and will not be reimbursed by Food and Nutrition Services.

Middle Schools and Elementary Schools

1. Food and Nutrition kitchen staff will verbally remind students of their account balance when the balance falls below $10.00.

2. Students with a negative balance will only be allowed to purchase a reimbursable meal. Parents or guardians of students will be notified by telephone or e-mail from the Food and Nutrition Office when the account falls below negative $15.00. No accounts that are negative will be allowed to purchase: doubles, seconds or a la carte items.

3. Once a student account balance reaches negative $30 a reimbursable meal will be provided, but parents will be contacted immediately either by the Food and Nutrition Office or the building principal to discuss best steps to resolve the negative balance issue.

Invoicing Procedures- All Schools

1. On the 1st business day of the month the Food and Nutrition Services department will mail invoices for all accounts with balances of negative $15.00 or more.

2. The second invoice mailed to the household will initiate a call or e-mail from the Food and Nutrition Services department. The second invoice notifies the household that their account could be sent to collections if payment is not received within 60 days.

3. The third invoice mailed to the household will initiate a call or e-mail from the Food and Nutrition Services department. The third invoice notifies the household that their account could be sent to collections if payment is not received within 30 days. Along with the third invoice the parents will receive a notice that if each child in the household reaches negative $30, food purchases can be restricted.

4. One week prior to account balance being sent to collection an e-mail stating that payment in full or a payment plan be established within 7 days to prevent further administrative action.

5. Building principals will receive a list weekly of students that are negative $20 or higher from the Food and Nutrition Services department to see if they can assist in determining the best method to resolve the negative balance.