



Boise School District Unpaid Meal Charge Procedure

Purpose:

1. To provide parents/guardians with access to information to assure their students have food service funds available.
2. To assure students have access to a limited amount of meals until adequate funds are deposited on the students account or until the student brings cash for a meal.

Payment options:

1. Parents/guardians can make prepayments to their students' food service accounts at any time with cash or check. Checks should be made out to BSD Food & Nutrition Services and include their students' names and/or 9 digit (or 5 digit) student account number.
2. Parents/guardians can set up a free account on MySchoolBucks.com using their student's 9 digit student account. This service allows families to check students' food service account balances and make one time or reoccurring deposits (for a small fee).
3. Any funds remaining on a student's food service account at the end of the school year will be available to the student the next school year, regardless of any school changes within Boise School District.

Notification of low balances:

1. Parents/guardians can utilize MySchoolBucks.com to check students' food service account balances or set up free low balance text or email notification.
2. Food & Nutrition Services cashiers notify senior high students when their food service account balances are getting low, typically when the account is under \$5.00. Elementary and junior high students are only told their account balance if a student asks for their information.

Notification of negative balances:

1. Food & Nutrition Services assists with funding an automated notification system that contacts families via telephone and email when their students' account balances becomes negative.
 - a. The system uses the primary phone number and email address listed in Infinite Campus. Parent/guardians must assure this information is up-to-date at all times.
 - b. The automated system is set up to notify families five days a week by phone and twice a week via email.
2. Negative balance letters are sent home on a weekly basis by the Food Service Manager. These letters are either mailed to the student's home address or, at some elementary schools, folded and stapled (to assure the information remains confidential) and provided to the student in the classroom to take home to parents/guardians.

Extending credit – students without funds:

1. As a courtesy, the Boise School District extends credit to students in the following amounts:
Elementary and junior high credit limit is \$15.00, senior high credit limit is \$5.00.
 - a. Regardless of the amount owed to Food & Nutrition Services, a student can pay cash at the point of sale for a meal.
 - b. The student is allowed to charge only ‘first meal’ purchases as long as they do not exceed the credit limit. Ala carte items, including milk, second entrees or second meals cannot be purchased on credit. Funds must be on a student’s food service account or a student must have cash when purchasing ala carte items.
 - c. All extended credit amounts are to be repaid by the student (family).
2. If a parent/guardian does not want their student to charge meals, they must contact the Food & Nutrition Services Office at 854-4090. When requested by the parent/guardian, a notification will be added to the student’s food service account.

Emergency meals - when students exceed the credit limit:

1. Elementary and junior high schools:
 - a. Emergency meals will be offered to a student when their account exceeds the \$15.00 credit limit offered by the District.
 - b. Emergency meal usage reports will be provided to the Principal (or designee) for follow up with the parent/guardian of the student using the account.
 - c. Emergency meals are for extenuating circumstances and must not be depended upon by a family.
 - d. Families needing to access emergency meals should contact the Principal to explain their need for emergency meals.
2. Senior high schools:
 - a. When a student has exceeded the credit limit, the student will be asked if they want the meal held until they can get the sufficient funds. If the student chooses not to pay for the meal, the meal will be held until after meal service.
 - b. The Food Service Manager will notify their Area Manager and the Business Technician at the end of meal service of any student who did not return with funds to pay for their meal. When notified, the Food Service Business Technician will research if the phone number in the system is accurate and to check if the family has been receiving notification. The school administrative assistant will be notified if the primary phone number in Infinite Campus is incorrect.

Repayment for unpaid meals:

1. Food & Nutrition Services will continue to collect unpaid meal charges as long as the student remains at the District.
2. Food & Nutrition Services may use a collection agency for the purpose of collecting funds owed.
3. The District may choose to carry over any debt owed into the new school year.
4. Families with students in a paid status can donate unused funds when their student leave the District (moves or graduates). These funds assist other families having difficulty making repayment to their students’ food service accounts.