

## Community Schools of Frankfort Food Service Charge and Payment Procedure

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

The Food Service Department utilizes a computerized point-of-sales system. All students have a café account. Money deposited into this account can be used for the purchase of breakfast, lunch, milk and a la carte items.

To avoid charging, parents/guardians are to make regular payments and monitor their child's meal account. It is the parent's/guardian's responsibility to pay for or pack a child's lunch when sending them to school. However, the Food Service Department recognizes there might be occasions when a parent/guardian forgets to send in money. As a courtesy to families, a regular meal will be provided to the child, and the meal will be charged the next day there is money in the account.

### **Payment Options:**

- a. Online payment can be made at [www.myschoolbucks.com](http://www.myschoolbucks.com). There is not a fee to make an online payment.
- b. Debit or Credit Card payment can be made at Superintendents Office 2400 East Wabash Street.
- c. A check can be made payable to the school.
  - Students can bring a check to the school cafeteria to be deposited on their account.
  - If a check is returned due to non-sufficient funds (NSF), food service will attempt to collect all money owed. In the event a payment is not collected, a third-party collection agency will be utilized.
- d. Students can also bring cash to the school cafeteria to be deposited on their account.

### **Free and Reduced Meal Program:**

The Free and Reduced Meal Program is available for families experiencing financial difficulties. Apply online at [www.school lunchapp.com](http://www.school lunchapp.com) or stop by the school office for a paper application.

If a student who pays reduced or full price has enough money for a meal that day and has a negative balance, the student will not be denied a meal.

**High School** student may not charge a meal. If the student does not have breakfast or lunch money, the student will be allowed to get their meals that day. The cashier will write the student's name down on a sheet of paper and the student will be charged when there is money in the account. If a student repeatedly comes to school with no food and no money, food service employees must report this to the building principal as this may be a sign of abuse or neglect and the proper authorities should be contacted. A student is not permitted to purchase a la carte items if they owe any unpaid charges.

**Middle School** student may charge up to five breakfasts and five lunches maximum. The cashier will remind the student that they need to bring in money when their lunch account is getting low. The manager will call the parent after two days of charging meals. After the five meal charges, the food service assistant will make two phone calls to remind parent/guardian to send in money. If still no payment is made, the parent will be notified in writing that their child owes for meals consumed and should send a sack lunch with the child until the meal charges are paid. A parent can set up a payment plan with the food service department. At the end of the school year, negative balances will carry over to the next year or turned over to a third-party collection agency. A student is not permitted to purchase a la carte items if they owe any unpaid charges.

**Elementary** student may charge up to five breakfasts and five lunches maximum. The cashier will remind the student that they need to bring in money when the lunch account is getting low. A Negative Balance

Letter is printed off daily for the student to take home. The manager will call the parent after two days of charging meals. After the five meal charges, the food service assistant will make two phone calls to remind parent/guardian to send in money. If still no payment is made, the parent will be notified in writing that their child owes for meals consumed and should send a sack lunch with the child until the meal charges are paid. A parent can set up a payment plan with the food service department. At the end of the school year, negative balances will carry over to the next year or turned over to a third-party collection agency. A student is not permitted to purchase a la carte items if they owe any unpaid charges.

If a student repeatedly comes to school with no food and no money, the food service manager must report this to the building principal as this may be a sign of abuse or neglect and the proper authorities should be contacted.

**Adults/Staff/Visitors** - There is no charging permitted.

### **Refund Account Policy**

Any food service account that has **\$5.00 or more** is entitled to a refund. The parent/guardian has an option to transfer the funds to another student or to receive a full refund. The Food Service Assistant will make two phone call attempts to refund the money. After two phone call attempts and no response, the account will close and the funds will no longer be available. Unclaimed balances will transfer to 9800 fund.

Any food service account that has **\$5.00 or less** will move into the 9800 account unless a parent calls and request a refund within two months of leaving the school corporation.

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- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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