

## MEAL CHARGE PROCEDURE

1. Parents and guardians may submit payment for meals in three ways: they may send cash to school with the student for deposit into the students food service account, they may send a check payable to Portage Township School Food Service with the students name clearly indicated to be deposited into their foodservice account, or they may pay online using [www.myschoolbucks.com](http://www.myschoolbucks.com). Please note that payments made through the website may take up to 24 hours to post to your students account.
2. A student who has charged a meal may not charge or purchase "ala carte" item(s), including extra main entrees.
3. If a student repeatedly comes to school with no lunch and no money, food service employees must report this to the building administrator. It could be a sign of abuse or neglect and the proper authorities should be contacted.

Procedures	Elementary (Grades K-5)
Number of Outstanding Charges Permitted	In grades K-5, a student may charge up to \$10.00 in meals. Parents will be notified and demand payments will be sent until the outstanding balance is paid. Students will receive the menued meal. Charges are not permitted for extra milk or ala carte for students that have a negative balance.
Notification to Student of Account Balances	<p><u>Verbal Reminder:</u></p> <ol style="list-style-type: none"> <li>1. Cashiers inform students of low balances.</li> <li>2. For excessively high negative balances, calls are placed to parents from the Food Service Office weekly</li> </ol> <p><u>Written Reminder:</u></p> <ol style="list-style-type: none"> <li>1. Managers send home low balance letters weekly</li> <li>2. Low balance alerts are emailed though the POS program on Mondays, Wednesdays, and Fridays</li> </ol>
Negative Balance Notifications	The Food Service Office Staff places calls weekly to request payment of money owed on students accounts for balances greater than -\$10.00. In cases of extreme delinquency, the Food Service Office also contacts the schools HSA and/or principal for intervention.
Collections of Unpaid Debt	At the end of each semester, any account that is greater than -\$50.00, will be sent a final negative balance letter. If the debt is not paid to the Child Nutrition department within thirty (30) days of the sent letter the account is turned over to

	a collection agency. A record is kept documenting all collection agency activity for all student accounts sent to collections.
Inactive Accounts	After the end of each school year, inactive accounts (withdrawn or graduated students) with a negative balance of -\$50.00 or greater will be included in the "Collections of Unpaid Debt" process. A request for refund on positive balances will be granted with a written request (SBOA Voucher completed) within 6 months of the end of the school year or within 6 months of the student leaving the district. Documented attempts to reach households in an effort to refund monies will be kept in those instances where parents have not contacted the Food Service Office to ask for refunds or to request funds be transferred to a sibling. After 6 months of inactivity, inactive accounts balances will be closed, and any amounts left in the funds will be receipted and applied to delinquent debt.
End of Year Balances (Rollover)	Funds remaining in the active students' meal accounts at the end of each school year will automatically be applied to the students' balance for the next school year.

<b>Procedures</b>	<b>Middle School (Grades 6-8)</b>
Number of Outstanding Charges Permitted	In grades 6-8, a student may charge up to \$10.00 in meals. Parents will be notified and demand payments will be sent until the outstanding balance is paid. Students will receive the menued meal. Charges are not permitted for extra milk or ala carte for students that have a negative balance.
Notification to Student of Account Balances	<p><u>Verbal Reminder:</u></p> <ol style="list-style-type: none"> <li>1. Cashiers inform students of low balances.</li> <li>2. For excessively high negative balances, calls are placed to parents from the Food Service Office weekly</li> </ol> <p><u>Written Reminder:</u></p> <ol style="list-style-type: none"> <li>1. Managers send home low balance letters weekly</li> <li>2. Low balance alerts are emailed though the POS program on Mondays, Wednesdays, and Fridays</li> </ol>
Negative Balance Notifications	The Food Service Office Staff places calls weekly to request payment of money owed on students accounts for balances greater than -\$10.00. In cases of

	<p>extreme delinquency, the Food Service Office also contacts the schools HSA and/or principal for intervention.</p>
<p>Collections of Unpaid Debt</p>	<p>At the end of each semester, any account that is greater than -\$50.00, will be sent a final negative balance letter. If the debt is not paid to the Child Nutrition department within thirty (30) days of the sent letter the account is turned over to a collection agency. A record is kept documenting all collection agency activity for all student accounts sent to collections.</p>
<p>Inactive Accounts</p>	<p>After the end of each school year, inactive accounts (withdrawn or graduated students) with a negative balance of -\$50.00 or greater will be included in the "Collections of Unpaid Debt" process. A request for refund on positive balances will be granted with a written request (SBOA Voucher completed) within 6 months of the end of the school year or within 6 months of the student leaving the district. Documented attempts to reach households in an effort to refund monies will be kept in those instances where parents have not contacted the Food Service Office to ask for refunds or to request funds be transferred to a sibling. After 6 months of inactivity, inactive accounts balances will be closed, and any amounts left in the funds will be receipted and applied to delinquent debt.</p>
<p>End of Year Balances (Rollover)</p>	<p>Funds remaining in the active students' meal accounts at the end of each school year will automatically be applied to the students' balance for the next school year.</p>

Procedures	High School (Grades 9-12)
Number of Outstanding Charges Permitted	In grades 9-12, a student may charge up to \$10.00 in meals. Parents will be notified and demand payments will be sent until the outstanding balance is paid. Students will receive the menued meal. Charges are not permitted for extra milk or ala carte for students with a negative balance.
Notification to Student of Account Balances	<p><u>Verbal Reminder:</u></p> <ol style="list-style-type: none"> <li>1. Cashiers inform students of low balances.</li> <li>2. For excessively high negative balances, calls are placed to parents from the Food Service Office weekly</li> </ol> <p><u>Written Reminder:</u></p> <ol style="list-style-type: none"> <li>1. Low balance alerts are emailed though the POS program on Mondays, Wednesdays, and Fridays</li> </ol>
Negative Balance Notifications	The Food Service Office Staff places calls weekly to request payment of money owed on students accounts for balances greater than -\$10.00. In cases of extreme delinquency, the Food Service Office also contacts the schools HSA and/or principal for intervention.
Collections of Unpaid Debt	At the end of each semester, any account that is greater than -\$50.00, will be sent a final negative balance letter. If the debt is not paid to the Child Nutrition department within thirty (30) days of the sent letter the account is turned over to a collection agency. A record is kept documenting all collection agency activity for all student accounts sent to collections.
Inactive Accounts	After the end of each school year, inactive accounts (withdrawn or graduated students) with a negative balance of -\$50.00 or greater will be included in the "Collections of Unpaid Debt" process. A request for refund on positive balances will be granted with a written request (SBOA Voucher completed) within 6 months of the end of the school year or within 6 months of the student leaving the district. Documented attempts to reach households in an effort to refund monies will be kept in those instances where parents have not contacted the Food Service Office to ask for refunds or to request funds be transferred to a sibling. After 6 months of inactivity, inactive accounts balances will be closed, and any amounts left in the funds will be receipted and applied to delinquent

	debt.
End of Year Balances (Rollover)	Funds remaining in the active students' meal accounts at the end of each school year will automatically be applied to the students' balance for the next school year.