SANGER UNIFIED SCHOOL DISTRICT CHILD NUTRITION

PROCEDURE TITLE	Meal Charges and Account Balance Notification Procedure
EFFECTIVE DATE	8/1/2016
APPROVED BY	Director of Child Nutrition

REVISION HISTORY

REVISION NUMBER	DATE	COMMENTS
	08/1/16	Initial JG
	6/1/17	Updated JG
	3/11/19	Updated

PURPOSE

To identify procedures for meal charges, meal collections, current year meal account payments, and prior year meal account bad debt payments. To establish the on-going process of notifying households on current year meal account balances. To standardize documentation of household notifications for meal account balances in Point-of Sales MCS Franklin.

RESPONSIBILITY

Child Nutrition Personnel

Child Nutrition Accounting Personnel

GUIDELINES

Meal account balance notifications will be conducted daily by the assigned Child Nutrition Accounting employee at the Child Nutrition Central office following standard household notification and documentation procedures.

MEAL CHARGE POLICY

All unpaid (charged) lunches will accrue for any student ("Paid" and "Reduced") priced meals. Despite the account balance, the student will continue to receive the menued meal. The unpaid (charged) lunch will continue to be recorded in MCS/Newton. When meals are charged they are counted on the day of consumption. The meal is recorded in MCS/Newton

HOUSEHOLD MEAL ACCOUNT BALANCE NOTIFICATION PROCEDURES:

- In cases of nonpayment by a student, the designee will send negative balance letters for "Paid" and "Reduced" students on a weekly basis to notify parents of charges when negative balance reaches $10.00.

- When the nonpayment reoccurs and the negative account balance is greater than $20.00, the parents/guardians will receive an automated notification via auto dialer. During this time, the designee will continue to send nonpayment notification letters to the household address in addition to the automated phone call.

- If the nonpayment reoccurs and the negative account balance is $50.00 or greater, the designee will contact parents/guardians via telephone to discuss the reasons for the nonpayment. During this time, the designee will continue to send nonpayment notification letters to the household address and the household will still receive the automated notification phone call.

- After all reasonable steps have been taken to recover repeated nonpayment and the negative balance continues to grow, Child Nutrition Services will work with each student's school site to find resolution to the financial obligation.

CURRENT YEAR MEAL ACCOUNT PAYMENTS

Current year meal account payments can be made at each students' school site cafeteria by cash, check or online at www.myschoolbucks.com. The online payment system has a flat payment fee of $2.50 per transaction. Each online payment transaction can include multiple student account payments with the same flat fee. Payments can also be made at Child Nutrition Central office at 1199 Commerce Way, Sanger Ca 93657.

PRIOR YEAR MEAL ACCOUNT BAD DEBT

Prior year meal account debt will be tracked and managed at the Child Nutrition Central Office.

A districtwide master list will continue to reflect PRIOR school year un-paid meal balances. It will be tracked until the financial obligation is met.

Prior year(s) meal account debt(s) may effective permissible school activities. Guardians can pay prior-year negative balance debt at the Child Nutrition Central office at 1199 Commerce Way, Sanger CA 93657. Prior year meal account debt payments can be cash or check only.

MEAL ACCOUNT PAYMENT RECEIPT SYSTEM

A receipt will be provided for all meal account payments made. Refer to **"Meal Account Payment Procedure".**

HOUSEHOLD MEAL ACCOUNT BALANCE NOTIFICATION-DOCUMENTATION FRANKLIN (MCS SYSTEM)

All household contacts made for negative meal account notifications, must follow the Franklin documentation guidelines below:
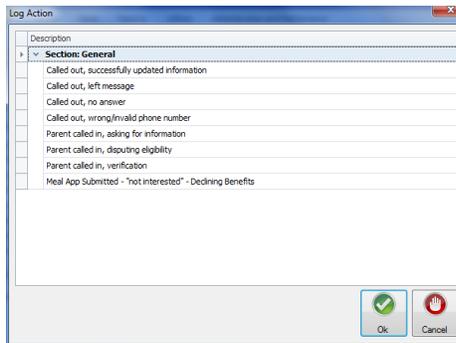
Path: Action – Student # _____ - Refresh - View / Edit Student

Select the "Comments" button

Select the "Log Action" Button and choose the appropriate description of your phone call.

Enter comments regarding the phone call including: *Phone number called, who you spoke to and their relation to the student, response/plan of action for the monies owed, any other relevant notes.*

Select "Apply" and "OK" to save your work. Your comment will be saved in the student's file with a log of the date and time of the contact.