

## SANGER UNIFIED SCHOOL DISTRICT CHILD NUTRITION

<b>PROCEDURE TITLE</b>	Meal Charges and Account Balance Notification Procedure
<b>EFFECTIVE DATE</b>	8/1/2016
<b>APPROVED BY</b>	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.
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## **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](http://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**”.

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## 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:

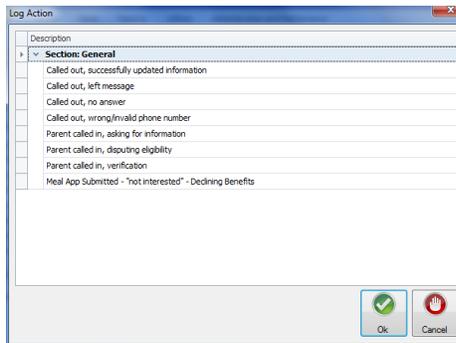
**Path:** Action – Student # \_\_\_\_\_ - Refresh - View / Edit Student

The screenshot shows the 'Student Lookup - Franklin Free & Reduced Meal Balance' interface. The top navigation bar includes 'Action', 'Home', 'Reports', 'Utilities', and 'Administration and Maintenance'. Below this is a toolbar with icons for 'View / Edit Student', 'Add New Student', and 'Merge Student'. The main area contains a search form with fields for 'Name', 'Student #', 'Application ID', 'School', 'Include Inactive', 'Verif. Household', 'Demographic', and 'Advanced Filter'. A 'Refresh' button is located on the right. Below the search form is a table with columns: Student Number, First Name, MI, Last Name, Suffix, Meal Benefits, Eligibility Reason, Current App#, App Process Date, Grade, School, SIS Data, Birthdate, Student SSN, DC Evidence, and Veri Hou. The first row of data shows Student Number 1015761, Meal Benefits 'Paying', and Eligibility Reason 'Denied (Speci...'. The 'Student Number' column header is highlighted, indicating it is selected for grouping.

Select the “Comments” button

The screenshot shows the 'Student Comments' dialog box open over the 'Student Lookup' screen. The dialog box has a table with columns: Comment Date, Username, Action, Comment Type, and Comment. The first row of data shows Comment Date '9/3/2015 9:14 AM', Username 'jean\_bradley', Action 'Edit Special Circumsta...', Comment Type 'Student', and Comment 'declining benefits, per returned m...'. Below the table is a 'Comments' text area containing the text 'declining benefits, per returned meal app'. At the bottom of the dialog box are buttons for 'Add Comment', 'Log Action', 'Edit', 'Remove', 'Apply', 'OK', and 'Cancel'. The background 'Student Lookup' screen shows the 'Paying' status and 'Denied (Special Circumstances)' eligibility reason for student 1015761.

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.