



Food Service Meal Account Payment and Charge Procedure

This procedure provides information regarding students' food service meal accounts, payment options and unpaid meal charges.

Payment options:

1. Parents/guardians may make prepayments in the cafeteria or school office with cash or check. Checks are to be payable to *BSD Food & Nutrition Services* and must include the first and last name of the student(s) and/or the 9-digit (or 5-digit) student account number.
2. Parents/guardians may set up a free account on MySchoolBucks.com using the 9-digit student account number. This service allows families to:
 - a. Deposit one time or recurring payments to student food service accounts (for a small fee)
 - b. Check student food service account balances (at no cost)
 - c. Set up free low balance text or email notifications (at no cost)
3. Any funds remaining on a student 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 the Boise School District. Alternatively, if there is a negative balance at the end of the school year, it will be transferred to the next school year, remaining on the student account until paid.

Notification of low or negative meal account balances:

1. 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 or when they do not have any funds available. Elementary and junior high students are only told their account balance if a student asks for their information.
2. Food & Nutrition Services utilizes an automated notification system that contacts families via telephone calls and emails as soon as their student account balances become negative.
 - a. The system uses the primary phone number and email address listed in Infinite Campus. Parents/guardians must ensure this information is up-to-date with the school administrative assistant or registrar in order to receive proper notification.
 - b. The automated system is set up to notify families once a week by phone and email. To subscribe to text notifications simply text SUBSCRIBE to the number 67587. You'll know you were successful if you receive the following reply message in English: "You're now registered with School Messenger notification service. Reply STOP to cancel, HELP

for help. Message and data rates may apply.” Repeat the opt-in process for any wireless numbers that you wish to include

3. Negative balance letters are sent home on a weekly basis by the Food Service Manager for any balances over -\$5.00. These letters are either mailed to the student’s home address or, at some elementary schools, folded and stapled (to ensure the information remains confidential) and provided to the student in the classroom to take home to parents/guardians.

Credit for negative meal accounts:

As a courtesy, when students do not have funds on their food service account, the Boise School District will extend credit to families in need to ensure students have access to a limited amount of meals. These funds may be provided until adequate funds are deposited on the student’s account or until the student brings cash for a meal. These ‘credited’ meals must be repaid by the parents/guardians.

1. Students at elementary and junior high schools are not identified by the cashier when a meal is purchased on credit. As noted above, high school students are informed that their food service account has a low or negative balance.

2. Credit is not extended for a la carte items including milk (when a meal is not purchased), second meals, second entrees, or a la carte fruits or vegetables. Funds must be on a student’s food service account or a student must have cash when purchasing any a la carte items.

3. If a parent/guardian does not want the Boise School District to extend credit to their student, they should contact the Food & Nutrition Services Office at 208-854-4089. When requested, a notification will be added to the student’s food service account and the student will not be able to have a meal unless there are funds on their account.

4. Principals are provided monthly reports showing which students are using credit to pay for meals. They will work with families to ensure the funds are repaid and to formulate a plan to ensure additional funds are deposited for future meals. Determined misuse of this credit procedure may result in the student being prevented from further extension of credit for meal purchases.

5. Families who do not qualify for free or reduced-price meals and are unable to pay for meals should contact their Principal for assistance.

Refunds, Transfers, Donations:

1. Boise School District accepts donations anytime throughout the year to help families in need pay for meals. Please contact the Food & Nutrition Services office at 208-854-4089.

2. Students leaving the District with a positive balance (due to a move, graduation, etc.) have up to one year to claim their food service account money.

a. Paid status accounts: these families can choose to receive a refund, to transfer the funds to another students account in the District, or to donate the funds to assist other families with unpaid meal charges.

b. Free or reduced status accounts: these families cannot donate their funds. They can choose to receive a refund or to transfer the funds to another student account in the District.

3. Refunds for less than \$10 must be made in cash at the school or by contacting the Food & Nutrition Services office at 208-854-4089. Refund checks for less than \$10 cannot be issued.

4. To request a refund (for \$10 or more), a transfer, or to donate funds, please click on the following link to make the request: [Refund-Transfer-Donation Form](#).

This institution is an equal opportunity provider.