

**Food & Nutrition Services - Joe-Cen-Del Community School Corporation**  
**CHARGE PROCEDURE/COLLECTION PROCEDURE/INACTIVE ACCOUNT PROCEDURE**

**GOALS:**

- ♦ To encourage parents to assume appropriate parental responsibilities
- ♦ To treat all students with dignity about their meal account in the serving line
- ♦ To create positive situations with staff, students and parents
- ♦ To provide age appropriate policies
- ♦ To establish a consistent district procedure regarding charges and collection of charges

**PROCESS AND PROCEDURE:**

<p>Number of Outstanding Charges Permitted</p> <p><b>*Diet Restriction for Students-</b> Accommodations are made for students with special dietary needs. Paperwork from a physician must be on file with the Food &amp; Nutrition Office.</p>	<p>Students may charge a total of \$10 (which equates to 2 paid breakfasts and 3 paid lunches), as approved by the school board on _____.</p> <p>If the charging limit is reached, an alternate meal of a meat and cheese sandwich, juice, and milk will be available free of charge until payment is made.</p> <p>There is no alternate meal at breakfast; students receive the menued meal.</p> <p>Charges are not permitted for a la carte items or extra milk.</p> <p>In order to expedite the line speed, a "no cash back policy" has been implemented for the 2017-18 school year. Any remaining cash paid at the register will go into the student's account instead of refunding the amount in cash.</p>
<p>Low/Negative Balance Notifications</p>	<p><b>Verbal reminder:</b> Cashiers inform students of low balances.</p> <p><b>Negative Balance Payment Reminder:</b> Handed to students. Phone call and or Letters sent home.</p> <p>At the elementary level, written notices of low balances will be sent home with students on Mondays.</p> <p>Households who have access to the parent portal (E-Trition) will receive emails, or phone calls for low balance notifications.</p> <p>*Parents are encouraged to get access to the parent portal of E-Trition by contacting your student's front office. This will allow access to your student's lunch transaction history and will enable low balance notifications.</p>
<p>Collections of Unpaid Debt</p>	<p>At the end of the school year, a letter will be mailed to any account that has a debt of \$20 or greater requesting payment. If that debt is not paid to the Food &amp; Nutrition department within 30 days of the sent letter, the account will be turned over to a collection agency.</p> <p>All debt amounts turned over to the collection agency are zeroed out in the student account. A record is kept listing the negative balances. If payment is made on the debt, the money is receipted into the "Other Revenue" account.</p>
<p>Inactive Accounts</p>	<p>At the end of each school year, inactive accounts (withdrawn or graduated students) with a negative balance of (-\$20.00) or greater will be included in the "Collections of Unpaid Debt" process.</p> <p>In the event of a positive account, any balance of \$5 or greater will be refunded to the household via a check. Households will have the option of donating what is left in the account to charged funds.</p>
<p>End of Year Balances (Rollover)</p>	<p>Funds remaining in the active students' meal account at the end of each school year (or negative balances less than -\$10.00) will automatically be applied to the students' balance for the next school year.</p>