

PROCEDURES FOR ENSURING PAYMENT OF STUDENT LUNCH ACCOUNT CHARGES

ELEMENTARY LEVEL

All food and beverage items in the Minnetonka School District Cafeterias may be purchased on a student lunch account. Students are given a Keypad Number at the time of their initial registration with the District. This number is used to make lunch purchases from a pre-paid lunch account. The lunch account is not intended to be used as a charge account. The lunch account, the balance, and the Keypad # remain with the student, from year to year, as the student progresses from elementary, middle and high school.

Automated emails will be sent to parents and guardians when the account balance is \$15.00 or less to notify them that the account may need replenishing funds. This will be a daily email until the account is replenished above \$15.00. These emails are generated by Skyward Family Access. Cashiers will attempt to reach parents via a phone call or a written notice when the account reaches zero. When the account has a negative balance, an account statement will be put in the teacher's mailbox to give to the student to take home.

The student will be allowed 3 reimbursable lunches after there is no money in the account. If no money has been deposited after 3 charged lunches, the cashier will inform the building principal or designee. The principal then can convey to the cashier if another source of funding is available for the student lunches. If none is available, a cheese sandwich and a carton of milk will be provided to the student at the District's cost. The principal or designee will talk with the student and discretely give them a home lunch bag containing a cheese sandwich and a carton of milk prior to going to the cafeteria.

After one week, if the parent or guardian has still not deposited money into the account, the cashier will inform the principal or a designee of the negative account balance. If the principal determines that due to family circumstances more credit is to be extended the cashier is to be informed in writing via email. Parents or guardians may put limits on their student's account purchases by submitting a written request to the Nutrition Services Department.

If a student has cash for a reimbursable lunch, and the account is negative, the cash must be used towards the purchase first, including any a la carte items. Any remaining funds from the purchase may be applied towards the negative balance.

NO CHARGING IS ALLOWED THE LAST TWO WEEKS OF SCHOOL.

It is the Parent or Guardian's responsibility to ensure that the child's lunch account remains in good standing. Parents, Guardians and Students will be notified of the account balance in the following steps:

1. Students may check their balance at any cashier station by putting their Keypad # into the system and asking the cashier for the balance.
2. Automated Skyward Family Access emails will be sent to parents and guardians when the account balance is \$15.00 or less to notify them that the account may need replenishing funds. This is a daily email until the account is replenished above \$15.00.
3. Cashiers will call the primary phone number listed in District contacts to notify families when the account has reached zero or negative status. The initial personal call will be made on the day the account reaches negative status. Cashiers will continue to make a personal contact or leave a phone message at least once per week until the account returns to positive status.
4. In the event that all prior emails and phone calls do not generate a response from the parent or guardian to pay the balance, a letter from the Executive Director of Finance & Operations will be sent to the home. The letter will notify the parent or guardian of their responsibility to pay for the obligations incurred by their student. If there no response by the parent or guardian to this communication, a follow up letter will be sent indicating that additional action will be taken by the District to collect on delinquent accounts.
5. Ultimately, the account will be given to a collection agency to recover the funds due to the department.