



School Nutrition Policy & Procedure

Meal Charging Policy

Policy: Meal Charging

Procedures: Charged Sales

It is the policy of Douglas County School District that up to one meal can be charged at the elementary level (this does not apply to secondary schools); however, no snacks may be charged. We will not let a student go hungry and a complimentary meal may be provided (comp meals are not reimburseable). After three complimentary meals, the school counselor is contacted, and asked to make additional contact with the parents. Complimentary meals must be handled with kindness and confidentiality and with the upmost excellent customer service. Each complimentary meal served must be entered as served/sold under the student account the same as all other sales transactions. Charging is only allowed in limited circumstances (see list below).

- If a charge is allowed at an elementary school, an account balance notification slip is printed by the SNP Cashier, noting the amount and date charged, and sent home via the teacher the day the charge occurred.

A sale may be charged if:

- Elementary schools only: If a student has some but not all of the money needed to purchase a meal.
- Student are only allowed to charge one meal to their account. All debt must be repaid in full by the end of the school year. Debt will follow student into the next school year if not paid.
- If the computer was down the day before and emergency rosters had to be used.
- If a notice of a Infinite Campus payment was received and money is not yet added to patron's general fund.
- If ROA check payment is received in the lunch line and it will be entered after the sales period has ended.
- If a sibling has funds in their account and it will be transferred later that same day to cover the charged meal.
- Instances where an application has been submitted and eligibility has changed to a pay status, one day of charging is allowed as long as student is notified and made aware since status changes immediately without notice.

Notifications of negative balances are mailed home weekly and an email is sent from Infinite Campus when students food service account balances fall below \$6.00. The SFA staff run Low Balance Reports at the end of each day, if needed, phone calls to parents will be made in order to notify the family of the delinquent funds.

- Our charging policy is distributed at the beginning of each school year in the Letter to Parents and can be found on the district website, as well as included in the Infinite Campus pre-application online notice.

- The SNP office maintains records indicating the households and dates email notifications were sent.
- SFA staff are responsible for collecting the funds of delinquent accounts. Collection efforts start as soon as the charge has been made. Letters are printed and parents are contacted via notifications, calls made home and by email.
- Parents can make payments through Infinite Campus and the payments are posted in “real time”.