

Procedure

The following procedures shall be followed ~~when in~~ managing food service collections and ~~in~~ attempting to collect overdue account balances.

1. Student account balances shall be monitored by kitchen managers at least weekly.
2. Kitchen managers shall generate a list of low (less than five charges left) and negative balances during end of week reports each Friday. Notes shall be generated to go home with students each Friday.
3. Kitchen managers shall ~~Calls home to call and/or email~~ parents of students with low or negative balances ~~should be made~~ by end of day Monday.
4. Students who have a negative balance will get reimbursable meals only as outlined in the policy.
5. Student accounts that are more than 5 days overdue will receive a second phone call from the kitchen staff as well as an overdue notice sent home with the students.
6. If parents do not respond within an additional five days then a letter will be sent home from the food service department.
7. If parents do not respond within an additional five days after the food service~~FS~~ letter then the account will be turned over to the building principal.
- 7.8. Building principals should contact parents by phone and then follow-up with a letter if the parents still do not respond.
- 8.9. At the end of the year unpaid food service account balances will become unpaid building fees and will need to be paid prior to registration the following year.
- 9.10. Free and Reduced Lunch Applications will be sent home only in a sealed envelope.