

MINNETONKA NUTRITION SERVICES OPERATING POLICIES/PROCEDURES

ISSUED: February, 2001

REVIEWED: 8/05 10/06 12/06 12/10, 3/15, 8/17

ACCOUNTABILITY NUMBER: E-004

PROCEDURES FOR ENSURING PAYMENT OF STUDENT LUNCH ACCOUNT CHARGES

HIGH SCHOOL 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.

Students are not allowed to charge any purchases when they do not have enough money in their account. If a student account is positive but there is not enough money to purchase a lunch, the student will be allowed to charge for the purchase of a lunch and any other items on the tray. After that purchase, the student will be allowed two more reimbursable lunches while the account is negative. After 3 purchases, the student will not be allowed to purchase any food or beverage items until money is deposited into the account or the student has cash. When a student brings in a check and gives it to the cashier, the cashier will key in "check received" so the student can make purchases before the check is processed.

A la carte purchases will not be allowed if there is insufficient money in the student's account. Online Payments through Skyward Family Access or checks made out to Minnetonka Nutrition Services are the acceptable forms of payment. Students *may request a cheese sandwich and a carton of milk for lunch*, at the District's cost, if there are not enough funds in their account to make a lunch purchase. If a student has cash for a reimbursable lunch and the account is negative, the cash must be used towards the reimbursable lunch first then any a la carte items, and any remaining funds may be applied towards the negative balance.

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. It is the responsibility of the parent or guardian and student to ensure that they have adequate money in their account for food and beverage purchases. Parents may put limits on their student's account purchases by submitting a written request to the Nutrition Services Department.

NO CHARGING IS ALLOWED THE LAST TWO WEEKS OF SCHOOL

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 a \$20.00 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.