

GREEN BAY AREA PUBLIC SCHOOL DISTRICT
Board Policy Manual

763-Rule

**PROCEDURES FOR SCHOOL MEAL ACCOUNT
CHARGES AND COLLECTIONS**

I. ACCESS TO SCHOOL MEALS AND OTHER FOOD SERVICE ITEMS

It is an expectation of the District that parents and guardians plan for their child(ren) to have sufficient access to food at school on each school day and actively monitor and manage their child(ren)'s school food service account. In order to help parents and guardians meet these responsibilities and to ensure that school families are reasonably informed about the food service options that are available to students, the District has established the following guidelines regarding food service charges and student access to food at school:

- A. A student will always be permitted to select and receive one of the standard school meal options if either of the following apply:
 - 1. The District has determined that the student is currently eligible to receive free meals at school; or
 - 2. The student has sufficient prepaid funds in his/her food service account or enough money in hand to pay for the meal on the day the meal is purchased.

- B. When a student purchases a school meal or any other food service items, the general rule is that payment is due no later than at the time of service. However, the District's food service account system normally allows a student to charge up to \$15.00 in his/her account as a negative balance before the District will take steps to restrict the student's food choices. The primary purpose of allowing a limited and temporary negative balance is to prevent an unexpected interruption in meal service on a day that a student inadvertently has insufficient funds available. The allowance for limited, temporary negative balances may be subject to the following conditions:
 - 1. A parent or guardian may arrange to restrict their child's ability to charge a negative balance.
 - 2. A student may not be permitted to charge a la carte items if the student's account has a negative balance.

- C. Students who are not eligible for free school meals, who do not have money to pay for their food, who have reached their limit on unrestricted charges, and who do not bring food from home will be permitted to charge to their account only a federally-qualifying meal that is on the menu by the District and that is being offered at the particular meal service.

II. NEGATIVE ACCOUNT BALANCES AND COLLECTION PROCEDURES

- A. A negative balance in a student food service account is a debt that is owed by the student's parent or guardian (or, if applicable, by an adult student). The District does not charge interest or impose a monetary penalty for past-due amounts owed in a student's food service account.
- B. Once a student's account has a negative balance, the District will make an initial and follow-up attempt to collect the debt by providing the student's parent or guardian with notice (e.g., by mail, email, telephone or similar methods) of the amount owed. Payment is due immediately upon notice. If these attempts are not successful, a school official will attempt to make a person-to-person telephone contact or schedule an in-person meeting with a parent or guardian. The District and the parent or guardian may discuss payment plan options.
- C. If a negative balance still has not been paid after the collection efforts described in the previous paragraph, parents and guardians should be aware of the following:
 1. At its discretion, the District may continue to pursue collection efforts.
 2. Debt in a student food service account is not automatically discharged, forgiven or reduced at the end of the school year or due to a change in a student's enrollment status (e.g., graduates, transfers, drops-out, etc.).
 3. Graduating students shall receive an invoice that states money that is owed to the food service program. Debt needs to be paid prior to commencement ceremonies or students may risk participation in graduation events.

III. PAYMENTS AND ACCOUNT MANAGEMENT

A. Online Account Management.

The District offers an online system that a parent or guardian can use to monitor and manage each child's school food service account, including making payments. A small convenience fee is applied for each transaction. Additional information about the online account system can be obtained at <https://foodservice.gbaps.org/> or by contacting the Food Service Department at (920) 391-2565.

B. Prepayment.

The District strongly encourages school families to establish and regularly fund a prepaid school food service account for each student in the household.

C. Making Payments.

1. In addition to using the online account system to make payments, a person who needs or wishes to make a payment for a student's meals or food service account may:
 - a. Present a payment in person using cash, check or money order during normal school hours at the building where the child attends school;
 - b. Bring cash to the main office of the student's school in order to pay for a student's meal or other food service items on the actual day of service; or

- c. Provide a student with cash to pay for items on the day of service.
 2. The District charges a fee for each check that is returned or denied payment by a financial institution. After a check is returned or denied payment, the District may refuse to accept payment by personal check in the future.
- D. Payment While an Application for Free or Reduced-Price Meals is Processed.
1. An application for free and reduced-price meals can be submitted at any time during the school year. However, unless a specific exception applies (such as the temporary carryover of prior eligibility), parents and guardians who submit an application remain responsible for payment of all school meals that their child receives until approval is granted.
 2. Approval of an application for free and reduced-price meals does not eliminate or reduce any charges that were accumulated prior to the date the application was submitted.

IV. ADDITIONAL INFORMATION AND ASSISTANCE

- A. For assistance with all issues and questions related to the District's food service program, including eligibility and applications for free or reduced-price meals, student food service accounts, the District's online account management system or the specific issues addressed in these procedures, school families can refer to the Food Service Department website <https://foodservice.gbaps.org/> or contact the District's Food Service Department office at (920) 391-2565.
- B. This institution is an equal opportunity provider.

APPROVED: June 19, 2017