

## South Madison Community School Corporation

### Nutrition Services

### Meal Payment Directive

#### I. Forms of Payment:

There are three payment options available to use:

- Pre-paid money in Nutrition Services account
- Cash
- Check

All cafeterias within SMCSC utilize a pre-pay computerized meal payment system. All students have a district account with the Nutrition Services Department and all district employees also have an account. Money can be deposited into this account for the purchase of breakfast, lunch, milk, and ala carte foods. Cash/check collection during a lunch or breakfast period slow the serving line and therefore reduce the total time students have to eat. Therefore, all cash/check payments must be made prior to breakfast or lunch. At the elementary level, payments are collected each morning in the classroom. At PHMS and PHHS, prepayments should be deposited into the prepayment kiosk located in the main hallway outside of the cafeteria at each building.

There are three (3) options available for pre-payment:

- Major credit/debit card online at [www.EZSchoolPay.com](http://www.EZSchoolPay.com) (available FREE to parents)
- Cash: Please place in sealed envelope with child's name, classroom, and grade clearly written
- Check: Please place in sealed envelope with child's name, classroom, and grade clearly written
  - Make checks payable to "(School Name) Cafeteria".
  - Check must have student's full name and school name.
  - If paying for more than one child on a single check, the check must specify how much money is to be deposited into each child's account
  - **NSF (non-sufficient fund) checks:** If a check is returned due to non-sufficient funds, SMCSC Nutrition Services will assess a \$20 fee per check. After two NSF checks are received per family per school year, checks will no longer be accepted from that family.

#### II. Account Balances

**All account balances are stored securely within a database at SMCSC.** EZSchoolPay is simply a web portal to view the balances stored at SMCSC and make payments to student accounts. Actual money is not stored on this website. This is why all refunds and transfers must be processed at SMCSC, not at EZSchoolPay.

#### Accessing Balance Information:

Account balance information is accessible to parents in the following ways:

- 1) Utilize EZSchoolPay.com online payment system and/or smartphone app to monitor balance.
  - a. System can be used to monitor balance and purchase history regardless of using it to pay or not
  - b. Any student or parent can download the EZSchoolPay app and use it to monitor balance. Multiple users can use the app or website to access student's account balance and make payments. Payment information is specific to the owner of the app/online profile.
- 2) Contact the Cafeteria Manager at the student's school.

#### Balance Notifications:

Students and parents are currently notified of current balances as described below:

- 1) Students
  - Students can clearly see balances or ask cashier at the point of sale. Full pay students are told verbally at the point of sale when his/her balance has dropped below \$10.00. Reduced students are told when balance drops below \$3.00.
- 2) Parents:
  - Parents can sign up for low balance email reminders for free at [www.EZSchoolPay.com](http://www.EZSchoolPay.com).

- SMCSC Nutrition Services sends courtesy email notifications (different than EZSchoolPay notifications, which are customized and set up by the user of the EZSchoolPay profile) to parents daily per the following criteria:
  - Students with a balance less than the cost of 1 meal
  - Any students with a negative balance

*These notifications are sent to the email address on record in the PowerSchool Parent Portal listed under “Priority email”. To customize this email address, please update this information by logging into your parent portal and choosing the email address of your preference.*

### End of Year Balances:

Funds remaining in students’ Nutrition Services accounts at the end of each school year (or negative balances) will automatically be applied to the student’s balance for the next school year. Only in the event that a student leaves the school district (i.e. moves, graduates, etc.), may a refund of account balance be requested. Parent/Guardian can request a refund using the online form found at [www.smcsc.com/nutrition](http://www.smcsc.com/nutrition) within 30 days of the end of the school year or 30 days after the date the student leaves the district.

### III. Charges (purchasing without money on account)

SMCSC wants to ensure that every student has access to meals daily. SMCSC is not allowed, per USDA regulations, to incur bad debt from unpaid meal charges. SMCSC is not required by federal or state law to provide meals to any student (except those eligible for free meals) who does not have payment either on account or in hand for a meal. SMCSC recognizes that there may be extenuating circumstances that may cause a student to not have money on account, so procedures have been put into place to ensure students may receive a courtesy meal at a discounted price in these circumstances. Additionally, if families need to apply for meal assistance, they can do so at any time throughout the school year. It is very important for students, parents and schools to work together to ensure that students have money on account to purchase meals. In the event that a student does not have money to pay for a meal, the following limits are set as to how much a student can charge:

#### **Elementary:**

- Equivalent current value of 3 lunches and 1 breakfast
- No ala carte charges

After this limit is reached, the child will begin to receive a courtesy lunch (Ham & Cheese Sandwich or PBJ, Fruit, Vegetable, Milk). Students will receive a printed letter delivered to his/her classroom the day before the courtesy lunch is to be received.

#### **Middle/High School:**

- One tray of food (consisting of whatever is on the tray that day)

After this limit is reached, the child will begin to receive a courtesy lunch (Ham & Cheese Sandwich or PBJ, Fruit, Vegetable, Milk).

Students will be verbally reminded the day before the courtesy lunch is to be received to bring money for his/her account.

#### **Adults:**

**No Charges:** No meal will be provided without payment

Parents and students will also have received the notifications as described in Section II of this directive by this point. The student will continue to receive courtesy lunch until negative balance is paid and account is at a positive balance.

### IV. Discrepancies or Questions

Discrepancies in purchases charged to you/your child’s account must be brought to the attention of SMCSC Nutrition Services administration **within 30 days** of the date of the purchase in question in order to receive any type of credit or refund. Parents are encouraged to apply for meal assistance at any point in the school year if needed. SMCSC Nutrition Services will attempt to collect all money owed. In the event it cannot be collected, a third-party collection agency may be utilized.