



FOOD SERVICE DEBT COLLECTION PROCEDURE

1st OPERATING DAY OF EACH MONTH – ALL SCHOOLS (Beginning October thru March):

Letters are sent via parent portal and/or U.S. mail notifying households of a negative lunch balance of: High School and Jr. High (\$14.00+) and Elementary (\$12.75+).

If debt is not paid within 2 weeks, a second notice is sent to households via U.S. mail and/or parent portal, notifying the households the account must be paid in full or the Food Service Department must be contacted to set up a potential payment plan.

DEBT COLLECTION PROCEDURE - APRIL 15TH OF EACH SCHOOL YEAR **High School and Jr. High:**

Any student that incurs a negative lunch balance of \$14.00+ will receive a letter via U.S. mail and/or parent portal. Letters will be sent out April 15th (or first operating day proceeding, if the 15th occurs on a weekend). If payment is not made within two weeks of our April 15th mailing, a phone call and a 2nd notice letter will be sent to the household via U.S. mail requesting payment.

If payment is not received by the end of the 2nd week of May, a second phone call will be made to the household along with a letter stating if payment is not received in 2 weeks, names will be submitted to Creditech Collection Solutions in order to pursue debt collection. Any further costs incurred due to lack of compliance will be the responsibility of the parent/guardian.

Elementary:

Any student that incurs a negative lunch balance of \$12.75+ will receive a letter via U.S. mail and/or parent portal. Letters will be sent out April 15th (or first operating day proceeding, if the 15th occurs on a weekend). If payment is not made within two weeks of our April 15th mailing, a phone call and a 2nd notice letter will be sent to the household via U.S. mail requesting payment.

If payment is not received by the end of the 2nd week of May, a second phone call will be made to the household along with a letter stating if payment is not received in 2 weeks, names will be submitted to Creditech Collection Solutions in order to pursue debt collection. Any further costs incurred due to lack of compliance will be the responsibility of the parent/guardian.

NOTE: The Food Service & Nutrition Department feels it is important that students not be denied access to a meal during the school year.

FOOD SERVICE & NUTRITION DEPARTMENT

JG - UDPATED 9/16/19