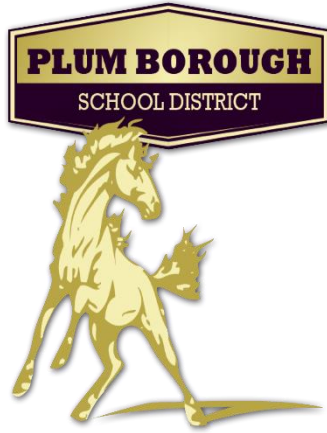


# FOOD SERVICE DEBT COLLECTION PROCEDURE



## **1<sup>st</sup> 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 (\$13.00+) and Elementary (\$11.75+).

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.

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## **DEBT COLLECTION PROCEDURE - APRIL 15<sup>TH</sup> OF EACH SCHOOL YEAR**

### **High School and Jr. High:**

Any student that incurs a negative lunch balance of \$13.00+ will receive a letter via U.S. mail and/or parent portal. Letters will be sent out April 15<sup>th</sup> (or first operating day proceeding, if the 15<sup>th</sup> occurs on a weekend).

If payment is not made within two weeks of our April 15<sup>th</sup> mailing, a personal phone call and a 2<sup>nd</sup> notice letter will be sent to the household via U.S. mail requesting payment.

If payment is not received by the end of the 2<sup>nd</sup> week of May, a second phone call will be made to the household along with a certified 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 \$11.75+ will receive a letter via U.S. mail and/or parent portal. Letters will be sent out April 15<sup>th</sup> (or first operating day proceeding, if the 15<sup>th</sup> occurs on a weekend).

If payment is not made within two weeks of our April 15<sup>th</sup> mailing, a personal phone call and a 2<sup>nd</sup> notice letter will be sent to the household via U.S. mail requesting payment.

If payment is not received by the end of the 2<sup>nd</sup> week of May, a second phone call will be made to the household along with a certified 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.

# FOOD SERVICE DEBT COLLECTION PROCEDURE

**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 7/24/18