

Hamilton Heights School Corporation
Child Nutrition Services
Meal Payment Directive

I. Forms of Payment

There are three (3) payment options available to use to deposit money into your child's meal account:

- Pre-paid money into the student's account
- Cash
- Check

All cafeterias within HHSC utilize a pre-pay computerized meal payment system. All students have a district account with the Child Nutrition Services and all district employees are eligible to 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 slows the serving line and reduces the total time students have to eat. Therefore, all cash/check payments must be made prior to breakfast or lunch. At the primary and elementary level, payments are collected each morning in the classroom. At HHMS, payments are collected during first period. At HHHS, payments should be deposited into the prepayment kiosk located at the Main Office Commons Area.

There are three (3) options available for prepayment:

- Major credit/debit card online at www.EZSchoolPay.com (available for a \$2.00 fee)
- Check: Please place in sealed envelope with child's name (first and last), PIN and amount clearly written
 - Make checks payable to "(School Name) Cafeteria".
 - Check must have student's name (first and last) and PIN written clearly.
 - If depositing into more than one student's account, the check must specify how much money is to be deposited into each child's account
 - **Returned checks:** If a check is returned for any reason (NSF, Uncollected Funds, Closed Account, etc.), HHCNS will assess a \$15.00 fee per check. After two returned checks are received per family per school year, checks will no longer be accepted from that family. Parents will have 5 days to make payment for returned check and returned check fee. If payment is not received after 5 days, the amount of the check and the \$15.00 returned check fee will be debited from the student's account.
- Cash: Please place in sealed envelope with child's name (first and last), PIN and amount clearly written

II. Account Balance Information

Account balance information is accessible two ways:

1. Utilize www.EZSchoolPay.com online system to monitor balance and activity.
 - a. System can be used to monitor balance and purchases regardless of using it for payments or not.
 - b. Any student or parent can download the EZSchoolPay app and use it to monitor account balances. Multiple users can use the app or website to access the student's account balance for monitoring purposes or to make payments (\$2.00 fee per payment).
2. Contact the Cafeteria Manager at the student's school.

Balance Notification:

- Students will be notified verbally at the point of sale (cashier) when account balance is below \$5.00.
- Students may ask cashier at the point of sale.
- If utilizing EZSchoolPay, parent can set a low balance reminder and receive email alerts.
- Cafeteria will send out reminders via email generated by the POS system (different than the EZSchoolPay alert). An email will be sent for account balances less than \$5.00 and all negative balances daily.

End of Year Balances: Funds remaining in a student's Child Nutrition Services account at the end of each school year will automatically transfer to the student's account balance for the following school year. Only in the event that a student leaves the school district (moves, graduates, etc.) may a refund be requested. A written request must be submitted to the Child Nutrition Services Department within 30 days of the end of the school year or 30 days after the withdrawal.

Students who graduate or withdraw from the corporation with \$10.00 or more in their meal account will be notified by email at the end of the school year and given the option to transfer the funds to another student or request a refund. A written request must be submitted to the Child Nutrition Services Department within 30 days of the end of the school year or 30 days after the withdrawal. A "Request for Refund or Transfer of Funds" form is available at the building offices, cafeterias and online. Unclaimed remaining balances will be transferred to a Donation Account.

III. Charges

HHSC has a LIMITED charge policy. 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:

Primary and Elementary:

The charge limit is \$5.00 as long as they establish and maintain a good credit history of making payments on their food service accounts. If a child's account balance will exceed \$5.00 negative, an alternative lunch will be offered. The parents will be notified via a letter the day the lunch account reaches the maximum the student can charge. This notification informs parents that payment is due and the child will receive an alternative meal the following day if payment is not received. Parent will also receive an email regarding the negative balance. The student will continue to receive an alternative lunch until payment is made and account is at a positive balance.

Alternative lunch will consist of:

- Soy butter sandwich, cheese sandwich or turkey sandwich (depending on availability)
- One fruit and one vegetable
- Milk

If food services staff suspects that a parent may be abusing this policy, written notice will be provided to the parent/guardian that if he/she continues to abuse this policy, the privilege of charging meals will be refused.

Middle/High Schools:

- The Middle School and High School are **NO CHARGE**. In order to accommodate customers, one tray of food consisting of whatever is on that tray will be allowed that takes them into a charge situation. Students will be given a verbal reminder and reminder slip by cashier the day before the alternative meal is to be received to bring money for his/her account.

Alternative lunch will consist of:

- Soy butter sandwich, cheese sandwich or turkey sandwich (depending on availability)
- One fruit and one vegetable
- Milk

Absolutely no charging will be allowed during the last two weeks of the school year. The student will automatically receive an alternative lunch if there are not enough funds in the account to purchase the meal.

Adults:

- No Charges – No meal will be provided without payment
- Guests or Adults with no account – **Exact change** must be provided. Cafeterias do not keep change on hand. Any payment that would require change will be credited to their child's account, if applicable. If adult does not have child at HHSC, change will be credited to the donation account.

IV. Family Accounts

If a family has more than one student at Hamilton Heights (regardless of the age of children), they can be linked to one common account. Students continue to use their own PIN but have a shared balance. Payments can be made as usual but go into one account. Students then draw from this common account for their meal and item purchases. Parent may contact cafeteria manager to have a family account set up.

V. Discrepancies/Collection of funds

HHSC expects parents to be responsible for monitoring their child's account and maintaining sufficient funds in the account. Discrepancies in purchases charge to your child's account must be brought to the attention of HH Child Nutrition Services within 30 day of the date of the purchase in question in order to issue any type of correction to the account. Parents are encouraged to apply for meal assistance at any point of the school year if needed. HHSC will attempt to collect all money owed. In the event it cannot be collected, a third-party collection agency may be utilized.