



Standard Operating Procedure

Unpaid Meal Charges

Policy: All families are required to have a FACTS account for school billing. Lunch charges are billed monthly through FACTS. Payments should be made within 10 days of billing. The following procedures will be followed if a student's lunch account is negative.

Procedures:

1. Past due balance notices are auto generated by FACTS at the end of each month
2. Emails will be sent from Food Service Director notifying the family of the past due invoice and requesting payment be made. Emails will be sent within a week of past due date.
3. Letters addressed "to the parents of *student*" will be sent home within two weeks of past due date.
4. If a student's account is negative after the billing due date they will not be permitted to purchase any additional lunch items beyond the reimbursable meal. Students will be notified of this by the school nutrition director. The reimbursable meal will still be served.
5. A family may be required to sign up for auto pay in FACTS if their account is past due three times over the course of the school year.

Policy last revised on: August 2019