



## Standard Operating Procedure

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### 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. A first attempt group email will be sent from the Food Service Director reminding families of the past due invoice and requesting payment be made. Email will be sent within 7-10 days of the past due date.
3. Families who do not pay balance after initial attempt will receive a follow up email from the Food Service Director requesting payment.
4. If balance is still not paid a letter will be mailed home indicating the balance that is past due and that students who have past due balance can not purchase additional items beyond the reimbursable meal.
5. One week after the letter has been mailed home, if the balance is not paid, students will be denied additional items beyond reimbursable meal and informed to talk to parent/guardian. The reimbursable meal will still be served.
6. 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: \_\_\_\_ January 2023 \_\_\_\_\_