



Standard Operating Procedure

Unpaid Meal Charges

Policy: All families are required to have a Blackbaud account for school billing. Lunch charges are billed monthly through Blackbaud. Families can pay through Blackbaud or check/cash can be brought to school for payment. The following procedures will be followed if a student's lunch account is negative.

Procedures:

1. A first attempt group email or individual email will be sent reminding families of the past due invoice and requesting payment be made. The email is sent 7-10 days past the due date.
2. Students will be denied additional items beyond the reimbursable meal and informed to talk to parent/guardian. The reimbursable meal will still be served.
3. Students who have an unpaid lunch balance of 60 days or more will be offered the deli sandwich option until outstanding balance is paid in full. The deli sandwich is offered as a reimbursable meal and your account will still be charged. Students, including those who qualify for free and reduced meals, shall never be denied a reimbursable meal.
4. Families that have fallen 60 days past due once during the school year, all subsequent past due accounts will be offered the deli sandwich until balance is paid in full.
5. ESA funds can not be used for lunch charges.

Policy last revised on: August 2025