

Decatur County Community Schools  
 School Lunch Collection Procedures

	Grades K-6	Grades 7-12
<p>Number of Outstanding Charges Permitted</p> <p>*Diet Restriction Students – Accommodations are made for students with special dietary needs. Paperwork must be on file with the School Nurse.</p>	<p>In grades K-6, Collection procedures start as soon as the student’s lunch account balance is negative. No Courtesy meals are provided; students continue with regular meal choices at the regular price.</p>	<p>Grades 7-12: At lunch, a Courtesy meal of a Peanut Butter sandwich and milk is served at no cost until the outstanding balance is paid. There is no Courtesy meal at breakfast, students receive the menued meal. Charges are not permitted for a la carte items or extra milk. In order to expedite the line speed, a “no cash back policy” has been implemented for grades 7-12 students. Any remaining cash paid at the register will go into the student’s account instead of refunding.</p>
<p>Notifications to Student of Account Balance</p>	<p>Verbal reminder: Cashiers inform students of low balances.          Written reminder: Managers send home balance notifications with students each week</p>	<p>Verbal reminder: Cashiers inform students of low balances.</p>
<p>Negative Balance Notifications</p>	<p>Once a week an email notification is sent to the parents of all students with negative lunch account balances. Automated phone calls will be generated every Monday by the Student Data system for lunch accounts with negative balances. The school bookkeepers send letters to households with negative lunch account balances greater than -\$25</p>	<p>Once a week an email notification is sent to the parents of all students with negative lunch account balances. Automated phone calls will be generated every Monday by the Student Data system for lunch accounts with negative balances. The school bookkeepers send letters to households with negative lunch account balances greater than -\$25</p>

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	Grades K – 6	Grades 7 – 12
Collections of Unpaid Debt	School bookkeepers send negative balance letters to parents of students with negative balances greater than -\$25 and again if the balance gets greater than -\$50.	School bookkeepers send negative balance letters to parents of students with negative balances greater than -\$25 and again if the balance gets greater than -\$50.
Inactive Accounts	After the end of the school year, inactive accounts (withdrawn or graduated students) with a negative balance of -\$25 or greater will be included in the Collection of Unpaid Debt process. Requests for refunds of positive balances can be made by contacting the School Bookkeeper or the Food Service Director at the Central Office. A custodial parent or guardian or graduated student may make the request. The person making the request must come into the school or Central Office, provide proof of identification and sign the request form. Payments will be mailed within 30 days of the request. After 30 days, inactive accounts are closed and zeroed out.	After the end of the school year, inactive accounts (withdrawn or graduated students) with a negative balance of -\$25 or greater will be included in the Collection of Unpaid Debt process. Requests for refunds of positive balances can be made by contacting the School Bookkeeper or the Food Service Director at the Central Office. A custodial parent or guardian or graduated student may make the request. The person making the request must come into the school or Central Office, provide proof of identification and sign the request form. Payments will be mailed within 30 days of the request. After 30 days, inactive accounts are closed and zeroed out.
End of Year Balances (Rollover)	<p>At the end of the school year, any negative balance greater than -\$25 will be sent to a Collection Agency. At this point the account is classified as Bad Debt and will be written off the school lunch books.</p> <p>Any funds remaining in the active students' lunch account at the end of the school year (or a negative balance less than -\$25) will automatically be applied to the students' balance for the next school year.</p>	<p>At the end of the school year, any negative balance greater than -\$25 will be sent to a Collection Agency. At this point the account is classified as Bad Debt and will be written off the school lunch books.</p> <p>Any funds remaining in the active students' lunch account at the end of the school year (or a negative balance less than -\$25) will automatically be applied to the students' balance for the next school year.</p>