



Adult and Student Food Service Account/Unpaid Meal Policy

The District strongly encourages school families to regularly fund a prepaid school food service account for each student in the household. A negative balance in a food service account is a debt that is owed by the student's parent or guardian or, if applicable, by an adult student.

Food Service Account Payments

Parents and Guardians can monitor food service account balances, view transactions, and make credit cards payments to each child's school food service account with no service charges via the Parent/Student Portal. Payments are applied in real time and are available for immediate use.

Online payments may also be made using RevTrak online payment system, these payments will be manually applied on Tuesday and Thursday each week school is in session. NOTE: Account balances no longer update in RevTrak.

In addition to using the Parent Portal and the RevTrak online payment system to make payments, a person who needs or wishes to make a payment for a student's meals or food service account may (1) send payment in the form of cash or check to the child's school cafeteria, include the child's ID number with this payment. (2) Provide a student with cash to pay for items on the day of service, or (3) request consideration of other methods by contacting Food Service at 262-631-7082 or email food.service@rusd.org.

The District charges a fee at the rate established by the District's financial institution for each check that is returned or denied payment. After a check is returned or denied payment, the District may refuse to accept payment by personal check in the future.

Access to School Meals and Other Food Service Items

All enrolled students are eligible to receive a healthy breakfast and lunch at school at no charge to your child(ren) each day of the school year. Your child(ren) will be able to participate in these meal programs without having to pay a fee or submit a meal application because of our participation in the Community Eligibility Provision Program (CEP). However, the District has established the following guidelines regarding food service charges and student access to food at school.

1. A student will always be permitted to select and receive the standard school meal options at no charge if the following criteria is met.
 - The meal the student has selected is a complete meal based on USDA/Child Nutrition Program requirements.
 - The student has received 1 breakfast and 1 lunch per school day.
2. If the student elects to select items in addition to the meal offered at no charge or chooses to take an incomplete meal. The items will be charged as à la carte, and payment will be required for these items. The general rule is that payment is due no later than at the time of service. However, if a student does not have enough money to pay for these food items, the privilege of charging school meals is subject to the following restrictions:
 - Elementary school student negative balance limits. Elementary students will be able to charge seven (7) cartons of milk or a maximum of (-\$3.50). à la carte items cannot be purchased if your child has a negative balance and does not have cash in hand for the purchase.

- Middle school student negative balance limit. à la carte items cannot be purchased if your child does not have funds available in their food service account or have cash to pay for the items.
 - High school student negative balance limit. Students are not permitted to accumulate a negative balance. Your child must have funds available in their food service account or have cash to pay for the items.
3. Food service account balances for à la carte items are the responsibility of the parent or guardian.
 4. The District may deny the privilege of purchasing à la carte items to a student who repeatedly establishes a negative account balance that is not promptly repaid upon notice of the amount owed.

Notification/Management of Account Balances

The District's strives to provide various methods for parents or guardians to manage the balance of their child's food service account. Listed below are management tools and forms of notification currently available to the parent or guardian of a student who has a low or negative balance.

1. Parents or guardians may view their child's lunch balance using the Parent or Student Portal. To view the food service account balance and transaction history.
2. Charging Limits: A parent or guardian may set a daily limit on food charges that may be made to a student account. A parent or guardian may also arrange to restrict their child's ability to charge a negative balance. Contact Food Service at 262-631-7082 or email food.service@rusd.org to establish spending limits for your child.
4. Food Service Account Balance Emails: Balance Alert Emails can be sent directly to your home or work email to notify you when your child's account is getting low or is in the negative.
6. Verbal & Written Reminders: Negative balance letters are sent home with NON-CEP elementary school students once a week. Middle school and high school students are reminded verbally if they have a negative lunch account balance when they make a purchase.

Collection Procedures

If a student's food service account remains negative the District will employ one or more of the following methods of collection. Debt in a student food service account is not automatically discharged, forgiven, or reduced at the end of the school year or due to a change in a student's enrollment status (e.g., graduates, transfers, drops-out, etc.).

1. Negative account balances that exceed 180 days will be added to the student fee account. Student fee statements are available on the Infinite Campus Parent Portal and will be mailed home two times during the school year. Debts owed to the District's food service program may result in the denial of certain school-related privileges in the same manner that applies to other past-due school fees and charges.
2. District policy and procedure will be followed when reviewing outstanding obligations and method of collection at the end of each fiscal year.

Refunds and Other Credits to Student Food Service Accounts

1. Any funds remaining in a student's food service account shall carry over to the next school year. A request for a refund of a food service account may be submitted in writing to food.service@rusd.org. Please include your child's student ID number and the name and address of the person requesting the refund, the refund request will be processed within 3-4 weeks of receipt.
2. Every attempt will be made to refund account balances. If we are unable to contact the family of the inactive student within five years, or if the student reaches the age of 18, we will submit the balance to the Department of Revenue Unclaimed Property.

3. Parents or guardians may request to transfer funds to siblings or other family members by contacting the food service department at 262-631-7082 or email food.service@rusd.org. Provide the student ID numbers for all food service accounts involved in the transfer.
4. Graduating senior food service account balances will be transferred to an active sibling enrolled in the district after all fees have been satisfied. If there is no active sibling, the family will be contacted to verify mailing address to process a refund.

Adult/Staff Food Service Accounts

1. Any funds remaining in an Adult/Staff food service account shall carry over to the next school year.
2. A request for a refund of a food service account may be submitted in writing to food.service@rusd.org. Please include your name, the food service account ID number and the name and address of the person requesting the refund, the refund request will be processed within 3-4 weeks of receipt.
3. Adults may request to transfer funds to a student food service account of their choice by contacting the food service department at 262-631-7082 or email food.service@rusd.org. Provide the ID numbers and names for all food service accounts involved in the transfer.
4. It is the responsibility of the Adult/Staff member to request a refund of food service account funds when they are no longer employed by the District. We will make every effort to contact inactive staff members regarding their account balance, however if no response is received after 180 days the funds will be considered a donation.

Additional Information and Assistance

For assistance with all issues and questions related to the District's food service program, including eligibility, the District's online account management system, as well as the specific issues addressed in these procedures, school families can contact Food Service at 262-631-7082 or via email at food.service@rusd.org.

This institution is an equal opportunity provider.