

# PROCEDURES REGARDING MEAL CHARGES, DEBT COLLECTION AND REFUNDS

## SPUSD FOOD AND NUTRITION SERVICES

Federal regulations do not allow cafeteria funds to settle student meal account debt.

### General Meal Account Guidelines and Charging Procedures

All SPUSD students have a meal account and daily access to meals.

- When a student owes money for a meal that was served, it is the parent/legal guardian's responsibility to pay the debt in a timely manner.
- The Food and Nutrition Services online registration for student transactions ([MySchoolBucks.com](http://MySchoolBucks.com)) allows parents to manage student accounts. Low and negative balance email notifications, as well as auto payment options may be set up by the parent, allowing individual online management. Online payment is not required.
- Students may only charge qualifying meals (Combo) if their account is in debt. **Water and other items sold outside of the meal program may not be charged to an account in debt. Payment required at time of purchase, either with cash or a positive account balance.**
- **Applications for free or reduced-price meals are accepted throughout the school year.**

Meal Prices: Components of the "Combo" Meal are outlined on the monthly menu

Elementary Schools:	Lunch \$3.25
SP Middle School:	Breakfast \$2.00 Lunch \$3.50+
SP High School:	Breakfast \$2.00+ Lunch \$3.75+
Reduced-price:	Breakfast \$0.30 Lunch \$0.40

\*Prices are subject to change

**Qualifying Meals are at No Cost  
for all students for 2021-2022**

### Additional guidelines for students not participating in the free or reduced-price meal program:

#### Elementary School Sites

- Students may charge up to ten (10) regular meals into an account in debt.
- Once this threshold has been reached, a meal with an *alternate entrée* will be offered to the student. The account will continue to be charged.

#### SP Middle School

- Students may charge up to six (6) regular meals into an account in debt.
- Once this threshold has been reached, a meal with an *alternate entrée* will be offered to the student. The account will continue to be charged.

#### SP High School

- Students may charge up to four (4) regular meals into an account in debt.
- Once this threshold has been reached, a meal with an *alternate entrée* will be offered to the student. The account will continue to be charged.

### Debt Notification and Collection Procedures

Students and families are treated with dignity.

- Email notifications of negative balances will go out weekly to balances over \$3.00.
- [MySchoolBucks.com](http://MySchoolBucks.com) settings offer email notification for low balance alerts.
- Accounts that are consistently in debt may receive a phone call or other action from school site administration.

- Swift action to repay the debt will decrease the need for further communication and will avoid an alternate entrée being offered.
- Any negative balances, regardless of how small, must be cleared by June 30<sup>th</sup> of each year.
- Payments may be made at any school site office, with the site cashier, online via MySchoolBucks.com, or by mail.

### Review of Meal Charges

In order for a student account to be debited, the student must provide his/her PIN or last name to the cashier. When the account is accessed, the student's picture appears as a secondary source of identification.

If a student or parent is not in agreement with the charges to the student's account the following steps may be taken:

- Review of transaction purchases.
  - If you are registered on [MySchoolBucks.com](https://myschoolbucks.com), the parent has access to transactions and is in the position to review daily.
  - If an account has not been created, please make a request to the Food & Nutrition Department to receive a transaction report.
- If, after reviewing transaction purchases, a dispute exists, the parent/student may call or email the FNS Department to request further information, and/or dispute specific transactions.
- Disputes must be made within 60 days of the purchase in question.
- Parents have been given the tools to monitor their student's account and it is recommended that they visit [MySchoolBucks.com](https://myschoolbucks.com) often to ensure accounts are current.

### Refunds/Student Transfer/Withdrawal

Money deposited to your child's account will remain from year to year and school to school.

Please contact the FNS Department for any actions to the balance on your child's account, such as:

- Refunds for student leaving school district, or graduating senior.
  - Graduating senior balances may also be donated to negative balance recovery.
- Transfer of funds from one sibling to another.
- No longer participating in the meal program.

Refunds may be collected for up to three years from the last day the student attended SPUSD.

\*During summer breaks, and when a student graduates or leaves the district, deactivation of auto-payments through [MySchoolBucks.com](https://myschoolbucks.com) is the responsibility of the parent or guardian.

### Contact Information

For additional information please contact the Food & Nutrition Services at 626-441-5820 Ext. 2951.

To sign up for MySchoolBucks.com online meal account tracking, please go to the Food & Nutrition website @ [SP Food & Wellness/Pre-payments](https://spfoodandwellness.com/pre-payments).

Mail payments or meal applications to the **Food & Nutrition Services** at:  
1100 El Centro Street  
South Pasadena, CA 91030