

## King William County Public Schools Collection Procedures - SY 2021-2022

The King William County Schools uses a computerized Point of Sale for documenting meal counts for lunch and breakfast. At both the Primary and Secondary level, schools utilize a computerized POS (Café Terminal). Students enter their unique PIN number via pin pad or have their Meal ID Card scanned and the cashier verifies the student and meal. If a PIN number is compromised, a new number will be issued to the student by the Director of School Nutrition. PIN pads are available at each site. Cool Spring Primary and Acquinton Elementary students will be issued Meal ID Cards. These Meal ID Cards can be used in place of the PIN pad. ID scanners are available at each site. Hamilton Holmes Middle and King William High students will be encouraged to use their cell phone and the My Payments Plus app to access their Meal ID scan bar code. Meal ID Cards will not be issued to secondary level students

At each school, students bring any prepayment to the School Nutrition Manager, preferably at the beginning of the school day. The cashier collects cash/checks at the POS and records transactions in the appropriate category.

### King William School Nutrition Operating Policies and Procedures

#### Meal Charging Policy

- There are no student meal charge limits at any level within the District (Primary, Elementary, Middle and High). Students will be permitted to charge complete, reimbursable meals if funds are not available on the meal account to cover the cost of that meal.
- If a parent or guardian does NOT want their child/children to charge meals to the meal account, documentation from the parent (Meal Charging Permission Form) must be completed and kept on file in the School Nutrition Office. A meal charging block will be placed on the student account.
- Students that do not have funds on their meal account to cover the cost of their meal will receive a complete, reimbursable meal. To prevent shaming and overt eligibility status identification, alternate meals will not be served under any circumstance, to any student.
- An automated call system is utilized, at all grade levels, to inform the parent/guardian of a negative balance. Negative balance calls are made each Monday and Thursday, unless a holiday or school closing falls on those days.
- In addition to the automated call system, negative balance letters are sent home weekly at the Primary and Elementary levels. Typically these letters are included in the student's Tuesday folder, unless a holiday or school closing falls on a Tuesday.
- For those students having an email address on file, emails are sent on each Tuesday and Friday with negative balance information, unless a holiday or school closing falls on those days. These emails are sent at all levels. If an email address is not on file and the letter cannot be emailed, it is printed and sent home to the parent via the student. Written communication for the Middle and High school level are only sent home with the student when an email address is not on file.
- All communication relating to the school meal debt will be directed to the student's parent or guardian. Communication may be made by letter, email or phone call.
- Students are NOT allowed to charge a la carte food or drink items (extra entrée and side items, ice cream, bottled water, drinks, snack items, etc.) to their meal account unless sufficient funds are available on the account to cover the full cost of their meal and the a la carte items.
- In the event a student brings in cash to purchase a la carte item(s), and there is a negative balance on their meal account, that student will be permitted to purchase the a la carte item(s). The student will be encouraged to apply any change to their negative balance at the time of sale.
- To prevent shaming and overt identification of eligibility status, cashiers are not permitted to inform students of the need for funds on their meal account.

#### Collecting and Processing Meal Payments

- Money can be placed on a meal account using cash, check, money order or by using My Payments Plus ([www.mypaymentsplus.com](http://www.mypaymentsplus.com))
- Each cashier collects cash/checks at the POS and records transactions in the appropriate category.
- All money must be entered into the POS by the cashier on the day it is received.
- Students are encouraged to bring any prepayment to their School Nutrition Manager at the beginning of the school day.
- If payment is made in the form of a check, **all information (name, bank name, check number, routing number and account number) MUST be printed on the check. Checks with any of this information hand written or Starter Checks will NOT be accepted.** Addresses can be hand-written. In the event a check is submitted without the proper information, the check will be returned to the student to be taken back to the parent/guardian. A written explanation will be sent with the check at the Primary and Elementary levels. A verbal explanation will be given to the student at the POS when the check is submitted.
- Checks returned for any reason (Non-Sufficient Funds, Account Closed, etc.) are subject to a \$10.00 returned check fee plus the face value of the check. Notifications of returned items will be mailed from the School Nutrition Office to each party upon notification from the bank.
- Student meal accounts connected to returned checks will be blocked from accepting payment in the form of a check on the meal account until such time as the returned check and returned check fee are reimbursed to the School Nutrition Fund
- Any returned checks that have not been paid at the end of the school year MUST be reimbursed to the School Nutrition Fund by the King William County School Board. (SP47-2016).
- Negative balances for Inactive or Withdrawn students MUST be reimbursed to the School Nutrition Fund at the end of each school year by the King William County School Board. (SP47-2016)
- Negative balances on meal account for active students will roll over to the following year. Attempts to collect via email, letter or automated calls are ongoing throughout the year.

- Negative balances on meal account for graduating seniors **MUST** be paid in full prior to graduation. **Unpaid meal account balances may result in the student not being allowed to participate in graduation ceremonies.**
- Any refund of monies from student meal accounts must be authorized by the School Nutrition Director. A Lunch Account Refund/Fund Transfer Verification Form must be completed and signed by the parent or guardian and then submitted to the School Nutrition Office for reimbursement. Completed Lunch Account Refund/Fund Transfer Verification forms will be submitted to the School Board for reimbursement. Reimbursement will be issued in the form of a check and will be mailed to the parent or guardian to the address on file. Refunds typically take 30 days from date of submission to be processed and a check mailed.
- Funds on meal accounts may be transferred from one meal account to another meal account of students within the same household. A Lunch Account Refund/Fund Transfer Verification Form must be completed and signed by the parent or guardian and then submitted to the School Nutrition Office. Only the Director of School Nutrition is approved to process transfer of funds requests.

### Counting and Depositing Meal Payments

- Money is counted daily after lunch by the cashier that operated the POS system for the day. It is to be verified by a second individual.
- The cashier operating the POS system will count all currency, coins and checks. The amounts will be recorded on the Cashier Cash Sheet, Bank Deposit Report, Bank Deposit Report for Bag, Daily Report of Cash Collections, and Deposit Slip.
- The cashier will compare the total amount of the deposit to the POS recorded till amount to determine if there was an overage or shortage in that day's funds. Any overage or shortage must be recorded on the Cashier Cash Sheet and the Daily Report of Cash Collections Sheet.
- The amount of the deposit (money going to the bank) is to be entered in Solana under the "POS", "Bank Deposits" tab.
- The amount of currency, coin and checks must be recorded on a deposit slip. The white and yellow copy of the deposit slip is to be submitted to the bank with the deposit. The pink copy of the deposit slip is to be retained in the Cafeteria Manager's office with the reports for that day.
- The Checks Collected report from Solana must be included in the money deposit bag along with the white and yellow copies of the deposit slip. If no checks were collected, the report does not need to be printed.
- ALL forms (Cashier Cash Sheet, Bank Deposit Report Sheet, Daily Report of Cash Collections Sheet, Deposit Log, Bank Deposit Report for bag, and Deposit Slip) **MUST** be signed by the cashier **AND** the second counter.
- My Payments Plus Collection reports are to be generated from Solana the following day for the previous day. MPP collection amounts are to be recorded on the Cashier Cash Sheet and Bank Deposit Report the following day for the previous day. A copy of the MPP Collection report is to be retained in the Cafeteria Manager's office with the reports for that day. The original MPP Collection report is to be given to the School Nutrition Director.
- Financial reports are to be generated from Solana the following day for the previous day. A copy of the financial report is to be retained in the Cafeteria Manager's office with the reports for that day. A copy of the financial report is to be given to the School Nutrition Director.
- Till reports are to be printed daily and retained in the Cafeteria Manager's office with the reports for that day.
- Edit Checks are to be generated daily from Solana and retained in the Cafeteria Manager's office with the reports for that day. The Edit Check Log is to be completed daily by each SN Manager and retained in the Cafeteria Manager's office.
- Start-up cash will be given to each site manager. Upon receipt, each manager will verify the amount given and sign the "Start-Up Cash Verification". The School Nutrition Director will also sign the verification form.
- At the end of the year, each site manager will create a deposit for the start-up cash received at the beginning of the school year. Each site manager and a 2<sup>nd</sup> counter will verify the amount of the start-up cash deposit and both will sign the "Start-Up Cash End-of-Year Deposit" form. Start-Up cash deposits must be brought to the School Nutrition Office where the Director of School Nutrition will count all currency and coin and verify the amount on the deposit slip, Bank Deposit Report for Bag Sheet, and the Start-Up Cash End-of-Year Deposit form. Upon verification, the SNP Director will sign and date the Daily Report of Cash Collections Sheet, the Bank Deposit Report for Bag Sheet and the Start-Up Cash End-of-Year Deposit form. The Daily Report of Cash Collections Sheet and a copy of the Start-Up Cash End-of-Year Deposit form will be kept in the Cafeteria Manager's office with the reports for that day. The Bank Deposit Report for Bag sheet will remain in the bank bag and be kept in the SNP Director's office.
- Daily start-up cash is to be secured in the Cafeteria Manager's office every afternoon.
- Money to be deposited must be brought to the School Nutrition Office where the Director of School Nutrition will count all currency, coin and checks and verify the amount on the Deposit Slip, Bank Deposit Report for Bag Sheet and the Daily Report of Cash Collections Sheet. Upon verification, the SNP Director will sign and date the Daily Report of Cash Collections Sheet and the Bank Deposit Report for Bag Sheet. The Daily Report of Cash Collections Sheet will be kept in the Cafeteria Manager's office with the reports for that day. The Bank Deposit Report for Bag Sheet will remain in the bank bag and kept in the Director's office.
- In the event that schools are closed due to inclement weather, a school holiday, a scheduled school closing, or the weekend, all School Nutrition Managers **MUST** run a My Payments Plus Collections report on the next day they return to school for all days school was closed. The My Payments Plus sheet must be filled out and signed. A copy is to be taken to the School Nutrition Office along with a copy of the MPP Collections report. A copy is also to be kept in the School Nutrition Manager's office. The Deposit Log must be completed for each day. However, only one signature is required on the Deposit Log.
- Deposits are to be taken to the bank on a daily basis. They are to be placed in the Night Drop Box. Empty deposit bags are to be picked up from the bank window daily.
- Basic Claims reports are to be generated from Solana by each SN Manager on the first day of each month for the previous month. Reports are to be signed by the SN Manager. A copy is to be given to the SN Director. A copy is to be retained in the Cafeteria Manager's office.
- DE 106 reports are to be generated from Solana by each SN Manager on the first day of each month for the previous month. Reports are to be signed by the SN Manager. A copy is to be given to the SN Director. A copy is to be retained in the Cafeteria Manager's office.
- VA SNP-12 reports are to be generated from Solana by each SN Manager on Monday for the previous week (Monday thru Sunday), and on the first day of each month for the previous month. Reports are to be signed by the SN Manager. The signed original is to be given to the SN Director. A copy is to be retained in the Cafeteria Manager's office.

## Meal Account PIN Numbers

- A unique PIN number is assigned to each student to access their meal account. Typically, this PIN number is the same as the Student ID number.
- Students are required to keep their PIN number confidential.
- Students have two ways to enter their ID number at the POS, allowing the cashier to access the student meal account. 1. Student will use the PIN pad to manually enter their ID number, accessing their meal account. 2. Student will present their unique meal account bar code ID. The cashier will scan the bar code ID to access the student meal account. Meal ID bar code cards will be issued to students at Cool Spring Primary and Acquinton Elementary. Students at Hamilton Holmes Middle and King William High will have the option to use the MyPaymentsPlus app on their mobile device to access their meal ID bar code.
- For security, the cashier must verify that the student accessing the meal account is the account holder. Verification can be by comparing the photo of the student in the POS system with the student entering the PIN, or by calling the student by name before entering any meal transactions.
- If a student does not remember their PIN number, the cashier will access the meal account by entering the student's name. The cashier must verify that the student accessing the meal account is the account holder. Verification can be made by comparing the photo of the student on the POS system with the student giving the name, or by calling the student by name before entering meal transactions.
- In the event a student gains access to another student's PIN number and attempts to use the other student's meal account, a new PIN number will be assigned to the compromised account. This change will be made by the School Nutrition Director at the District level.

## Offer vs. Serve

- The King William County School Nutrition Program participates in the National School Lunch Program and the School Breakfast Program. We are an Offer vs. Serve Program.
- At lunch, 5 meal components are offered daily in at least the minimum required amounts. They are: Meat/Meat Alternative, Grain, Veggie, Fruit, and Milk. The student MUST choose at least 3 components in the required serving sizes to comprise a reimbursable meal, and of the 3 components, one MUST be a fruit or veggie. The student may choose all 5 components.
- At breakfast, 4 items are offered daily. They are: Grain (2 ounces counts as 2 items), Juice/Fruit, and Milk. The student must choose 3 of the 4 items offered to comprise a reimbursable meal and one MUST be a fruit or juice.
- Students are NOT required, at any level, to take milk with their meal.
- The cashier may encourage students to take additional items to build a reimbursable meal. However, if the student refuses to choose additional items to build a reimbursable meal, the student must pay individual a la carte prices for the items they have selected.
- Teachers and staff MAY NOT specify which food items a student must select.

## Recognizing Reimbursable Meals and Incomplete Meals

- The cashier must be able to identify a reimbursable meal and an incomplete meal before the meal is entered in the POS system. If a student has an incomplete meal, the cashier may suggest that the student choose an additional food item to comprise a complete reimbursable meal. If the student refuses to choose additional items, the student will be charged individual a la carte prices for the items they have selected. An incomplete meal MUST NOT be entered in the POS system as a reimbursable meal.
- If the student refuses to choose enough items to comprise a reimbursable meal, and does not have enough money on their meal account to cover the charge of the a la carte prices, that student will have no option but to choose additional items to comprise a reimbursable meal. A la carte items may NOT be charged to meal accounts.
- Only complete, reimbursable meals may be charged to a student account.

## Second Meals

- Controls are established through the POS system to prevent PIN numbers from being used twice on the same day for the same meal service. The POS will not allow more than one reimbursable meal to be entered on the same day for the same meal service.
- If the student wished to purchase a second meal, the cost of the meal will be the cost of an adult meal (Breakfast: \$2.40/Lunch: \$3.75)
- Second meals may NOT be charged to the student meal account.

## Visiting Student Meals

- All students have one of 3 payment types: Paid (Denied), Free, or Reduced.
- From time to time, students visit other schools within their district. Visiting students who pay full price or reduced price for their meals MUST pay for their meals at the host school according to their payment type.
- Visiting students will use their PIN number to access their student meal account, as all student PIN numbers are available at all sites within the district.
- Visiting student's meal reimbursements will be claimed by the host school.

## Student Worker Meals

- Students are not permitted to work in the kitchens/cafeterias
- School Board employees are prohibited from requiring a student who cannot pay for a meal at school or who owes a school debt to do chores or work to pay for such meals or wear a wristband or hand stamp.

### **A la carte Items**

- A la carte food and drink items served in the cafeteria must meet the Federal and State Smart Snacks requirements.
- A la carte food and drink items are priced and charged appropriately.
- In the event a student brings in cash to purchase a la carte item(s), and there is a negative balance on their meal account, that student will be permitted to purchase the a la carte item(s). The student will be encouraged to apply any change to their negative balance at the time of sale

### **Disposing of Food and Materials**

- Food items and materials placed in the trash receptacles and dumpsters are considered trash.
- Food items and materials placed in the trash receptacles and dumpsters are not to be removed for the purpose of reusing, recycling, or consuming.
- Cafeteria staff are not permitted to take home any food items or materials slated for trash, for the purpose of reusing, recycling, or consuming.

### **Field Trips**

- Meals are available for students going on field trips.
- Field trip procedures are in place to ensure that meals planned are reimbursable and are counted and claimed accurately.

### **General Procedures**

- Eligible Free & Reduced students and withdrawn/inactive students are updated at the Central Office and uploaded to each School Nutrition Manager's site each night.
- Daily Edit Checks are calculated daily by the School Nutrition Manager and recorded on the Daily Production Record.
- Meal service is available to all categories of eligible students on all service lines claiming reimbursable meals.
- Meal counts are entered on the computer at the point-of-service (POS) for students, employees, staff and visitors.
- We encourage students to purchase full price lunches or to prepay for meals with attractive menu choices, letters to parents from school, School Nutrition Manager participation in their PTA and on-line suggestive selling throughout the school year.
- All cashiers and servers are given training on the components of reimbursable lunches/breakfasts. If a student does not have all the components of a reimbursable meal on their tray at the POS, the student will be advised to take another offering or if they decline the additional items, the items on their tray will be entered as a-la-carte purchases.
- VA SNP-12 reports are to be printed every Monday for the previous week (Monday thru Sunday) and a copy must be given to the School Nutrition Director. Both pages are to be dated and signed by the SN Manager. In addition to printing the weekly VA SNP-12 report, a monthly VA SNP-12 report must be printed the first day of every month for the previous month. Both pages are to be dated and signed by the SN Manager and a copy must be given to the School Nutrition Director.
- All student/staff accounts are due in full at the end of each school year. Students with debts will not be able to participate in End-of-Year activities, i.e.: Field Day, Picnics and Graduation March.

This institution is an equal opportunity provider.