



## **Important Student Meal Account Information for EVERY Household**

Parents and guardians must plan for their child to have sufficient access to food at school on each school day and must actively monitor and manage their child's school food service account.

When student balances are at or below \$5.00, parents/guardians and students will begin receiving notifications in the following methods based on the building level:

- Elementary schools will send an email or paper Low Balance notice at least once a week.
- Students at Wisconsin Rapids Area Middle School (WRAMS) and Lincoln High School (LHS) will receive verbal notification while going through the lunch line, as well as automated Low Balance email notifications.

**Parents and guardians can check student balances through Skyward Family Access by clicking on the Food Services Tab. Parents and guardians can also elect to have a low balance notification sent via Skyward Family Access by clicking on My Account and checking the appropriate box under Email Notifications.**

The District's goal is to make multiple attempts to provide a student's parent or guardian with notice of a low or negative balance. If a student's account runs out of funds, the student may receive additional meals as follows:

- Elementary Schools: Up to -\$11.50 worth of meals may be charged
- Middle School: Up to -\$12.50 worth of meals may be charged
- Lincoln High School: Up to -\$13.50 worth of meals may be charged

**Note:** A la carte items, including an extra milk, or second entree, may not be charged anytime a student has a negative balance.

Parents and guardians can apply for free/reduced meals at any time during the school year. If you are unable to pay for school meals due to your economic situation, please download an application from the district website: <http://www.wrps.org/foodservice/freemeals.cfm> and return the completed application to the district office.

### **Management of Non-Sufficient Fund (NSF) Checks and Online Payments**

In the event that a check or online payment account is determined to have Non-Sufficient Funds (NSF), the parent or guardian will be notified. The amount written on the NSF check will be removed from the student's account 4 business days after notification. Online payments that come back NSF will be automatically retried. Upon retrial, if there is still NSF, the payment is automatically removed from the student's account. If the retry is completed and successful, the money remains in the account. Additional fees will be assessed as necessary.

### **Food Service Account Carryover, Transfers & Refunds**

Any funds remaining in a student meal account will carry over to the next school year. Students transferring to a different school within the District will automatically have the account balance transferred to that school. When students are graduating or moving out of the District, they will be notified if they have a balance remaining in their account. If the student has a sibling in the District, the family can elect to transfer the balance to the sibling's account. Students who qualify for free or reduced priced meals will automatically be given a refund if no siblings are left in the District. Families with students who pay full price can choose to either receive a refund or donate the remaining funds to the Student Meal Donation account if no siblings are left in the district.