

SMCSC Nutrition Services

Meal Payment Directive

I. Forms of Payment:

All cafeterias within SMCSC utilize a pre-pay computerized system. All students and district employees have a district account. Money can be deposited into account for the purchase of breakfast, lunch, milk, and ala carte foods. Cash/check collection during a lunch or breakfast period is not allowed as it slows the serving line. Therefore, all cash/check payments must be submitted prior to breakfast or lunch. At the elementary, payments are collected each morning in classroom. At PHMS and PHHS, payments should be deposited into the prepayment kiosk located in the main hallway outside of the cafeteria. There are two options available for pre-payment:

- 1) Major credit/debit card online at www.EZSchoolPay.com (available FREE to parents)
- 2) Cash/Check: Please place in sealed envelope with child's name, classroom, and grade clearly written on outside of envelope. Make checks payable to **SMCSC Nutrition Services** or **(School Name) Cafeteria**. If paying for more than one child, the check must specify how much is to be deposited into each child's account.
 - o **NSF (non-sufficient fund) checks:** If a check is returned due to non-sufficient funds, SMCSC will assess a \$20 fee per check. After two NSF checks are received per family per school year, checks will no longer be accepted from that family.

II. Accounts

All account balances are stored securely within a database at SMCSC. EZSchoolPay is simply a web portal to view the balances stored at SMCSC and make payments to student accounts. Actual money is not stored on this website.

Account Identification:

Accounts are accessed at the point of sale (cashier) by two methods: 1) Finger Scan or 2) Photo / Name / Alphabetical Order by Homeroom.

Accessing Balance Information:

Account balance information is accessible to parents in the following ways:

- 1) Utilize EZSchoolPay.com online payment system and/or smartphone app to monitor balance and purchase history regardless of whether family is using it to pay online. Multiple users can use the app or website to access student's account balance and make payments. Payment information is specific to the owner of the app/online profile.
- 2) Contact the Cafeteria Manager at the student's school.

Balance Notifications:

Students and parents are currently notified of current balances as described below:

- 1) Students can see balance at the point of sale or ask cashier.
- 2) Parents can sign up for customizable email reminders for free at www.EZSchoolPay.com.
- 3) SMCSC Nutrition Services sends courtesy email and text notifications (different than EZSchoolPay notifications). *These notifications are sent to the email address on record in the PowerSchool Parent Portal listed under "Primary Alert Email" and the phone number listed under "Student Phone Alert #1".*

End of Year Balances:

Funds remaining in students' Nutrition Services accounts at the end of each school year (or negative balances) will automatically be applied to the student's balance for the next school year. Only in the event that a student leaves the school district (i.e. moves, graduates, etc.), may a refund of account balance be requested. Parent/Guardian can request a refund using the online form found at www.smcsc.com/nutrition within 30 days of the end of the school year or 30 days after the date the student leaves the district.

III. Charges (purchasing without funds on account)

SMCSC wants to ensure that every student has access to meals daily. SMCSC is not allowed, per USDA regulations, to incur bad debt from unpaid meal charges. SMCSC is not required by federal or state law to provide meals to any student (except those eligible for free meals) who does not have payment either on account or in hand for a meal. If families need to apply for meal assistance, they can do so at any time throughout the school year at www.EZMealApp.com.

Students are allowed to purchase whatever they choose until account balance reaches (\$20.00). After (\$20.00) negative balance is exceeded, student will be allowed to purchase only a reimbursable meal at breakfast and/or lunch, and will not be allowed to purchase any ala carte foods (including ala carte servings of meal food items). Parent is ultimately responsible for the purchase(s) made by the student.

Any active or inactive account (student or staff) that exceeds (\$30.00) may be sent to a collections agency by SMCSC.

IV. Discrepancies or Questions

Discrepancies in purchases charged to account must be brought to the attention of SMCSC Nutrition Services administration within 30 days of the date of the purchase in question in order to receive any type of credit or refund.