

Maple River Public Schools, ISD #2135

Food Service Department

Published Guidelines Regarding Meal Account Balances Grades K-12 – July 2017

The Food Service Department provides parents and guardians the convenience of internet access to student meal accounts through Infinite Campus Parent Portal at https://mncloud1.infinitecampus.org/campus/portal/maple_river.jsp, which allows for the ability to review their child(s) account balances and purchases when needed. Maple River Public Schools follows the practices outlined below.

- To purchase meals, a student's meal account should have a positive balance.
- Cashiers will provide a verbal low balance reminder to all K-12 students when they have \$5.00 remaining in their account; which is approximately equivalent to 2 lunch meals.
- Email reminders are sent to parents automatically through Infinite Campus Messenger each Tuesday and Friday when the child's account balance is \$15.00 or below.
- The Food Service Department also mails computer generated letters to families each Wednesday throughout the school year for any account that is -\$5.00 or below.
- For student accounts with negative balances over \$20.00, phone calls are made to parents and voice messages are left requesting payment or that arrangements are required for a payment plan. If no response is received or payment made from the first phone call, a repeat phone call is made until getting a response.
- If numerous attempts have been made to contact the family with no response, the school social worker or guidance counselor may be involved. The District reserves the right to contact a collection agency if the District and the family cannot, after multiple attempts, work out other payment arrangements.
- Students are not allowed to purchase a la carte* items without the full amount of funds in their account or cash in-hand.
- Students are not allowed to enter a sibling's PIN for purchase of food items.
- The Food Service Department may transfer funds between student accounts within the same household to cover negative balances, unless otherwise notified by parent or guardian.

* A la carte food items include second meals, extras or any foods that are not a part of the complete reimbursable meal.