

## San Carlos School District

### Procedures & processes for collecting debt for unpaid lunches

If a family has not already set up an online account with the lunch vendor (i.e. LunchIsServed.com) and the child receives a emergency/day-of lunch, the procedure below will be followed:

- District Office will run reports regularly to account for any lunches claimed but not yet paid
- District Office will reconcile the list according to paid, reduced & free eligibility
- District Office will send invoices to paid & reduced price families based on the number of unpaid lunches received during that billing period
  - Included in the invoice will be instructions to the family on how to set up an online account
- Once payment is received, District Office will post to/credit student's account
- District Office will send receipt of payment to the family
- If family is billed multiple times after the initial request/notice to set up account, District Office will set up online account using family's email address so that meals can be posted accurately to the child and the family can be notified the day of that an unpaid meal has been received by the child
- Amount of money spent to recoup debt will not exceed amount of debt