

## Negative Balance and NSF Procedure

### **Negative Balance Process:**

The mission of Northfield Public Schools Child Nutrition Department is to provide quality, nutritious meals that support the growth and development of our students to fuel their learning. It is our goal to provide your child a healthy, well-balanced lunch and breakfast meal at a reasonable cost. Parents or guardians are responsible for monitoring their student's meal account balances. If we see that a child's account balance is running low we make every reasonable effort to notify families of the need for a meal account payment using the following process:

First student notification: Student is verbally notified of low balance by cashier.

Initial parent contact: We utilize the Skylert messenger system to contact families about both low and negative account balances. The family will begin receiving automated phone messages twice per week stating low balance reminders when an account falls below \$5.00. The family can also select to receive low balance e-mail notifications that will begin at \$10.00.

Second communication: If the student meal account maintains a negative balance for more than one week a statement will be mailed home by the kitchen staff at student's school.

Third communication: Family will be contacted by phone or e-mail if a student account falls below negative \$15.00 by the Child Nutrition Department. If payment is not received the Northfield Schools Finance Department will send an invoice to be paid within 14 days.

Final district communication: If the student account falls below negative \$30.00 a letter and statement will be sent out to the family indicating payment must be made within 14 days or the account will be turned over to an outside collection agency.

The Child Nutrition Department is willing to work with you to set up a payment plan if you have concerns regarding payment on your account. Questions or concerns should be directed to Stephanie DeAdder at (507) 663-0618 or [sdeadder@northfieldschools.org](mailto:sdeadder@northfieldschools.org)

### **NSF Process:**

Northfield Public Schools uses Advantage Collection Professionals as our third party collection agency. If a check is returned as NSF it is automatically routed to ACP, Inc. ACP, Inc. will attempt to collect the funds plus a fee of \$30.00.

Upon notification of NSF from ACP, Inc. Northfield Public Schools will deduct the payment from the students lunch account.

Upon collection of the NSF Northfield Public Schools will credit the students account balance.

Questions regarding this process can be directed to Jackie DuLac at 507-645-3440 or [jdulac@northfieldschools.org](mailto:jdulac@northfieldschools.org).

7/17/17 SS