

Highland Academy Charter School
PAID MEAL COLLECTION POLICY
FOR FOOD SERVICE

HOW TO PAY

Parents have two ways to pay for their child's meals:

- 1) Parents may set-up an online account with Boonli at <https://secure.boonli.com>
 - a. Parents will be able to make payments using a credit card or debit card.
 - b. Parents will be able to set-up automatic payments and see student balances.
- 2) Parents may pay student meals by providing the school office manager with a personal check, money order or cashier's check. Cash payments will not be allowed.

HOW TO ORDER

COLLECTION PROCEDURE

There are two methods of payment for meals: prepayment and post-billing. Students who pay full price or a reduced price for their meals have the option of paying on a weekly, monthly or annual basis.

If a student is charging their meal, the meal server or designee logs the charged meal on that student's account on the meal program software at the time the meal is being taken by the student. Students can charge up to \$10. At the end of the month, all parents receive letters whose children have outstanding balances that are unpaid.

Families that are unable to pay for their student's meals, are encouraged to fill out a lunch application to see if they might qualify for federal assistance. Families can request the lunch applications in the main office.

PREPAYMENT

- 1) Parents will have the ability to prepay their child's account on Boonli using a credit or debit card.
- 2) Students have the ability to prepay with check, money order or cashier's check for their meals at least 24 hours prior to receiving a meal. Parents or students can turn in the prepayment to the Office Manager, and the Office Manager will track it on the meal program software under the student's record.

POST-BILLING

Schools in Action (our meal management company) will send out bills monthly and/or at the end of the semester for any outstanding balances. The Office Manager will continue to encourage families who have not submitted a lunch application to submit one.

EXCESS BALANCES

Families who have a positive balance in the student's paid meals account will be notified by Schools in Action before the end of the year. The parents can opt to either carry the balance over to the following year, or receive a refund for the excess balance. If a refund is elected, Schools in Action will mail a check home.

DELINQUENT DEBT

When meal charges continue to go unpaid, parents are contacted by phone and/or mailed a letter from the Schools in Action and/or Highland Academy staff.

If after sending out the post-billing notices families are still not submitting payment, the Office Manager will follow up with phone calls or set up meetings to determine why families are not paying and come up with a payment plan, if needed. The payment plans will take into account the family's financial circumstances and be reasonable in terms of amounts and timeline. The payment plan will be signed by the family and the Office Manager. Families would pay the payments on the payment plan to the Office Manager.

CONTACT INFO

If you have any questions in regards to this policy, please contact Sam Mosher in the Main Office at 951-266-0220.

This institution is an equal opportunity provider