



From the office of Food Services

610.670.0180 x 1147 or 1148

## Frequently Asked Questions: Student Meal Accounts

### **What happens to the money in my child's account at the end of the school year?**

Money in your child's account, at the end of the school year, is rolled over to their account for the following school year. If a student leaves the District, the funds remaining in his/her account will be transferred into a younger sibling's account if one exists. Also see ***E-Funds Automatic Bank deposits***.

### **We are moving, how do I request a refund of money in my child's account?**

Complete the [Request for Refund/Make a Donation](#) form within 60-days of leaving the District. If you do not provide a forwarding address to the Wilson Food Service Office, any unclaimed funds in the student's account shall be forfeited and will be applied to pay delinquent meal accounts. Accounts in excess of \$5.00 will be refunded by check made payable to the parent/guardian.

### **Can I donate my child's account balance to help another child who owes for meal purchases?**

YES! You can donate any amount of money toward delinquent balances. Donations are applied to delinquent accounts through a random allocation of money received. Please fill out the [Request for Refund/Make a Donation](#) form attached to the webpage and email, mail or return the form to the Food Service Office. Be sure to sign the form, we must have a signature to complete the process.

### **I need to check my E-Funds Automatic Bank Deposits Set-up and Closing Accounts**

If you signed up for automatic withdrawal of money from e-Funds, remember to turn automatic withdrawal off over the summer. If you are moving from the District, turn off Automatic Bank Deposits so deposits do not continue unnecessarily. You must communicate directly with e-Funds regarding automatic bank deposits. We do not have access to your private information with this program.

### **What if I owe money for school meals?**

Every week you will receive a phone call or email concerning the low or negative balance in your child's account. We ask that you respond quickly and repay the balance due. Negative balances carry over from one year to the next. If you owe money at the end of the school year, it will be deducted from deposits made at the beginning of the following year.

***We strive to clear all unpaid accounts by May 31 each year.*** Accounts with balances due exceeding \$50 are sent to a collection agency.

### **Tell me more about collections?**

When a child's account has a balance due of \$50 or more you will be contacted with a mailed letter. Please reply to the food service office within 10-days so we can work to clear the balance due. If we do not hear from you after the first 10-days you will be sent a second letter and a certified letter informing you of the next steps.

Again, we ask that you reply to the food service office within 10-days so we can work to clear the balance due. If we do not receive restitution or you do not contact the food service office to set-up a payment plan, we are required to turn your account over to our collections company.

We will remove the balance due when we send the information to the collection company. This does not mean you no longer owe for meal purchases. You are required to pay the collection company. Should your child accrue additional meal charges we will again notify you of the delinquent account.

### **My graduating senior owes money to the Food Service Department, what must I do?**

If a graduating senior owes money to the Food Service Department the balance due must be paid in full or the student will not be allowed to pick-up their cap and gown for graduation. Please check account balances through Skyward Family. Contact the food service office if you have questions.

### **What if I want to donate my senior's balance to another student?**

If you wish to donate the balance in your seniors account to help pay off delinquent balances for seniors or other students, please complete the *Request for Refund/Make a Donation* form attached to the webpage. We use senior donations to first remove delinquent balances for other seniors and then for other students. You can email, mail or return the form to the Food Service Office. Be sure to sign the form, we must have a signature to complete the process.



## **I have a graduating senior, how will their meal account be refunded and closed?**

Fund balances in graduating senior accounts will be transferred to younger sibling accounts if they exist. Any balance of ***less than \$5.00*** will be donated to the *Food Service Delinquent Meal Fund*. Accounts where there is not a sibling and the amount exceeds \$5.00, a check will be issued to the primary parent on file in Skyward. The refund will be sent to the parent/guardian in the form of a check within 30-operating days of graduation.

If you have any questions concerning student accounts, please call the Food Service Office at 610-670-0180, extension 1148.

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