

# RIVERTON USD 404

## COLLECTION PROCEDURES & UNPAID MEAL CHARGE POLICY

### Collection Procedures

#### Unpaid Fees and Negative Account Balances

Unpaid or overdue accounts disrupt accounting practices within the district. All persons who owe overdue fees or have negative account balances with the district shall be notified of the delinquency up to three times in not less than seven day increments by the superintendent or superintendent's designee via pre-recorded messaging and e-mail providing that the individual owes the district fees or that a specified account has insufficient funds or a negative balance and the reason for the fees or account withdrawals.

If, within seven days after the second notice was sent, the debt is not paid in full or arrangements have not been made with the superintendent or superintendent's designee to pay it, a third and final notice shall be sent to the debtor by mail. Postage and stationary costs may be added to the original bill.

If full payment is not received by the clerk or designee within seven days after the final notice, the debt will be turned over to the District's third party designee for collection.

#### Insufficient Funds Checks

Returned checks are presented electronically to a third party designee for collection processing.

The third party designee upon presentation of the returned check follows the following procedures:

1. Validation letter allowing person 30 days to resolve or dispute the claim against them to prevent credit reporting.
2. Customer service representatives begin making outbound calls to resolve the account by asking for the balance first and offering payment plans.
3. This process of calling and sending letters continues until the third party designee is able to resolve our accounts.
4. Third party designee credit reports the debts as unpaid until the balance(s) are resolved.
5. If the third party designee is unable to collect using the above methods, they will seek judgement and garnish paychecks.

**Board Approved: May 11, 2017**

## **Unpaid Meal Charges**

The district's meal charging requirements are as follows.

A charge account for students paying full or reduced price for meals may be established with the district. Students may charge no more than \$20 worth of meals to this account. Charging of a la carte or extra items to this account will not be permitted.

Any student failing to keep his/her account solvent as required by the district shall not be allowed to charge further meals until the negative account balance has been paid in full. However, such students will be allowed to purchase a meal if the student pays for the meal when it is received. Students who have charged the maximum allowance to this account and cannot pay out of pocket for a meal will be provided an alternate meal consisting of a peanut butter, peanut butter alternative, or cheese sandwich and milk.

At least one written warning shall be provided to a student and his/her parent or guardian prior to denying meals for exceeding the district's charge limit. If payment of the negative balance is not received within 5 working days of the maximum charge limit being attained, the debt will be turned over to the superintendent or superintendent's designee for collection in accordance with board policy. If the debt is not paid within 10 days of mailing the final notice of the negative account balance under policy, it shall be considered bad debt for the purposes of federal law concerning unpaid meal charges.

Payments for school meals may be made at the school or district office. Students, parents, and guardians of students are encouraged to prepay meal costs.

The district will provide a copy of this unpaid meal charges policy to all households at or before the start of school each year and to families and students that transfer into the district at the time of transfer. The terms of this policy will also be communicated to all district staff responsible for enforcing any aspect of the policy. Records of how and when it is communicated to households and staff will be retained.

**Board Approved: May 11, 2017**