

# West Clark Community Schools

## Nutrition Services

### I. Forms of Payment:

There are three payment options available to use:

- Online payment via the Infinite Campus Parent Portal
- Cash
- Check

All cafeterias utilize a pre-pay computerized meal payment system. All students have a district account with Nutrition Services and all district full-time employees are eligible to have an account. Information on setting up these accounts and accessing your information may be obtained from the office staff at your student's school or place of employment. Money can be deposited into this account for the purchase of breakfast, lunch, milk, and ala carte items. Collection of cash and checks during meal service slows the serving line and reduces the total time students have to eat. Therefore, all cash/check payments should be made prior to breakfast or lunch when possible. At the elementary level, payments are collected each morning in the classrooms and turned into the school cafeteria. At all other schools the prepayments should be given to the cashier in an envelope with the student's name and grade clearly visible so the cashier can record the deposit after the breakfast/lunch period is over.

There are three options available for pre-payment:

- Credit/Debit Card or Checking ACH online at [www.wclark.k12.in.us](http://www.wclark.k12.in.us) via the Infinite Campus Parent Portal.
- Cash: Please place in sealed envelope with student's name and grade clearly written.
- Check: Please place in sealed envelope with student's name and grade clearly written.
  - \*Make checks payable to your school.
  - \*The memo section should state the student's name and that it is a payment towards their lunch account, i.e. Johnny Smith's Lunch Account. (Textbook payments should be sent separately to the school office.)
  - \*If paying for more than one child on a single check, the check must specify how much money is to be deposited into each student's account.
  - \*If a check is returned due to non-sufficient funds, WCCS has the option to no longer accept checks from that household and may assess an NSF Fee.

### II. Account Balances

All account balances are stored securely within a database system at WCCS. The Infinite Campus Parent Portal is simply a web portal to view the balances stored at WCCS and make payments to student accounts. Actual money is not stored on this website. This is why all refunds and transfers must be processed at WCCS. All refunds and transfers must be initiated by filling out the appropriate forms located on the cafeteria section of our website at [www.wclark.k12.in.us](http://www.wclark.k12.in.us). All forms are also available in the office at your student's school or at the WCCS Administration Office.

Accessing Balance Information:

Account balance information is accessible to parents and employees in the following ways:

1. Utilize the Infinite Campus Parent Portal and/or smartphone app to monitor balance.
  - The Portal can be used to monitor balance and purchase history regardless of using it to pay for meals.
  - Any student or parent can download the app and use it to monitor cafeteria balances. Multiple users can use the app or website to access student's account balance and make payments. Payment information is specific to the owner of the app/online profile.
2. Contact the Cafeteria Manager at the student's school for the current balance.

Balance Notifications:

Students and parents will be notified of current balances as described below:

## 1. Students

-Students can ask cashier at the point of sale. Students are told verbally at the point of sale when his/her balance is running low or negative.

## 2. Parents

-Parents can always check their student's balance via the Infinite Campus Parent Portal located at [www.wclark.k12.in.us](http://www.wclark.k12.in.us). Parents can also sign up for email reminders via the portal.

-WCCS Nutrition Services will be sending low/negative balance notifications to parents on the following basis:

\*Automated texts and emails will be generated every Monday by the point of sale system for accounts with negative and/or low balances. Low balance alerts will be sent when the account balance reaches \$5.00. These account balance reminders will only be sent on accounts that have weekly activity.

\*If an account balance remains negative 5 days after the initial notification, the Cafeteria Manager will make contact to the household.

### End of Year Balances:

Funds remaining in student's Nutrition Services accounts at the end of each school year (or negative balances) will automatically be applied to the student's balance for the next school year. Only in the event that a student leaves the school district (i.e. moves, graduates, etc.), may a refund of account balance be requested. A written request must be submitted to the WCCS Central Office within 30 days of the end of the school year or 30 days after the date the student leaves the district in order for the balance to be refunded. The written request should be done via a Cafeteria Refund Request Form or in the form of an email sent to [cafeteria@westclarkschools.com](mailto:cafeteria@westclarkschools.com). The Cafeteria Refund Request Form may be found in the cafeteria section of the WCCS website, in the school office or cafeteria, and at the WCCS Central Office.

### Balance Transfers:

Transfers between student accounts or between student and adult accounts are allowed, but must be requested using the Cafeteria Transfer Request Form or in the form of an email sent to [cafeteria@westclarkschools.com](mailto:cafeteria@westclarkschools.com). The Cafeteria Transfer Request Form may be found in the cafeteria section of the WCCS website, in the school office or cafeteria, and at the WCCS Central Office. These requests will not be done verbally.

### III. Charges (purchasing without money on account)

WCCS wants to ensure that every student has access to meals daily. WCCS recognizes that there may be extenuating circumstances that may cause a student to not have money on account, so policy has been put into place to ensure students may receive a regular meal in these instances. Additionally, if families need to apply for meal assistance, they can do so at any time throughout the school year. It is very important for students, parents and schools to work together to ensure that students have money on account to purchase meals. In the event that a student does not have money on their account, a regular meal will always be provided, but no ala carte items may be purchased unless they have money on account or at the point of sale for that item. Please make note if students receiving free/reduced meals bring a lunch to school, and require just a milk, they must receive a full meal to receive a milk without charge.

### IV. Discrepancies or Questions

Discrepancies in purchases charged to you/your child's account must be brought to the attention of the Cafeteria Manager within 30 days of the date of the purchase in question in order to anticipate any type of credit or refund. Parents are encouraged to apply for meal assistance at any point in the school year if needed. WCCS will attempt to collect all money owed. In the event it cannot be collected, a third-party collection agency may be utilized.