

**Benson Public School Food Service Department**  
**Procedures for Over Due Accounts Policy**  
**6/29/2020**

**Parents receive statements one of two ways:**

- Via Email. If there is an email set up with the lunch account, low balance notices will be sent weekly to the email linked to the lunch account.
- Via Mail. If there is no email set up with the lunch account, physical low balance notices will be sent weekly.

**Process for low balance notices:**

1. Emails or physical notices will be sent on all accounts that are expected to go negative within 8 days.
2. When accounts reach a zero balance, parents will be notified via phone call that their students can no longer charge ala carte to their accounts until their account has a positive balance and payment on the account needs to be made within two weeks.
3. If no response or payment is made, a final notice will be mailed to the parents with the effective date of three school days to bring their account to a positive balance.
4. If payment is still not received, they will be turned over to collections.