

SCPS Dining Services Guests with Insufficient Funds Procedure

SCPS Dining Services understands how hectic life can be as a parent, and at times you may forget to check your student's dining account balance or your student forgets her/his money at home. We have all been there! We also know how critical a well-nourished body is for learning and achievement. To ensure our students are prepared to succeed, SCPS Dining Services allows students to charge their campus dining account when there are insufficient funds. All students are automatically set-up with an account upon enrolling in Seminole County Public Schools. If a student has a negative account balance, she/he will be provided a regular meal that follows the USDA meal pattern, the cost of which shall continue to accrue to her/his campus dining account. This extension of credit only applies to meals (breakfast & lunch) and does not apply to a la carte offerings. Parents are responsible for repaying all charges accrued.

To help remind you that your student's campus dining account is low on funds or there are insufficient funds, Dining Services will be utilizing the district's School Messenger notification system to contact you by email, phone and text. Please ensure your contact information is up-to-date in Skyward (enable text permissions) so we can keep you informed in a timely manner about your student's campus dining account. Because the well-being of your student is our priority, your campus restaurant manager will contact your school's social worker/ guidance counselor and school administration. If you need assistance with paying for meals at any time during the school year, please complete a meal benefit application online at scpsmealapp.com or contact your school's campus restaurant manager for assistance. Your campus restaurant manager's contact information is available on our website at diningservices.scps.us. Accounts with a negative balance may be referred to a collection agency.

Your campus restaurant will accept the following forms of payment: debit/credit card, check and cash. In addition, you may make an online payment and review your student's purchase history through MySchoolBucks.com. It is easy, convenient and there are no transaction fees. Your student's campus dining account balance is typically updated within minutes of your submittal.

If you have any questions on the meal benefit application process, our payment options or any of our services, please do not hesitate in contacting Dining Services at the Educational Support Center at 407-320-0222. Thank you for the opportunity to serve your family.

Please note: A written copy of this procedure will be provided to all households and transfer households. Overt identification will be prevented for children eligible for free, reduced price and paid meals. Students approved for free meals cannot be denied a meal, even if they have a negative balance on other meal purchases.