



**North Penn School District
School Nutrition Services
Meal Account Procedure**

The North Penn School District School Nutrition Services utilizes a PIN Number/ID Card system for all meal accounts. Upon school registration, each student is assigned a PIN/ID number. This number will also be their meal account number while at North Penn School District.

When a student goes through the cafeteria for a meal or snack, they can either enter their PIN/ID number at our PIN pad or scan their student ID. Their meal will be charged by free/reduced/paid meal status or charged accordingly for an a la carte item.

The below information reviews how to make payments on your student account, check balances and other information regarding student meal accounts.

How to Make a Payment to North Penn School Nutrition Services

North Penn School Nutrition Service has many simple payment options for you to choose from.

- **Pay Online:** Make an online payment to your student's account using your credit or debit card at www.SchoolCafe.com. Minimum payment online is \$20.00 and there is a 5% transaction fee to use the online payment system.
- **Pay by Mail:** Send a check to North Penn School Nutrition Services at 401 E. Hancock Street, Lansdale, PA 19446. Checks should be made payable to North Penn School Nutrition Services (NP SNS). Please include your student's name and student ID number when sending a payment.
- **Pay in Person:** Stop by any school main office during normal school hours Monday through Friday to pay by cash or a check. You may also send cash or a check to school with your student to hand in to the school nutrition cashier. Checks should be made payable to North Penn School Nutrition Services (NP SNS). Please include your student's name and student ID number with all payments.

Pre-paying for your student's meals is a simpler way of managing their account, and prevents unpaid meal charges. Paying for meals before the meal service also helps lunch lines move more quickly, giving students more time to enjoy their meal.

Please replenish accounts before they go into the negative. Allow 24 hours for online payments to process and up to three school operating days for checks to be added to a student account due to processing and handling.

School Café Website & App

SchoolCafe.com is a free resource for your student meal accounts.

Features of SchoolCafe.com include:

- Check the real-time balance of all your student(s) meal accounts.
- View what items your student(s) have been selecting in the cafeteria.
- Transfer funds between your student meal accounts.
- Set up low balance alerts/reminders on meal accounts.
- Set up automatic payments (includes a 5% transaction fee).
- View daily and monthly menus with nutrition labels.
- “Build a Tray” feature to see nutrition of a fully selected meal.
- View carbohydrate counts and allergens of meals.
- Apply for free and reduced price meals and access eligibility letter.

All features of SchoolCafe.com and the School Cafe app are free of charge. The only time you are charged is if you add money to your student meal account online and there is an additional 5% transaction fee. Adding money online is optional and we have alternative payment methods available with no added charge.

Apply for Free and Reduced-Price Meals

Families are encouraged to apply for free and reduced-price meal benefits by submitting a meal application. Families may do this at any time during the school year. Applications can be easily filled out online at www.SchoolCafe.com. Paper applications are available at all school main offices during regular school hours Monday through Friday. Applications are also available online at

https://www.npenn.org/central_office/school_nutrition_services_department/school_meal_application

You must submit an application each year to be considered for free or reduced price meals. Even if your student received free or reduced price meals last year, you must submit a new application at the beginning of each school year.

It is important to us that all eligible children receive free or reduced price school meals. We are happy to help you complete the application. If you have any questions or need help, please contact the school nutrition service department at 215-853-1081.

Reimbursement Requests

Positive balances for all students will be automatically carried over to the next school year. Refunds from student meal accounts are granted when a student graduates, leaves the District, or a special circumstance necessitates the refund. For students with a balance in their meal account, parents/guardians have the option for a refund, balance transfer to another sibling or donate the balance to families in need of assistance. Reimbursement requests are automatically processed after a student graduates. Other reimbursement requests are processed once the parent/guardian has filled out the “Refund Request” form on the School

Nutrition Services website and submitted to the School Nutrition Services main office. Please allow 60 days for a refund to be received.

If a reimbursement check is not cashed within three (3) years, the funds will be remitted to the state in accordance with unclaimed property laws.

Negative Meal Account Balances

If a student does not have money on their account, they will still be permitted to take a reimbursable meal by charging the meal on their account and creating a negative balance. We will never deny a student a meal due to not having sufficient funds. Second meals and a la carte are not permitted if a student does not have enough funds on their account.

No later than ten days after the student's account reached the negative, parents/guardians shall be notified in writing that outstanding debt is owed and, if applicable, how to apply for free/reduced priced meals. The district requests that parents/guardians make payment in full within seven days of the notice being received. The district may set up a payment plan to assist in bringing the account to a positive balance.

The school nutrition staff will make every effort to directly certify students for free meals, and encourage families to apply for free and reduced-price meal benefits. At no time will cafeteria staff shame students for their negative balance nor overtly identify them as potentially eligible for free-reduced price meals.

For more information regarding negative meal accounts, please see our Student Meal Charge Procedure on our School Nutrition website.

If your family is experiencing a financial setback, please contact us so we can help. We are willing to work with you to develop a payment plan for your debt. We can also assist you in applying for free or reduced price meal benefits.