

## **GONZALES ISD FOOD SERVICE DEPARTMENT MEAL CHARGE POLICY**

To avoid charging, parents/guardians are encouraged to monitor and/or pay their child's meal account online by signing up at [www.myschoolbucks.com](http://www.myschoolbucks.com) or by sending the money with their student.

The following are the charge policies of the Gonzales ISD:

- Students are allowed to charge up to 3 meals before being offered an alternative meal. Once a student reaches the 3 meal charge limit, an alternate meal will be provided until charges are reduced or cleared.
- You may contact the Child Nutrition Office for repayment plan options.
- Ala carte (extras, bottle water, juice, ice cream, cookies, etc.) items **cannot** be charged. Parents may contact the Child Nutrition Office to limit student use of pre-paid monies for snacks
- Money remaining in a student's account at the end of the school year will be rolled over to the next school year unless parents request that monies be returned to them. Parents may also request the transfer of monies from one of their students to another of their students attending Gonzales ISD. Forms to make these requests are available through the Child Nutrition Office.
- Adults, including staff, are not permitted to charge unless they authorize payroll deduction to cover any negative account balance remaining at fiscal year end. Staff are encouraged to pre-pay with cafeteria staff or at [www.myschoolbucks.com](http://www.myschoolbucks.com).

### **Unpaid Charges**

Once the student nears his/her charging limit, the cafeteria cashier and/or Food Service Director will provide any of the following reminders in an effort to help the student continue to receive the school meals of their choosing:

- Student receives a verbal reminder
- Parent/guardian receives a written note, letter via the student
- Parent/guardian receives a written note, letter via the mail, text or email.
- Parent/guardian receives a verbal announcement via district phone call-out system

Parents may request a history transaction report detailing their student's meal account from the Child Nutrition Office, or by signing up and using the My School Bucks program offered.

**Parents/guardians must pay off any negative account balances prior to the end of the school year.**

### **Pre-Payment Method**

Parents/Guardians can do any of the following:

1. Send a payment in with your student. When making cash payments; please submit them in an envelope and address it to the Child Nutrition Office. Please provide your student's name, ID number (if known), and grade to ensure proper credit to student's meal account. Cash payment is accepted by the cafeteria cashier.
2. Checks should be made out to GONZALES ISD (any costs and fees incurred by GISD due to insufficient funds shall be paid by the parent or legal guardian).

3. Mail a payment to: GONZALES ISD, Child Nutrition Office, 1615 St. Lawrence St, GONZALES, TX 78629. Please allow adequate time for payment to be received.
4. Create a personalized meal account **at [www.myschoolbucks.com](http://www.myschoolbucks.com)** and apply sufficient funds to your student's meal account electronically (there is a small fee charged for each time you add funds, but viewing the account is free). You will need to know your student's ID number, which can be obtained from his/her school office or the Child Nutrition Office.

### **MySchoolBucks Account Set-up and Monitoring:**

Please follow the steps below:

- Go to **[www.gonzalesisd.net](http://www.gonzalesisd.net)**
- Click on **Students & Parents** on the top of home page
- Click on **Departments**
- This will then take you to the **Food Service Page**,
- Then under **“My School Bucks”** click the underlined link **“Click Here”**  
This will take you to the **MySchoolBucks page** where you will **Create an Account**
- Once you create an account you will hit the **Login button** and you will complete further requested information and hit the **Register Now button**.
- This will then take you to the next screen where you will need **student ID number** to continue.
- **You have now created your student's account.** This is also the screen where you will make deposits to accounts and check student activity. If you have any questions on setting up account please call the Child Nutrition Office 830-672-7508

### **General Information**

Meal modifications are made for students with special diets that have a Special Diet Request Form, signed by a physician, on file with the school nurse and cafeteria.

**Refunds:** A form to request a refunds by parent/guardian is available through the Child Nutrition Office. The Child Nutrition Office will submit a signed document to the GONZALES ISD Accounts Payable Dept. which will then process the refund for a check to be mailed to the address on the form. This process may take up to two weeks.

## Texas Department of Agriculture Regulations: Free & Reduced Meal Applications

- **A new application must be filled out every year.** Federal regulations require every enrolled student to receive an application on the first day of registration, whether eligible or not.
- Meal Applications should be submitted within the first 30 operating days of the school year either a paper application or online application ([www.nlappscloud.com](http://www.nlappscloud.com)) accessible in at [Gonzalesisd.net](http://Gonzalesisd.net). **Parents receiving a letter prior to start of new school year notifying them that their children by name have been Directly Certified do not need to submit an application for that school year.** Check names, not all children may be correctly listed.
- Applications will be processed within 10 (ten) operating days of the receipt of the application in the Child Nutrition Office. Applications will be dated once received by the Child Nutrition Office. Applications may be sent via student to school or may be brought in person to the Child Nutrition Office at 535 N. Fair St. Gonzales, TX 78629.
- Students will carry over last year's status for the first 30 school operating days.
- The previous year's (2017-2018) meal eligibility status will remain in effect for students until October 2, 2018. If an application is not received by the Child Nutrition Office by October 3, 2018, the student's status will change to full price status until an application is received and new status is determined.
- New students to the district will come in a FULL PRICE status until an application is received and processed and an eligibility status is determined. Strongly encourage parents of students new to district to come to Food Services Office on 1615 St. Lawrence St, Gonzales TX 78629 to fill out application upon enrolling in district.
- **Student charges incurred during the application processing will accumulate until application is received in the Child Nutrition Office and is approved.** Once status is determined the balance will be reversed based on the status of eligibility.
- Parents/guardians should contact the Child Nutrition Office if an application has already been turned in and you have not received an eligibility status letter.
- Paid students are expected to pay from the 1st day of school.
- **While waiting for status to change from paid to Reduced or Free, as student is expected to pay full price until eligibility status has been determined.**

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