

Skyward Deficit Collection Checklist

Skyward:

- At a positive \$5 dollars, an automatic low account balance email goes out nightly (Parents can choose to turn off).
- At -\$0.50 cents, an automatic deficit account balance email goes out 3x a week (Parents cannot opt out of deficit emails).

Lunch Clerk:

- From -\$10 dollars to -\$30 dollars, Clerk will make weekly phone calls.

Lunch clerk has contacted the parent/guardian and notified them of the meal deficit. Please document all dates and attempts made to contact parents.

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☐ No response, payment or action has been taken by the parent/guardian. The Clerk has moved the task onto the school Principal.

Principal:

- At -\$30 dollars, Principal will make 1 phone call and send 1 letter (template).
- At -\$60 dollars, Principal will make 1 phone call and send 1 letter (template).
- At -\$75, Principal chooses to send student/ family to Student Meal Deficit Liaison.

Principal has contacted the parent/guardian and re-notified them of the meal deficit. Please document the dates of all phone calls and letters sent home (attach letters as part of documentation).

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☐ No response, payment or action has been taken by the parent/guardian. The Principal has moved the task onto the Student Meal Deficit Liaison.

Student Meal Deficit Liaison:

- At -\$75 dollars, Meal Deficit Liaison will make 1 phone call to offer an over the phone credit card payment option and send 1 certified letter with a time frame of 5 business days to receive payment.
- At -\$100 dollars, Meal Deficit Liaison will get payment confirmation and journal entry info from school and send to a collection agency(s). (Meal deficits must be paid in full by the school before the account can be sent to collections. Collection agencies will retain a percentage of funds collected for their services. The percentage will come out of the funds returned to the school).

Student Meal Deficit Liaison has contacted the parent/guardian and re-notified them of the meal deficit. Please document the dates of all phone calls and letters sent home.

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_____ Date payment info was collected from school.

_____ Date student meal deficit was sent to collections.