



Food Service Charge Policy

Important notice about your student's meal balance:

All students will be allowed to purchase a reimbursable meal regardless of their lunch account balance. If a child's lunch account balance is zero or below, we will offer a reimbursable meal; however, they will not be allowed to purchase any à la carte items. This will create a negative balance on their account. Negative and/or low balance reminders will be sent to the email address on file. Parents and/or guardians are responsible for the negative balance accrued on their student(s) accounts. Any unpaid charges at the end of the school year remain the responsibility of the parent or guardian and may follow the student to the next school year.

Our staff will make every effort to inform you when a negative charge occurs, but due to the large number of students we serve, we rely on you to help keep a positive balance in the account.

Northview wants to provide families with every option available to help manage their student's meal account(s). Here are several ways that families can monitor these accounts:

1. The website, <https://northview.familyportal.cloud/>, provides parents/guardians free access to your student's account so you can view charges and balances. It also allows you to receive an email alert whenever balances fall below your chosen notification level.
2. A reminder email will be sent on the day an account first goes negative. Thereafter, reminders will be sent every four (4) days as long as the account remains below zero. Please keep your email up-to-date in the school office and add jjager@nvps.net to your contacts.
3. For students in DK-6, weekly notes are sent home in their folders. Students in grades 7-12 are verbally reminded as they pass through the meal line.

Below are several ways that families can make a payment to a student's meal account:

1. Make a payment online through the <https://northview.familyportal.cloud/> website. There is a small fee to deposit funds through this website, but funds will show up on the account within one business day.
2. Set up Northview Public School in your online banking bill payment service. Please use Northview Food Service, 4451 Hunsberger NE, Grand Rapids, MI 49525 and include your student's account number in the memo section.
3. Send personal checks to school with your student made payable to Northview Food Service. Please include your student's account number in the memo section.
4. Cash is also accepted, however, cash deposits cannot be guaranteed.