



Oak Ridge Schools

Food Services Payments & Refund Procedure

Payments

Food Services accepts payment made by check, cash, or money order at the cafeterias, or online using the eFunds system. The eFunds system is a third-party processor to process debit card payment, credit card payments, or electronic checks. To make an eFunds payment, please see the instructions on the Oak Ridge Schools website.

Returned Payments

The following applies to returned payments for issues such as closed accounts or NSF:

- All returned checks will be assessed a \$40.00 return check fee.
- After two checks are returned, no further checks will be accepted on the account.
- After two returned payments on the online eFunds account, the account will be deactivated, and payment will only be accepted with the cafeteria cashier.

Oak Ridge Schools reserves the right to accept only cash or money order in the event of numerous return payments on the same account.

Refunds

Any student who is withdrawn or graduating must submit a Refund Request Form for a refund of any money remaining in their account. Forms should be submitted to the cafeteria manager or to the Food Services office. In order for a refund to be issued, the form must be filled out and signed by the parent/guardian and include the child's full name and the address where the refund is to be mailed.

Refund request forms are located at the Food Service Department office, cafeterias, and the district website. Please return completed forms to the cafeteria, or email or mail to the Food Service Department for processing.

Mailing Address: Oak Ridge Schools Attn: Food Service Department, 304 New York Ave, Oak Ridge TN 37830.

Email: tspyke@ortn.edu

Please allow 3 weeks for processing of the Refund Request.

Unclaimed Funds

All refunds must be requested within 90 days of student graduation or withdrawal. After that time unrequested balances will then be considered a donation to Oak Ridge Schools Cafeteria Fund.