

Most meal transaction mistakes are made by indicating the incorrect number of menu items sold. There are two common causes for meal transaction mistakes:

- Over scanning of an ID card
- Student's overwriting the cashier with the keypad

This means that the ID card is scanned twice; the transaction is not completed before another student's ID card is scanned or the student enters a number before the cashier has completed a transaction.



TIP:

If you see the mistake occur you may be able to back out the entry while the student's record is on the screen or you may also be able to cancel the transaction and re-enter that meal transaction.

Printing the MEAL TRANSACTION SUMMARY REPORT after every meal will reveal any menu item mistakes for that meal. Scan the report by looking down the quantity (QTY) column and check for reasonable quantity of items served. If any number other than a 1 is found in the QTY column it will need to be investigated. For example: 235 cartons of milk to a single student is probably a mistake.

CORRECTING MENU ITEM MISTAKES

When you find a mistake you should write down the students ID Number from the MEAL TRANSACTION SUMMARY REPORT and write down the correction to be made beside the student's name.

(Example): STUDENT ID # 123456 235 of ITEM # 06
which means 235 milks (ITEM # 06) need to be removed from the student's account

⇒ Go to the MEAL INPUT screen and Enter the STUDENT ID #

⇒ Enter the ITEM # (no decimals)

⇒ Enter the QTY (to be removed) (no decimals)

(For quantities greater than 1 answer the prompt to verify the quantity)

ENTER TYPE OF CORRECTION: *

F=FREE REIMB. X=FREE ADULT

R=REDU REIMB. Y=PAID ADULT

P=PAID REIMB. Z=VISITOR

A=ALL OTHER SALES

⇒ Press to get to AMT TENDERED

⇒ Press which places .00 in the AMT TENDERED FIELD and goes to the ALL OK prompt

⇒ Press to accept the correction

REPRINT THE MEAL SUMMARY AFTER CORRECTING MENU ITEM MISTAKES

NOTES:

If you have a mistake in the number of items sold, there will be a corresponding money mistake. Don't correct the money mistake. The correction you make in the menu item will correct the money mistake as well.