

LAUSD

Food Services Division



“Nourishing Children to Achieve Excellence”

POS ACCOUNT

MANAGEMENT CMS GUIDE

UPDATED: 10/12/2020

FOR ASSISTANCE OR QUESTIONS, INPUT REMEDY TICKET AT:

<https://lausd-myit.onbmc.com>



TABLE OF CONTENTS

SECTION 1: CONTENT

1.1	Content Overview	3
-----	----------------------------------	---

SECTION 2: ACCOUNT MANAGEMENT

2.1	Navigate To Account Functions (Student or Non-Student)	3
2.2	Inactivate/Activate A Non-Student Account	4-5

SECTION 3: ACCOUNT BALANCE MANAGEMENT

3.1	Navigate to Account Functions (Student or Non-Student)	5
3.2	Deposit Cash Payment to Account (Student or Non-Student)	6
3.3	Printing a Customer Receipt	7-8
3.4	Refund an Account (Student or Non-Student)	9
3.5	Account Adjustments (Student or Non-Student)	10
3.6	Print Notification Letters	11-12



SECTION 1

1.1 CONTENT OVERVIEW

Included in this Training Guide are the following business processes:

- Account Maintenance
- Account Payments, Refunds & Adjustments
- Notification Letters
- Appendices:
 1. Till Money Audit Form
 2. Cafeteria Account Refund Request Form
 3. Sample Notification Letters
 4. Prepayment Envelope
 5. Café LA Debit Card and Staff Request Form

SECTION 2: ACCOUNT MANAGEMENT

2.1 NAVIGATE TO ACCOUNTS (STUDENTS or NON-STUDENTS)

1. Before making a payment, refund or adjustment, terminal must be open.
2. Go to **Front of the House > Point of Service > Customers**
3. Search for the customer by using part of the ID, PIN, First or Last name and clicking Search. If there is more than one result, double-click the correct customer or select the line and click Details.

PIN	Customer ID	First Name	Last Name	Active?
10	10	Hailey	Williamson	<input checked="" type="checkbox"/>
100	100	KATHERINE	ADAMS	<input checked="" type="checkbox"/>
1000	1000	Joe	Clarke	<input checked="" type="checkbox"/>
1001	1001	John	Smith	<input checked="" type="checkbox"/>
1002	1002	Katie	Smith	<input checked="" type="checkbox"/>
1003	1003	Jennifer	Burch	<input checked="" type="checkbox"/>
1004	1004	Tim	Pierce	<input checked="" type="checkbox"/>
101	101	SHARON	ALKENS	<input checked="" type="checkbox"/>



5. For Adults or Employees that have checked out and return, follow these steps:
 - a. Click Activate Customer
 - b. Click OK in the new window that appears
 - c. Click Save

** This Activity will be performed by Central Office staff only (Request activity by creating a Remedy Ticket.)*

SECTION 3: ACCOUNT BALANCE MANAGEMENT

RETURN TO TABLE
OF CONTENTS

3.1 NAVIGATE TO ACCOUNT FUNCTIONS (STUDENT or NON-STUDENT)

Before making a payment, refund or adjustment, the terminal must be open.

1. Go to **Front of the House > Point of Service > Customers**
2. Search for the customer by suing all or part of the ID, PIN, First or Last name and **Search**
3. If there is more than one result, double-click the correct customer or select the line and click **Details**.
4. Click Account Functions.

Customers

File Goto

Search List 2 of 114 New Delete Save Cancel Print Export Help Close

ID #: 100 Site: 0099 LADEMO SITE Meal Plan: Students

PIN: 100 Get PIN Issue #: 01 Gender: Female

First Name: KATHERINE Language: English Vending: Allowed

Middle Name: Q Date of Birth: 03/26/1998 Charge Limit: \$0.00

Last Name: ADAMS Track: Track 02 Low Balance: \$0.00

Nickname: Grade: Fifth Grade Spend Limit: \$0.00

Email: Homeroom: Bell

Phone #: Eligibility: Free

Account Name	Balance
General	86.25
Bonus	0.00
Meal	20.00

☐ Block Charges
☐ Block Check Sales
☐ Generic

Address Mailing Address Guardian Group Memberships Alerts Status

Address 1: Address 2: City: Swainsboro State: GA ZIP Code: 30401 Country: USA

Photo

Account Functions

Inactivate Customer

View History

Attach Photo Clear Photo

Process ID: 400008



3.2 DEPOSIT CASH PAYMENT TO ACCOUNT (STUDENT or NON-STUDENT)

1. Go to **Front of the House > Point of Service > Customers**
2. Search for the customer by using all or part of the ID, PIN, First or Last name and **Search**
3. If there is more than one result, double-click the correct customer or select the line and click **Details**.
4. Click Account Functions.
 - a. Click the Payments tab
 - b. Make sure the General account is selected. Enter the cash amount in the Payment Amount box
 - c. Click Save Payment

Account Name	Balance
General	86.25
Bonus	0.00
Meal	20.00

Payment Refund Adjustment Maintenance

Current Balance:
\$86.25

Payment Amount:
\$0.00

Check #:

Save Payment

Transaction Details:
Previous Balance: \$0.00
Payment Amount: \$0.00
New Balance: \$0.00

Account is Active
Close

5. A message box will appear that reads the payment was been saved- click OK



3.3 PRINTING A CUSTOMER RECEIPT

If the customer requests a receipt either verbally or on the Prepayment envelope, provide the *Customer History with Balances* report as a receipt. Since the report will print multiple pages, we will only print the first page of the report.

1. Go to **Front of the House > Point of Service > Customers**
2. Search for the customer by using all or part of the ID, PIN, First or Last name and **Search**
3. If there is more than one result, double-click the correct customer or select the line and click **Details**
4. Click View History button to view the report

The screenshot shows the 'Customers' window with the following details:

- ID #: 123197F038, Site: 1531501, MILES EL, Meal Plan: Students
- PIN: 9561891, Get PIN, Issue #: , Gender: Male
- First Name: NALLELI, Language: (None), Vending: Allowed
- Middle Name: , Date of Birth: 01/01/1900, Charge Limit: \$2.00
- Last Name: AVILA, Track: Track D, Low Balance: \$0.00
- Nickname: , Grade: Fifth Grade, Spend Limit: \$0.00
- Email: , Homeroom: OROZCO, JO, Eligibility: Full Pay
- Phone #: ,

Account Balances:

Account Name	Balance
General	0.00
Meal	0.00
Bonus	0.00

Buttons: Block Charges, Block Check Sales, Generic, Finger Imaging, Account Functions, Inactivate Customer, View History (highlighted), Attach Photo, Clear Photo

Address: 6904 MILES AV #24

Process ID: 400008

5. An example of the Report is displayed below.
 - a. Customer Account Information
 - b. Customer Recent Transactions

SEE NEXT PAGE FOR EXAMPLE



CAFETERIA MANAGEMENT SYSTEM TRAINING



RETURN TO TABLE
OF CONTENTS

LAUSD Central Office

Customer History With Balances

Printed: 02/12/2009 9:37 AM
Printed By: System Administrator

Customer Name: zTest, zTest
Site: 1130301 - DEVONSHIRE CDS
Customer ID: 11303011CHOR4U
PIN: 896606
Homeroom:
Grade: First Grade
Eligibility: FP

Account	Balance
General	\$38.00
Bonus	\$0.00

Date	Location	Item	Terminal /Order	Transaction Type	Account	Amount	Account Balances General	Bonus
02/02/2009	LAUSD Central Office		0-1	Cash Tendered, \$20.00	General	\$20.00	\$38.00	
02/02/2009	LAUSD Central Office		0-1	Deposit from Cash	General	\$20.00	\$38.00	
01/14/2009	DEVONSHIRE CDS	No-Entree Meal	1-6	Debit	General	\$-1.25	\$18.00	

6. Click the Print Button in the top-left corner



7. In the new window that appears, there is a Print Range section. Click the circle next to Pages and change the value in the from box to: 1 to: 1. It should look similar to the example below:

Print

Printer

Name: Microsoft Office Document Image Writer
Status: Ready
Type: Microsoft Office Document Image Writer Driver
Where: Microsoft Document Imaging Writer Port:
Comment: ☐ Print to file

Print range

☐ All
☒ Pages from: 1 to: 1
☐ Selection

Copies

Number of copies: 1
☐ Collate

OK Cancel

8. Click OK to print the report.



3.4 REFUND AN ACCOUNT (STUDENT or NON-STUDENT)

[RETURN TO TABLE OF CONTENTS](#)

Make sure the *Cafeteria Account Refund Request* form is filled out properly – (*See Policy 6.2.3 and Appendix 2*).

- A refund can only be issued at the school if:
 - a. The refund amount is the total account balance (no partial refunds)
 - b. The account balance is \$20.00 or less.
- Anything more than \$20.00 must be forwarded to Central Office FSB Finance Branch for processing and a check will be issued to the customer from Central Office.
- Any balance remaining in the bonus account is **NOT** included in the refund amount.

If the refund is taken from one of the tills, that till will show a shortage of cash for the amount of any refunds made. The bank deposit will still balance out at the end of the day, since the refund amount is taken out of the total deposit. Refunds must be noted on the *Till Money Audit* form.

1. Go to **Front of the House > Point of Service > Customers**
2. Search for the customer by using all or part of the ID, PIN, First or Last name and **Search**
3. If there is more than one result, double-click the correct customer or select the line and click **Details**.
4. Click Account Functions.
 - a. Click the **Refunds** tab.
 - b. Make sure the **General** account is selected.
 - c. Enter the amount in the **Refund Amount** field. **Do not enter as a negative amount.**
 - d. Click **Save Refund**.

Account Name	Balance
General	86.25
Bonus	0.00
Meal	20.00

Payment **Refunds** Adjustment Maintenance

Current Balance: \$86.25

Refund Amount:

Save Refund

Transaction Details:
Previous Balance: \$0.00
Payment Amount: \$0.00
New Balance: \$0.00

Account is Active

Close

5. A confirmation message will display - click **OK**.
6. Click **Close**.



3.5 ACCOUNT ADJUSTMENTS (STUDENT or NON-STUDENT)

An adjustment is different from a payment in that there is no cash being provided by the customer. Adjustments will typically be made to correct mistakes to account balances. For more information, see **Policy 6.2.2**

1. Go to **Front of the House > Point of Service > Customers**
2. Search for the customer by using all or part of the ID, PIN, First or Last name and **Search**
3. If there is more than one result, double-click the correct customer or select the line and click **Details**.
4. Click Account Functions.
 - a. Click the **Adjustment** tab
 - b. Make sure the **General** account is selected
 - c. Enter the adjustment amount. *When subtracting from the account, ENTER THE AMOUNT FIRST, THEN ENTER THE MINUS (-) KEY.*
 - d. Select the **Reason for Adjustment** from the list.
 - e. When transferring money from student to student, click **Add Comment** to record the name of the student the adjustment amount will be going to.
 - f. Click **Save Adjustment**

Account Functions / Maintenance

Account Name	Balance
General	86.25
Bonus	0.00
Meal	20.00

Payment Refund **Adjustment** Maintenance

Current Balance: \$86.25

Adjustment Amount:

Adjustment Reason: Correct Mistake

Add Comment **Save Adjustment** **Close**

Transaction Details:

Previous Balance: \$0.00

Payment Amount: \$0.00

New Balance: \$0.00

Account is Active

5. You will get a message that the adjustment has been saved- click OK
6. Verify the account balance on the Customer screen in the top-right corner
7. Click **Close**.



3.6 PRINT NOTIFICATION LETTERS

Print notification Letter are to be printed by eligibility. However, if needed, it may also be printed for an individual student (see page 12).


1. Navigate to **Reports > Letters**
2. Select the appropriate letter from the menu list

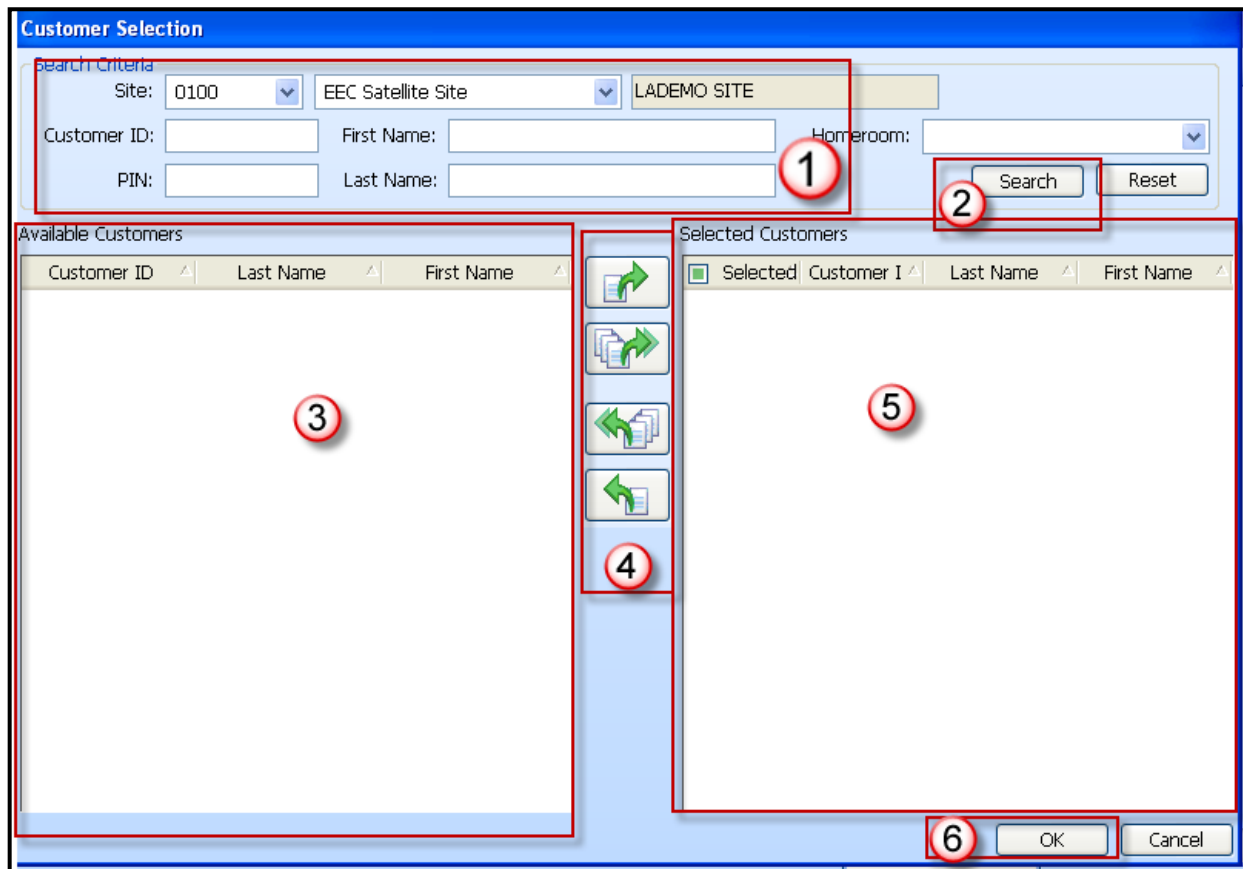
3. Click **Go!** Button
4. Depending on the letter being printed, a different set of report options will need to be selected: Negative Balance- Full Pay Letter OR Negative Balance –Reduced Letter
 - a. Student Eligibilities: either **Full Pay** or **Reduced** is selected
 - b. Account Balance is set to **General**
 - c. Range will be set depending which report you have chosen
 - Principal- select Less Than -\$50.00
 - Manager- select Less Than -\$20.00
 - d. Click **Preview** to review letter before printing
 - e. Verify everything is correct, then click the **Print** button in top-left corner



Individual Student

To print a letter for specific customers, **Print Individual Students** and click the three dot button [...] and a new window will appear:

1. Search for the customer by using all or part of the ID, PIN, First, or Last name.
2. Click **Search**
3. The results of the search will appear in the **Available Customers** window. Click on the name of the customer to select that customer.
4. Click the export button to move the customer to **Selected Customer** section: 
5. Multiple customer can be selected and will appear in the **Selected Customers**
6. Click **OK**. The window will close
 - a. Click Preview to review letter before printing
 - b. Verify everything is correct, then click **Print** in the top-left corner.



The screenshot shows the 'Customer Selection' window. It has a 'Search Criteria' section at the top with dropdowns for 'Site' (0100), 'EEC Satellite Site', and 'LADEMO SITE'. Below these are input fields for 'Customer ID', 'First Name', 'Last Name', and 'PIN'. A 'Homeroom' dropdown is also present. A red box labeled '1' encompasses the search criteria section. A red box labeled '2' is around the 'Search' and 'Reset' buttons. Below the search section are two tables: 'Available Customers' and 'Selected Customers'. The 'Available Customers' table has columns for 'Customer ID', 'Last Name', and 'First Name'. A red box labeled '3' is around this table. The 'Selected Customers' table has columns for 'Selected', 'Customer ID', 'Last Name', and 'First Name'. A red box labeled '5' is around this table. Between the two tables is a vertical column of four buttons with green arrows: a single arrow pointing right, two arrows pointing right, a single arrow pointing left, and two arrows pointing left. A red box labeled '4' is around these buttons. At the bottom right, there are 'OK' and 'Cancel' buttons. A red box labeled '6' is around the 'OK' button.