OneSource

Cafeteria Manager

Daily POS Guide
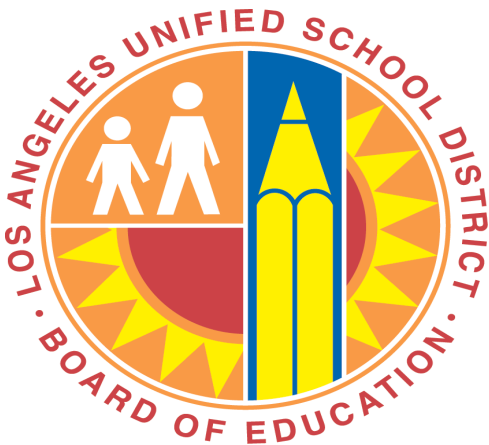
CAFETERIA MANAGEMENT SYSTEM TRAINING

Table of Contents

Subject Area:	**Cafeteria Manager Daily POS Guide**
Personnel:	**Cafeteria Managers and Designated Cafeteria employees**

1) CONTENT OVERVIEW

Included in this training guide are the following business processes:

- Logging in to Onesource
- Opening the Cafeteria Manager Terminal
- Processing Meal Sales
- Closing the Till
- End of the Day Processing
- Reporting

1.1) LOGIN TO ONESOURCE

- A POS (Point of Service) terminal is assigned to a cashier and their Single Sign-On password will be used to log on to the POS terminal.
- No Cashier or Cafeteria Manager will allow another employee to use the POS terminal while his or her are logged on to that terminal.
1. Double-click the **Onesource** icon.

2. Login to Onesource –
   Username: Last Name, First Name (Find your name in the list)
   Password: XXXXXXXXXX (enter your LAUSD password)

1.2) OPEN THE CAFETERIA MANAGER TERMINAL

1. Click the **Front of the House** button.

2. Click the **Point of Service** button.

3. Click the **Open Terminal** button.

Open Terminal
Opens and prepares the terminal for sales.
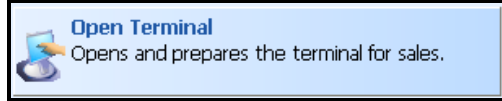
4. Verify that the serving date matches the current date. If the date is correct, click **Yes**. If the date is incorrect, click **No** and select the correct date from the calendar that appears.

The current serving date is 11/14/2012. Is this correct?

Yes   No   Cancel
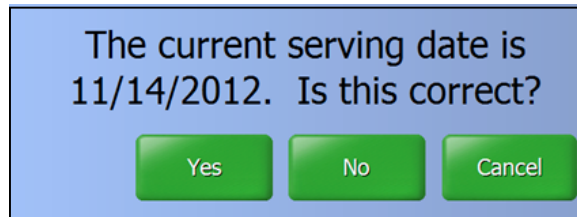
5. Leave this as $0.00 if you are opening your manager terminal and click **Enter**.

Opening Till: **$0.00**

7	8	9	Clear
4	5	6	Back
1	2	3	Enter
0	00		

6. Select the correct **Serving Period** (**Breakfast** or **Lunch**) and the system is ready to process sales.

Current Serving Date is 11/14/2012
Please Choose the Serving Period

Breakfast

Lunch

Snack

Special

Change Date   Cancel

1.3) VOIDING A SALE

A sale can be voided from either the terminal where it was recorded or the manager's PC.

1.   From the **Point of Service** screen, click the **View Journal** button.

2.   Select the correct **Date** from the drop-down list.

3.   Select the correct **Terminal** from the drop-down list.

4.   Press the **Browse "three dot"** button to look up the student's name.

Last Name	First Name	PIN	ID
ACUNA	DEVIN	7933616	091501M084
ACUNA	EASTON	4426372	031005M075
ADAME	MICHAEL	3880079	041202M012
AFANADOR	BRENDA	1802993	100903F005
AGRUSA	ILIANA	1597360	120999F102
ALFARO	ANTONIO	0560786	122900M102
ALFARO	KIMBERLY	8478615	092002F042
ALVARENGA	EMELY	7936167	081503F006
ALVAREZ	ALLAN	2997922	072599M003
ALVAREZ	KEVIN	6579451	032401M005
ALVAREZ	NAOMI	5881739	061200F038

5.   Begin typing in the students **First Name** or **Last Name** until you see the name.

Last Name	First Name	PIN	ID
ALVARENGA	EMELY	7936167	081503F006
ALVAREZ	ALLAN	2997922	072599M003
ALVAREZ	KEVIN	6579451	032401M005
ALVAREZ	NAOMI	5881739	061200F038
ALVAREZ	SOPHIA	5539712	041403F020

6.   Highlight the child's name by touching it—it will turn orange when you select it.

7.   Press the **Enter** button.

VOIDING A SALE

8. When the student is found, make sure the correct sale is displayed. If the student has both breakfast and lunch, only one will appear at a time. Use the **Previous** and **Next** buttons to find the sale to void.

9. Click **Void**.
10. Click **OK** to remove the sale.
11. The voided transaction will remain, but the **Void** button will disappear.
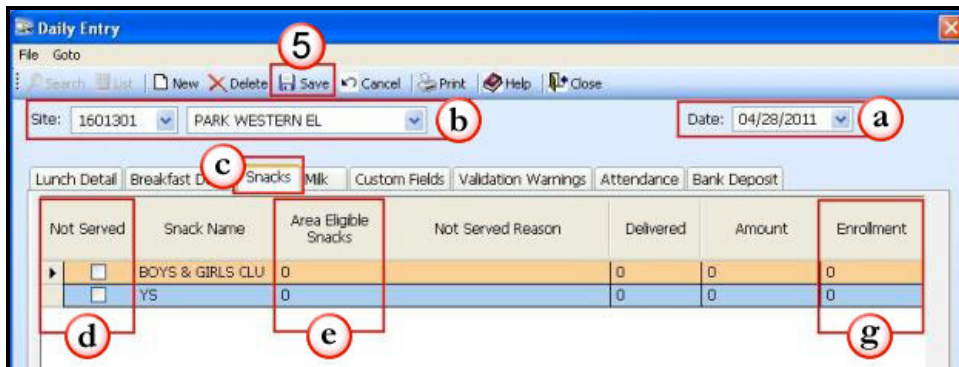
VOIDING A SALE

1.4) DAILY ENTRY – SNACKS

1. Navigate to **Front of the House > Accountability > Daily Entry** and click **New**.
2. The **Daily Entry Detail** screen will display.
   a. Select the date from the **Date** drop-down list.
   b. Select the correct site from the **Site** drop-down list.
   c. Click the **Snacks** tab.
      i. If a snack program is missing, contact the CMS Help Desk.
3. Enter the number of snacks that were served to each program.
   d. If a snack program was not served, choose **Not Served**. You must also enter a reason in the **Not Served Reason column**. Some reasons include: **Program closed, Pupil Free Day, Minimum Day** and **Holiday**.
   e. Area Eligible - enter the snacks in the **Area Eligible Snacks** column.
   f. Non-Area Eligible - enter the number of **Free**, **Reduced**, and **Paid** snacks.
4. Enter the enrollment for each snack program.
   g. Area Eligible - Enter the snack enrollment in the **Enrollment** box.
   h. Non-Area Eligible - Enter the snack enrollment by eligibility in the **Free Eligible**, **Reduced Eligible**, **Paid Eligible** boxes.
5. Click **Save** on the menu bar and then click **Close**.

Area Eligible

Non-Area Eligible

1.5) DAILY ENTRY – EEC MEALS

1. Navigate to **Front of the House > Accountability > Daily Entry** and click **New**.
2. The **Daily Entry Detail** screen will display.
   a. Select the date from the **Date** drop-down list.
   b. Select the correct site from the **Site** drop-down list.
   c. Select the correct tab – **Breakfast**, **Lunch**, or **Snack**.
   d. Enter the total number of student meals in the **Student Meals** box.
   e. Enter the adult meals served in the **Adult Meal** box.

Attendance

    a. Click the **Attend/Bank Total** tab.

    b. Enter the **Enrollment** and **Attendance**.

3. Click **Save** on the menu bar and then click **Close**.

DAILY ENTRY – EEC MEALS

1.6) DAILY ENTRY – OFFSITE OR CSPP MEALS

1. Navigate to **Front of the House > Accountability > Daily Entry** and click **New**.
2. The **Daily Entry Detail** screen will display.
    a. Select the date from the **Date** drop-down list.
    b. Select the correct site from the **Site** drop-down list.
    c. Select the correct tab – **Lunch Detail** or **Breakfast Detail** or **Snacks**.
    d. Enter the number of **Full Pay** meals served in the **Full Pay** box.
    e. Enter the number of **Reduced** meals served in the **Reduced** box.
    f. Enter the number of **Free** meals served in the **Free** box.
    g. Enter the adult meals served in the **Adult Meal** box.
    h. Enter the cafeteria employee meals in the **Employee Meal** box.
    i. Enter the adult a la carte money in the **Adult A La Carte** box.
    j. Click the **Attendance** tab.

    Attendance
        k. Enter the **Enrollment**, **Approved Free**, and **Approved Reduced**.
3. Click **Save** on the menu bar and then click **Close**.

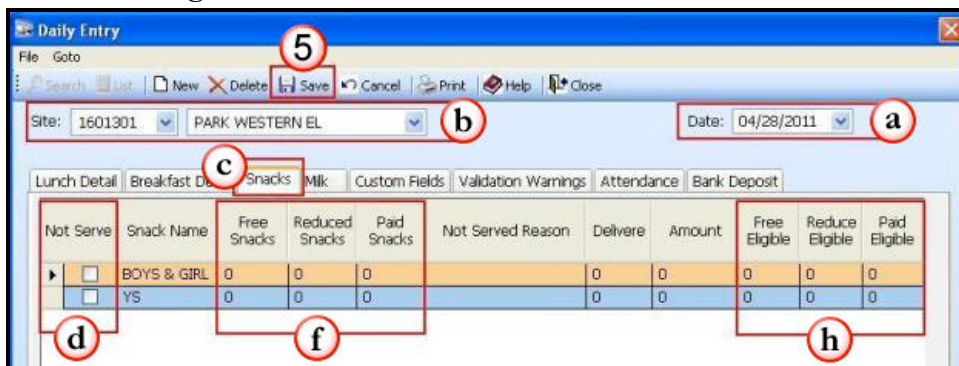Last Update: 2/19/2013
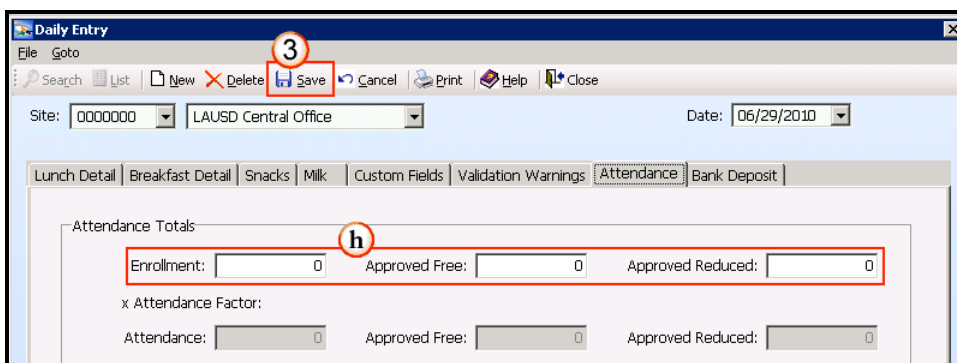
1.7) DAILY ENTRY – SATURDAY MEALS

1. Navigate to **Front of the House > Accountability > Daily Entry** and click **New**.
2. The **Daily Entry Detail** screen will display.
   a. Select the date from the **Date** drop-down list.
   b. Select the correct site from the **Site** drop-down list.
   c. Select the correct tab – **Lunch Detail** or **Breakfast Detail**.
   d. Enter the number of **Full Pay** meals served in the **Prepaid Full Pay** box.
   e. Enter the number of **Reduced** meals served in the **Prepaid Reduced** box.
   f. Enter the number of **Free** meals served in the **Free** box.
   g. Click the **Attendance** tab.

Attendance
   h. Enter the **Enrollment**, **Approved Free**, and **Approved Reduced**.
3. Click **Save** on the menu bar and then click **Close**.

DAILY ENTRY – SATURDAY MEALS

1.8) DAILY ENTRY – SFSP MEALS

1. Use this method to enter both first and second meals.
2. Navigate to **Front of the House > Accountability > Daily Entry** and click **New**.
3. The **Daily Entry Detail** screen will display.
   a. Select the date from the **Date** drop-down list.
   b. Select the correct site from the **Site** drop-down list.
   c. Select the correct tab – **Breakfast** or **Lunch**.
   d. Please note your individual **Site Serving Cap** at the top part of the screen.
   e. Enter **Backup Meals Received** only if you have received backup meals today.
   f. Enter the number of **Meals Prepared or Received** from NNC.
   g. Enter **Backup or Emergency Meals Used** only if you used them today.
   h. Enter **First Meals Served to Children**.
   i. Enter **Second Meals Served to Children**.
   j. Enter the meals served to employees in **Meals Served to Program Adults**.
   k. Enter the meals served to teachers in **Meals Served to Non-Program Adults**.
   l. At the bottom right of the screen, the **Meals Over Site Serving** Cap is the number of meals served over the site serving cap displayed at the top of the screen.

1.9) QUANTITY SALE – OTHER MEALS

Quantity Sales need to happen when you are recording meal sales for new students or students that you cannot find in the system.

1.   Navigate to **Front of the House > Point of Service > Process Sales** (open a terminal if necessary).
2.   Click the **Quantity Sale** button.

3. There are two things that must be done for each quantity sale:
   a. Select the eligibility from the drop-down list. **(Free, Reduced,** or **Full Pay)**
   b. Enter the number of meals by clicking inside the **Quantity** box—a pop up will appear. Type the number of meals to sell.
   c. Then press the **Enter** button.

QUANTITY SALE – OTHER MEALS

4. Click the **End Sale** button.
5. Click **OK**.

The ticket will be sold 5 times for a total of $0.00.

OK   Cancel

6. Click **OK** and the **Process Sales screen** will appear.
7. Follow the steps 2-5 above to continue entering all **Free, Reduced,** and **Full Pay** meals.

2) END OF MEAL SERVICE

2.1) CLOSE THE TERMINAL

1. Navigate to **Front of House > Point of Service > Close Terminal**.
2. Enter the currency collected in the fields on the **Close Terminal** screen. The money counted should be entered as a quantity, not the actual value (for example, $1.00 in quarters is entered as '4'). If no money was received on the cafeteria manager's computer, leave these fields alone. Typical transactions performed on the Cafeteria Managers terminal are: **Prepayment** on student and adult accounts**, Adjustments** and **Refunds**.
3. Only student body check and impress checks are accepted for special functions/catering sales. If a check is received from an approved source, click the **Select All** button to count it in the totals under **Checks**.
4. Click **Total Register**. The system totals the amounts entered and displays the till information.
5. To resolve any discrepancies, see **Appendix C - Resolving Discrepancies**.
6. Click **Close** to return to the **Point of Service** menu.

2.2) CHANGE FUND AND MONEY HANDLING

When closing, the cafeteria manager will count the money in the till and record the closing amount on the **Till Money Audit** form. Both employees are required to initial and date the form. The form and the funds are turned in to management. The cafeteria manager will verify all till balances for all terminals by reviewing and printing the **Till Report** for all terminals. This can be compared against the **Till Money Audit form** signed by each cashier to review any discrepancies. **(Refer to Policy 5.2.4)**

2.3) END OF DAY PROCESSING

1. Before continuing, make sure all tills have been closed and the bank deposit amount has been determined. The **Till Report** can be used to help with this.
2. At this point, your deposit slip(s) should be completed. You will need information from the slip to continue.
3. Navigate to **Front of the House > Point of Service > Day End Processing > Bank Deposit**.
4. The current date will appear at the top of the screen, highlighted in orange. To choose another day, use the search controls.
5. Double-click on the date in order to view today's bank deposit screen.

6. Enter the deposit amount in the **Primary Deposit** box and the deposit slip number in the **Primary Slip #** box. *Note: always click on the right side of the box*

7. If the amount of coins is more than $25.00, it is necessary to create another deposit slip. This amount and slip number will be entered in the **Secondary** boxes.

8. Any catering money collected needs to be added to your deposit amount. This will show as an overage, so be sure to enter each catering invoice number and amount in the **Memo** box.

9. Depending on the day's activities, you may need to make a note of something else in the **Memo** box. Some common examples are: **Refund Issued, Over/Short Explanation, Double Meal cash shortage, Quantity Sales,** etc.

10. Click the **Save** button, and then the **Close** button. For more information, see **Appendix B - Prepare and Make Bank Deposits.**

END OF DAY PROCESSING

3) CMS REPORTS

3.1) SAVING DAILY ALL IN ONE REPORTS

1. Navigate to the Reporting Center using the **Reports** button located at the bottom of the screen.

2. Click **All In One** to print the daily "All in One" reports. These are a number of reports that must be printed and stored daily.

3. Click on the **Go!** button.
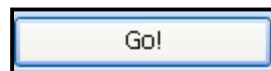
4. Make sure the 'Microsoft Office Document Image Writer' is selected and then click the **Print** button.

SAVING DAILY ALL IN ONE REPORTS
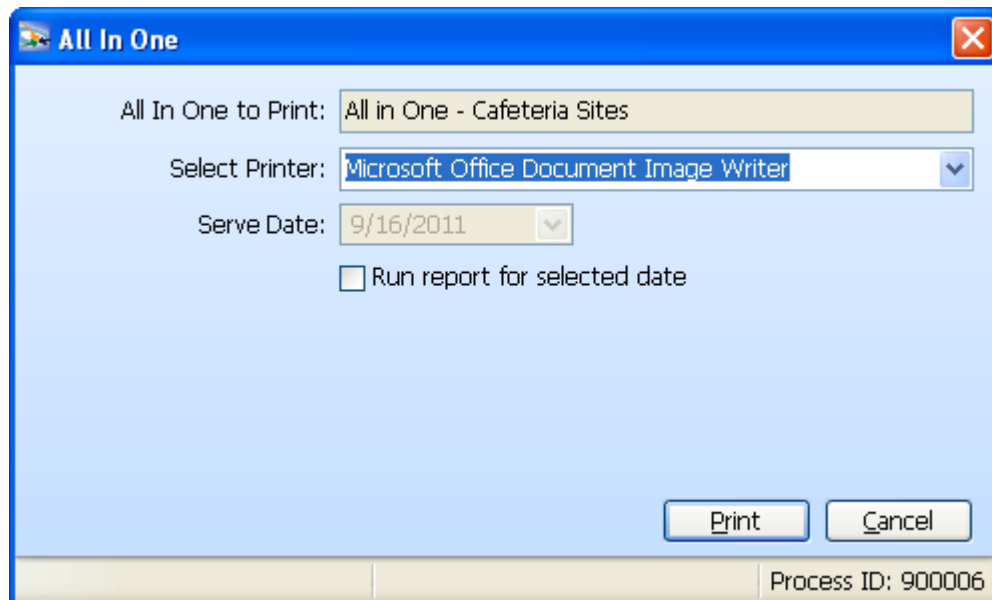
5. The 'Save As' window will appear – choose **Desktop** and then double-click **My Reports**. Enter the date followed by the report name (ex. – 9-16-2011 Bank Deposit).
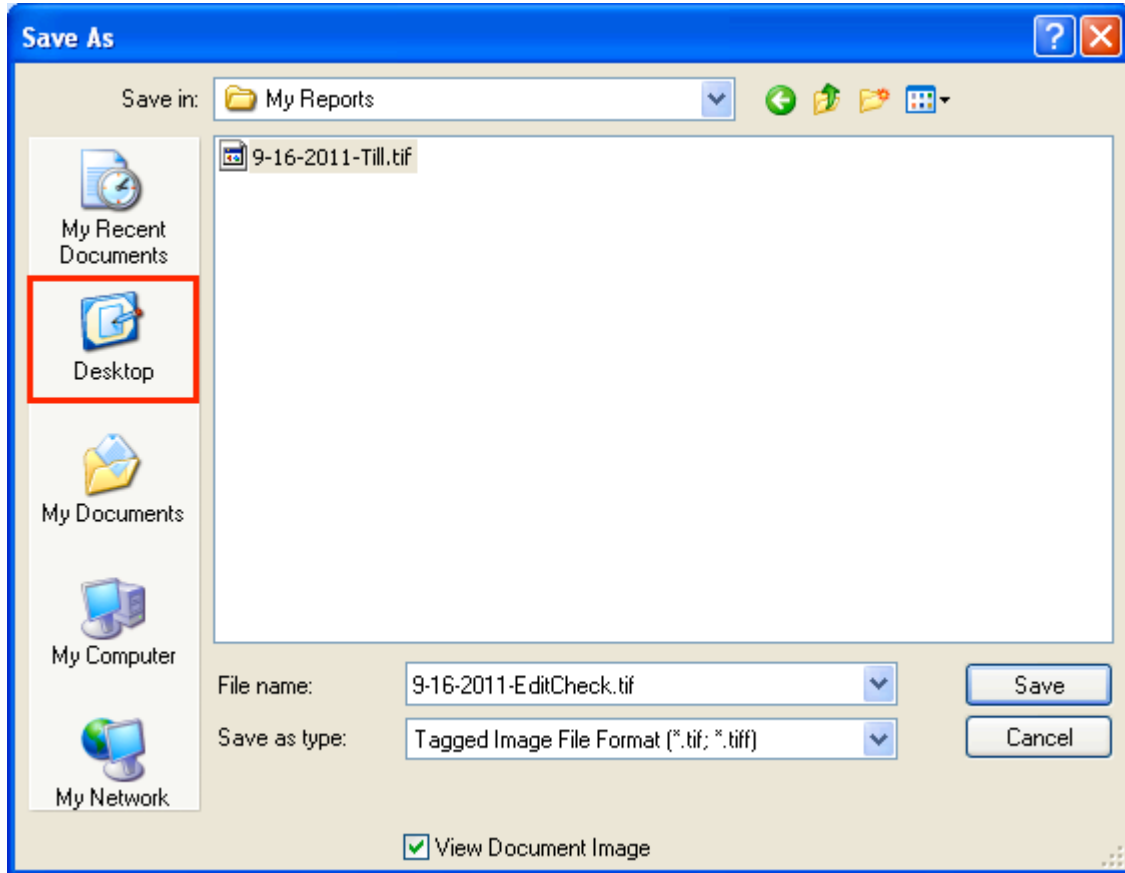
6. Click **Save**. You will do this two more times; once for the Edit Check and once for the Till Report.

SAVING DAILY ALL IN ONE REPORTS

3.2) ALL IN ONE REPORTS

Bank Deposit
This report displays the variance between the daily deposit amount and the amount received into the site terminals.

HORIZON CENTRAL OFFICE

Bank Recap / Reconciliation

Date	Sales	Account Deposits	House Deposits	Adjusted	Catering	Accounts Receivable	Cash Purchases	Total Posted	Variance	Daily Deposits	Bank Deposits
11/08/2005	$3.75	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$103.75	$103.75	$103.75
11/14/2005	$6.75	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$120.00	$120.00	$120.00
Totals:	$10.50	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$223.75	$223.75	$223.75

REPORT CRITERIA:

Sections Filter(s):   Criteria Filter(s):

Edit Check
Used to view any meal sales over the adjusted attendance factor.

Horizon Elementary North

Edit Check Report

0041   Horizon Elementary North

	Eligible Applications				Meal Counts			% Participation		
Date	Free	Reduced	Full Pay		Free	Reduced	Full Pay	Free	Reduced	Full Pay
09/26/2006	27	35	39	Breakfast	17	14	9	62.96	40.00	23.08
With Factor	26	34	38	Lunch	17	26	22	62.96	74.29	56.41
				Snacks	0	0	0	****	****	****
09/27/2006	27	35	39	Breakfast	17	8	7	62.96	22.86	17.95
With Factor	26	34	38	Lunch	27	35	38	100.00	100.00	97.44 Out of Compliance
				Snacks	0	0	0	****	****	****

Any (Not Compliant) note must be followed up with an explanation:

REPORT CRITERIA:

Till Report

This is used to view each POS terminals' till count and variance. This report should also be compared to the **Till Money Audit** form such that the cash from the POS transactions identified in the report match. Once a till has been closed, this report cannot be changed. It always displays what the till looked like at the time it was closed. However, since the variance on the bank deposit is calculated by the amount of the deposit, till variances have no effect on the end-of-the-day variance.

Horizon OneSource

Horizon Elementary East

Till Report

Horizon Elementary East

8/7/2006	Terminal: 1						
Till Number: 1	**Operator:** Barnes, Annie						
Till Open Time: 2:52:45 pm		**Opening Till**	**Counted**	**Posted**	**Variance**	**Total Variance**	
Till Close Time: 3:52:00 pm	**Cash:**	$100.00	$100.00	$0.00	Balanced	Balanced	
	Checks:		$0.00	$0.00	Balanced		
Till Number: 2	**Operator:** Barnes, Annie						
Till Open Time: 4:18:56 pm		**Opening Till**	**Counted**	**Posted**	**Variance**	**Total Variance**	
Till Close Time: 4:58:18 pm	**Cash:**	$100.00	$260.10	$157.10	$3.00 Over	$3.00 Over	
	Checks:		$4.00	$4.00	Balanced		
8/8/2006	Terminal: 1						
Till Number: 1	**Operator:** Barnes, Annie						
Till Open Time: 11:58:46 am		**Opening Till**	**Counted**	**Posted**	**Variance**	**Total Variance**	
Till Close Time: 12:34:39 pm	**Cash:**	$100.00	$131.87	$51.75	$19.88 Short	$19.88 Short	
	Checks:		$0.00	$0.00	Balanced		
Till Number: 2	**Operator:** Barnes, Annie						
Till Open Time: 3:35:10 pm		**Opening Till**	**Counted**	**Posted**	**Variance**	**Total Variance**	
Till Close Time: 3:38:08 pm	**Cash:**	$100.00	$103.00	$2.85	$0.15 Over	$0.15 Over	
	Checks:		$0.00	$0.00	Balanced		
Till Number: 3	**Operator:** Barnes, Annie						

ALL IN ONE REPORTS

3.3) VIEWING POS REPORTS

1. Navigate to the Reporting Center using the **Reports** button located at the bottom of the screen.

2. Click **Point of Service** to navigate to the complete report list and view any additional reports.
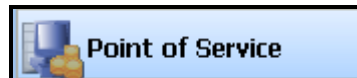
3. Select the name of the report from the list.
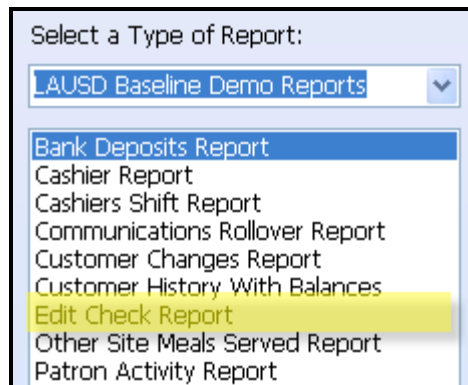
4. Click the **Go!** button.
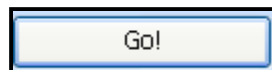
5. A report criteria screen will appear and report parameters can be entered. These parameters vary depending on the specific report being generated.

3.4) HOW TO UTILIZE THE MEAL COUNTS REPORT

The Meal Counts Report provides the counts for reimbursable meals, employees, and adult meals sold. Since the report displays the counts for each terminal individually, it can be used to make sure the terminals are communicating. It is important to check this report every day because it confirms that all of the terminals are properly communicating with the manager PC. The Meal Counts Report does not have to be printed or saved.

1. Navigate to: **Reports > Point of Service > Meal Counts Report > Go!**
2. Select the correct date using the drop down menu.
3. Click the **Preview** button.
    *note: for more detail about navigating to POS reports, see **Section 3.3, Viewing POS Reports***
    a. **Terminal Number:** each terminal has a corresponding row with meal counts
    b. **Reimbursable Student Meals:** reimbursable totals for each meal period and terminal
    c. **Employee Meals:** counts every employee that enters their own meal into the system
    d. **Adult Meals:** counts every **Adult Tray** that was sold, typically on the faculty terminal

LAUSD Central Office

Meal Counts Report

1818901 IRVING MS

Terminal Number	Full Pay	Reduced	Free	Reimbursable Totals	Second Meal	Employee	Adult	Teacher	Total Meals
03/29/2012									
Breakfast									
2	0	0	0	0	0	0	3	0	3
3	9	7	103	119	0	0	0	0	119
5	19	10	109	138	0	0	0	0	138
Breakfast Totals	28	17	212	257	0	0	3	0	260
Lunch									
2	0	0	0	0	0	0	5	0	5
3	14	8	103	125	0	0	0	0	125
5	24	11	142	177	0	0	0	0	177
Lunch Totals	38	19	245	302	0	0	5	0	307
Daily Totals	**66**	**36**	**457**	**559**	**0**	**0**	**8**	**0**	**567**
Site Breakfast Totals	28	17	212	257	0	0	3	0	260
Site Lunch Totals	38	19	245	302	0	0	5	0	307
Site Totals	66	36	457	559	0	0	8	0	567
Grand Breakfast Totals	28	17	212	257	0	0	3	0	260
Grand Lunch Totals	38	19	245	302	0	0	5	0	307
Grand Totals	66	36	457	559	0	0	8	0	567

If a terminal does not appear on the report, it means either the terminal was not used or it is not communicating. Typically, not ALL of your terminals will be opened for every serving period. If this is the case, it is expected that the unused terminal will not appear on this report. Note that terminal 0 is from Daily Entry and terminal 1 is from the manager terminal.

In the case that one or more terminals are missing, wait until the next morning and check the Meal Counts Report again. If the counts/terminal(s) still do not appear on the report, notify the CMS Helpdesk. Continue using the terminal as usual, even if connectivity issues persist. The meal counts will be sent to the manager PC once connectivity is restored.

LAUSD Central Office

Meal Counts Report

1873601 LOS ANGELES SH

	Terminal Number	Full Pay	Reduced	Free	Reimbursable Totals	Second Meal	Employee	Adult	Teacher	Total Meals
03/29/2012										
Breakfast										
	0	0	0	0	0	0	0	0	0	0
	2	0	0	0	0	0	3	12	0	15
	3	0	0	91	91	0	0	0	0	91
	4	2	3	84	89	0	0	0	0	89
	5	3	7	166	176	0	0	0	0	176
Breakfast Totals		5	10	341	356	0	3	12	0	371
Lunch										
	0	0	0	0	0	0	0	0	0	0
	1	0	0	7	7	0	0	0	0	7
	2	0	0	0	0	0	6	6	0	12
	3	0	3	101	104	0	0	0	0	104
	4	0	3	104	107	0	0	0	0	107
	5	0	4	143	147	0	0	0	0	147
Lunch Totals		0	10	355	365	0	6	6	0	377

The picture above indicates that Terminals 2-5 are connected properly. The row for Terminal 1 (the manager PC) shows that it was not opened for breakfast, but was opened for lunch. One must open and close a terminal in order to process Quantity Sales or Account Adjustments, which is the reason why a row for Terminal 1 appears on this report. Keep in mind that you may choose not to open your manager terminal every day; therefore you would not have a row appear for Terminal 1.

HOW TO UTILIZE THE MEAL COUNTS REPORT

LAUSD Central Office

Meal Counts Report

1832101 PACOIMA MS

	Terminal Number	Full Pay	Reduced	Free	Reimbursable Totals	Second Meal	Employee	Adult	Teacher	Total Meals
03/29/2012										
Breakfast										
	0	0	0	0	0	0	0	0	0	0
	2	0	0	0	0	0	0	9	0	9
	3	3	5	37	45	0	0	0	0	45
	4	19	5	68	92	0	0	0	0	92
	5	3	4	30	37	0	0	0	0	37
	6	5	2	20	27	0	0	0	0	27
	7	8	8	86	102	0	0	0	0	102
	8	2	5	27	34	0	0	0	0	34
	9	7	1	35	43	0	0	0	0	43
	10	4	4	31	39	0	0	0	0	39
	11	1	0	8	9	0	0	0	0	9
	13	2	0	7	9	0	0	0	0	9
Breakfast Totals		54	34	349	437	0	0	9	0	446
Lunch										
	0	0	0	0	0	0	0	0	0	0
	2	0	0	0	0	0	12	11	0	23
	3	5	5	57	67	0	0	0	0	67
	4	14	1	75	90	0	0	0	0	90
	5	8	2	43	53	0	0	0	0	53
	6	7	4	31	42	0	0	0	0	42
	7	5	3	45	53	0	0	0	0	53
	8	6	7	50	63	0	0	0	0	63
	9	9	4	39	52	0	0	0	0	52
	10	4	1	40	45	0	0	0	0	45
	11	4	5	23	32	0	0	0	0	32
	12	17	4	100	121	0	0	0	0	121
Lunch Totals		79	36	503	618	0	12	11	0	641

In this example, Terminal 13 shows up for breakfast, but not for lunch. Most likely this school uses Terminal 12 as an alternative to 13 during lunch, therefore the fact that rows 12 and 13 are "missing" under different serving periods is not a problem. However, if a terminal was in fact used to serve meals, but does not show up on the Meal Counts Report, you know you have a connectivity issue. Also notice how Terminal 1 is not represented on this report at all. This is acceptable because the manager terminal was not opened at all that day.

HOW TO UTILIZE THE MEAL COUNTS REPORT

3.5) POS REPORTS TO VIEW DAILY

Double Meal

This report shows students who have received multiple reimbursable meals from different lines. *Note: This will only happen if there are connectivity issues at a terminal (wired or wireless network issues) or if the manager terminal is turned off or not working properly.*

- One of the reimbursable meals must be voided and re-entered as a second meal (non-reimbursable). This will result in a cash shortage; the CM should report the reason for the shortage on the **Bank Deposit Report.**

Horizon OneSource

HORIZON DISTRICT OFFICE

Double Meal Report

Date	Serving Period	Name	PIN	Cashier	Reimbursable Meal Count
8/7/2006	Lunch	WILLIAMS, LAURA	192	Barnes, Annie	2

REPORT CRITERIA:

Suspicious Transactions Report

Report lists number of times that a user performed an action that the system deems suspicious or possibly in error. This can be used to identify users who need additional training.

- **Escape from Sale** -- User entered a sale but closed the sale before completing it.
- **Escape from Cash** -- User completed the sale, but when the system asked for money, the user canceled the tender screen and returned to the sale.
- **Remove Sales Item** -- Item was deleted from the sale.
- Clear Sales Screen -- The sales items were cleared.
- **Void** -- Sale was voided.
- **Void Close** -- User counted till, pressed Total Register, then voided the close.

Horizon OneSource

SAMPLE SITE

Suspicious Transactions Audit

Site: Roosevelt Dining Facility

Transaction Counts for Smith, Mary

Escape from Cash Screen:	8
Escape from Sale:	16
Remove Sales Item:	4
Zero Dollar Transaction:	23

Bowles, Sallie

Date	Time	Terminal	Transaction Type
11/7/2005	3:14:32 pm	1	Escape from Sale
11/7/2005	3:18:26 pm	1	Escape from Cash Screen
11/7/2005	3:18:52 pm	1	Escape from Sale
11/7/2005	3:44:18 pm	1	Escape from Sale
11/8/2005	8:52:45 am	1	Voided Close

Transaction Counts for Bowles, Sallie

Escape from Cash Screen:	1
Escape from Sale:	3
Voided Close:	1

3.6) MISCELLANEOUS POS REPORTS

Account Balance Report

Used to view customers' current account balance. It can be set to show all positive balances, all negative balances, or both.

SAMPLE SITE

Account Balance Report

PIN	ID	Name	Status	Grade	Homeroom	Charge Account	Debit Account	General	Total Balance
550299	0041WRIAU0	Baker, Steven	Active	None	None	$0.00	$66.25	$0.00	$66.25
844228	0041WRIBDH	Bridwell, Nicole	Active	None	None	$0.00	$47.00	$0.00	$47.00
351183	0041WRIBMY	Crowell, Joe	Active	None	None	$-2.10	$0.00	$0.00	$-2.10
278130	0041WRIBJQ	Johnson, Nancy	Active	None	None	$-0.50	$0.00	$0.00	$-0.50
288091	0041WRIAAL	LaVerne, Julie	Active	None	Mrs. Smith	$-2.00	$0.00	$0.00	$-2.00
891251	0041WRI5XC	Lefkowitz, Gary	Active	None	Mrs. Dean	$0.00	$43.15	$0.00	$43.15
329835	0041WRI5JN	McDavey, Deirdre	Active	None	Mrs. Bridwell	$-1.00	$0.00	$0.00	$-1.00
003	10003	McEnport, Jamie	Active	None	None	$-5.15	$43.30	$0.00	$38.15
014569	0041WRI5CZ	Rally, Andrew	Active	None	Mrs. Dean	$-0.75	$50.05	$0.00	$49.30
110264	0041WRIA2Z	Ravenal, Gaylord	Active	None	Mrs. Dean	$-5.00	$0.00	$0.00	$-5.00
723179	0041WRIB97	Smith, Sara	Active	None	None	$0.00	$92.00	$0.00	$92.00
168593	0042WRJF27	Stimson, Simon	Active	None	None	$0.00	$47.00	$0.00	$47.00
659059	0041WRI5R1	Troy, Lillian	Active	None	Mrs. Harris	$0.00	$8.65	$0.00	$8.65
577073	0041WRIAZK	Vallon, Ike	Active	None	None	$0.00	$46.25	$0.00	$46.25

REPORT CRITERIA:

sections filter(s):   Criteria Filter(s):

Adjustments

Used to view adjustments made during the selected date range.

SAMPLE SITE

Adjustments Report

8/4/2005

Time	Name	ID	User Name	Action Performed	Account	Amount
9:43:12AM	Cody , Michael	10004	ADMIN ADMIN	Manual Adjustment	Debit Account	$90.00
9:43:13AM	Cody , Michael	10004	ADMIN ADMIN	Manual Adjustment	Meal Credits	$25.00
9:44:05AM	Falkland , John	10009	ADMIN ADMIN	Manual Adjustment	Debit Account	$77.75
9:44:06AM	Falkland , John	10009	ADMIN ADMIN	Manual Adjustment	Meal Credits	$25.00
9:39:04AM	Harvey , John	10002	ADMIN ADMIN	Manual Adjustment	Debit Account	$115.50
9:39:05AM	Harvey , John	10002	ADMIN ADMIN	Manual Adjustment	Meal Credits	$200.00
9:39:57AM	Harvey , John	10002	ADMIN ADMIN	Manual Adjustment	Debit Account	$15.25
9:46:03AM	Huff , Kevin	0612	ADMIN ADMIN	Manual Adjustment	Meal Credits	$750.00
9:38:08AM	Jones , George	100001	ADMIN ADMIN	Manual Adjustment	Debit Account	$19.25
9:38:09AM	Jones , George	100001	ADMIN ADMIN	Manual Adjustment	Meal Credits	$25.00
9:40:53AM	McEnport , Jamie	10003	ADMIN ADMIN	Manual Adjustment	Debit Account	$94.50
9:40:53AM	McEnport , Jamie	10003	ADMIN ADMIN	Manual Adjustment	Meal Credits	$25.00
9:42:47AM	McEnport , Jamie	10003	ADMIN ADMIN	Manual Adjustment	Charge Account	$-20.00
9:42:58AM	McEnport , Jamie	10003	ADMIN ADMIN	Manual Adjustment	Debit Account	$-12.00
9:43:23AM	Navasport , Jerry	10005	ADMIN ADMIN	Manual Adjustment	Meal Credits	$145.22
9:43:23AM	Navasport , Jerry	10005	ADMIN ADMIN	Manual Adjustment	Debit Account	$38.12
9:43:32AM	Orlando , Nelson	10006	ADMIN ADMIN	Manual Adjustment	Debit Account	$95.25
9:43:32AM	Orlando , Nelson	10006	ADMIN ADMIN	Manual Adjustment	Meal Credits	$25.00
9:43:41AM	Preston , Robert	10007	ADMIN ADMIN	Manual Adjustment	Debit Account	$98.00
9:43:41AM	Preston , Robert	10007	ADMIN ADMIN	Manual Adjustment	Meal Credits	$25.00
9:43:53AM	Scoomaker , Orville	10008	ADMIN ADMIN	Manual Adjustment	Debit Account	$98.00
9:43:53AM	Scoomaker , Orville	10008	ADMIN ADMIN	Manual Adjustment	Meal Credits	$25.00

Daily Charge

Used to view students who charged a meal during the current day.

SAMPLE SITE

Daily Charge

Horizon Elementary North

06/02/2006
Serving Period: Lunch

Name	ID	PIN	Homeroom	Account	Amount
Crowell, Joe	0041WRIBMY	351183		Charge Account	$0.75
Crowell, Joe	0041WRIBMY	351183		Charge Account	$0.35
Crowell, Joe	0041WRIBMY	351183		Charge Account	$0.25
Crowell, Joe	0041WRIBMY	351183		Charge Account	$0.25
Crowell, Joe	0041WRIBMY	351183		Charge Account	$0.50
Johnson, Nancy	0041WRIBJQ	278130		Charge Account	$0.50
LaVerne, Julie J	0041WRIAAL	288091	Mrs. Smith	Charge Account	$0.75
LaVerne, Julie J	0041WRIAAL	288091	Mrs. Smith	Charge Account	$0.50
LaVerne, Julie J	0041WRIAAL	288091	Mrs. Smith	Charge Account	$0.25
LaVerne, Julie J	0041WRIAAL	288091	Mrs. Smith	Charge Account	$0.50
McDavey, Deirdre C	0041WRI5JN	329835	Mrs. Bridwell	Charge Account	$0.75
McDavey, Deirdre C	0041WRI5JN	329835	Mrs. Bridwell	Charge Account	$0.25
Rally, Andrew B	0041WRI5CZ	014569	Mrs. Dean	Charge Account	$0.50
Rally, Andrew B	0041WRI5CZ	014569	Mrs. Dean	Charge Account	$0.25
Ravenal, Gaylord H	0041WRIA2Z	110264	Mrs. Dean	Charge Account	$0.75
Ravenal, Gaylord H	0041WRIA2Z	110264	Mrs. Dean	Charge Account	$0.25

Daily Journal

Used to view all transactions on a selected terminal on a selected day. This is commonly used when tracking down overages and shortages.

HORIZON DISTRICT OFFICE

Daily Journal

Horizon Elementary East
Serving Date: 08/08/2006

Serving Time	Record	Terminal	Serving Period	Item	Type	Account	Eligibility	Qty	Patron ID	Amount
12:01:37 pm	1	1	Lunch	NACHOS WITH GROUND BEEF	Cash Sale	Cash	E	1	10001	$0.00
12:01:37 pm	2	1	Lunch	MILK, 1/2 PINTS, LOWFAT (2%)	Cash Sale	Cash	E	1	10001	$0.00
12:01:37 pm	3	1	Lunch	MIXED VEGETABLES, BUTTERED	Cash Sale	Cash	E	1	10001	$0.00
12:01:37 pm	4	1	Lunch	APPLES, GRANNY	Cash Sale	Cash	E	1	10001	$0.00
12:01:58 pm	5	1	Lunch	CHICKEN NUGGETS	Cash Sale	Cash	E	1	10006	$0.00
12:01:58 pm	6	1	Lunch	MILK, 1/2 PINTS, LOWFAT (2%)	Cash Sale	Cash	E	1	10006	$0.00
12:01:58 pm	7	1	Lunch	PEACHES, SLICED	Cash Sale	Cash	E	1	10006	$0.00
12:01:58 pm	8	1	Lunch	MIXED VEGETABLES, BUTTERED	Cash Sale	Cash	E	1	10006	$0.00
12:02:14 pm	9	1	Lunch	NACHOS WITH GROUND BEEF	Account Debit	Debit Account	T	1	10007	$2.00
12:02:14 pm	10	1	Lunch	MILK, 1/2 PINTS, LOWFAT (2%)	Cash Sale	Cash	T	1	10007	$0.00
12:02:14 pm	11	1	Lunch	APPLES, GRANNY	Cash Sale	Cash	T	1	10007	$0.00
12:02:14 pm	12	1	Lunch	MIXED VEGETABLES, BUTTERED	Cash Sale	Cash	T	1	10007	$0.00
12:02:34 pm	13	1	Lunch	NACHOS WITH GROUND BEEF	Meal Account Debit	Meal Credits	T	1	10028	$2.00
12:02:34 pm	14	1	Lunch	MILK, 1/2 PINTS, LOWFAT (2%)	Cash Sale	Cash	T	1	10028	$0.00
12:02:34 pm	15	1	Lunch	MIXED VEGETABLES, BUTTERED	Cash Sale	Cash	T	1	10028	$0.00
12:02:34 pm	16	1	Lunch	APPLES, GRANNY	Cash Sale	Cash	T	1	10028	$0.00

Items Sold

Used to view all items sold on a terminal or group of terminals. This report can be run for a selected date range. .

SAMPLE SITE

Items Sold Report

Site: Horizon Elementary North

Stock Number	Description	Quantity	Unit Cost	Total Cost	Sale Price	Total Price
6/1/2006	Terminal: 3					
1270	TATER TOTS	1	$0.50	$0.50	$1.00	$1.00
1351	GRAPES, RED SEEDLESS	1	$0.50	$0.50	$0.50	$0.50
3011	SUB COMBO	12	$0.00	$0.00	$3.00	$36.00
A010	SUBMARINE SANDWICH	4	$0.00	$0.00	$0.95	$3.80
A107	SLICED CARROTS, BUTTERED	1	$0.00	$0.00	$0.35	$0.35
A402	MILK	2	$0.00	$0.00	$0.25	$0.50
POSMEAL	DAILY HOT MEAL	5	$0.50	$2.50	$3.00	$15.00
	Totals for Terminal 3:	**26**		**$3.50**		**$57.15**
	Totals for 6/1/2006:	**26**		**$3.50**		**$57.15**

Meal Counts Report

Used to view meal counts for a selected date range. The meal counts are separated by line number, serving period, and eligibility.

HORIZON DISTRICT OFFICE

Meal Counts Report

0043 Horizon Elementary East

	Terminal Number	Full Pay	Reduced	Free	Reimbursable Totals	Second Meal	Employee	Adult	Teacher	Total Meals
08/07/2006										
Lunch										
	1	18	21	14	53	17	13	4	10	97
Lunch Totals		18	21	14	53	17	13	4	10	97
Breakfast										
	1	0	0	0	0	0	0	0	0	0
Breakfast Totals		0	0	0	0	0	0	0	0	0
Lunch										
	1	25	30	30	85	0	14	5	10	114
Lunch Totals		25	30	30	85	0	14	5	10	114
Snack										
	1	0	0	0	0	0	0	0	0	0
Snack Totals		0	0	0	0	0	0	0	0	0
Daily Totals		**43**	**51**	**44**	**138**	**17**	**27**	**9**	**20**	**211**

Prepaid Collections

Used to view customers who made prepayments during the selected date range.

HORIZON CENTRAL OFFICE

Prepaid Collections

08/07/2006

	PIN	Terminal	Name	Cashier	Check #	Account	Payment
Adult							
	013	1	Vogel, Megan	Barnes, Annie		Debit Account	$20.00
	049	1	Williamson, Sally	Barnes, Annie		Debit Account	$10.00
	059	1	Seibert, Nancy	Barnes, Annie		Debit Account	$20.00
						Debit Account:	**50.00**
						Adult Total:	**$50.00**
Student							
	101	1	AIKENS, SHARON	Barnes, Annie		Meal	$3.00
	107	1	BROWN, RASHONN	Barnes, Annie		Meal	$18.65
	144	1	JOHNSON, GABRIELLE	Barnes, Annie		Meal	$10.00
	147	1	KIRKLAND, DIANA	Barnes, Annie		Meal	$9.35
	166	1	ROBERSON, JAMIE	Barnes, Annie		Meal	$10.00
						Meal:	**51.00**
						Student Total:	**$51.00**
						Daily Total:	**$101.00**

Voids Report

Used to view voids made during the selected date range.

SAMPLE SITE

Voids Report

0013 Roosevelt Dining Facility

Serve Date	Terminal Number	PIN	Customer Name	Total Paid By Account	Total Paid By Cash/Check	Total Paid	Cashier
01/24/2006	4	003	McEnport, Jamie	$-50.00	$50.00	$0.00	Williams

REPORT CRITERIA:

Sections Filter(s):   Criteria Filter(s):

4) APPENDIX A

4.1) SECOND MEAL VS. DOUBLE MEAL REPORT

The **Second Meal Report** and the **Double Meal Report** are two reports that sound the same but display very different information. To learn how to navigate to these reports, see ***Section 3.3: Viewing POS Reports***

The **Second Meal Report** is used to determine if more than one meal was purchased by a student or adult. A second meal can only occur if the account has enough money to support the first meal and the second meal, which is always the full (adult) price. The second meal charges the account $1.75 for breakfast and $2.50 for lunch. A second meal can occur for one of two reasons:

1. The child or adult purchases a second meal by choice. In this case, their name should appear on the **Second Meal Report**. For a student, this indicates that they received a reimbursable meal, and intentionally bought a second meal for the full adult tray price.
2. There is a mistake and the student is accidentally charged for a second meal, even though they only received/purchased one meal. This mistake can happen at both elementary and secondary schools for different reasons.
   a. At elementary schools, the second meal error occurs when the cashier accidentally presses the name of the child twice. The money for the second meal is automatically deducted from the account in addition to the reimbursable meal.
   b. At secondary schools, the second meal error occurs when the student types in their number back to back (two times in a row) and the cashier does not catch them doing this. Their account is debited for both the reimbursable meal and the second meal (the adult tray price).

The **Double Meal Report** is used to determine if more than one reimbursable meal is recorded on a student account. This typically happens when the terminals are not communicating properly. For example, a child comes through and receives a breakfast meal on terminal 3; if the terminals aren't communicating, when he comes to a different terminal for second chance, it won't indicate that he already ate. Usually, if all the terminals are connected and communicating properly, a red warning appears that "**A meal has already been purchased**." If there is *only* one terminal being used to process student meals, **Double Meals** cannot be created.

LAUSD Central Office

Double Meal Report

Date	Serving Period	Name	PIN	Cashier	Reimbursable Meal Count
1813201 - FOSHAY LC					
2/12/2010	Breakfast	NAVARRO, JAZMIN	3164218	BAILEY, BARBARA	2
2/12/2010	Breakfast	NAVARRO, JAZMIN	3164218	CROPPER, KATHY	2
2/12/2010	Lunch	CAMPOS, MICHELLE	9235390	MARKS, PATRICIA	2
2/12/2010	Lunch	CAMPOS, MICHELLE	9235390	PAGE, ROBERTA	2
2/12/2010	Lunch	HERNANDEZ, ASHLEY	0749956	MARKS, PATRICIA	2
2/12/2010	Lunch	HERNANDEZ, ASHLEY	0749956	CROPPER, KATHY	2
2/12/2010	Lunch	RIVAS, BRENDA	7798769	MARKS, PATRICIA	2
2/12/2010	Lunch	RIVAS, BRENDA	7798769	PAGE, ROBERTA	2
2/12/2010	Lunch	RIVAS, CHRISTY	7896369	CROPPER, KATHY	2
2/12/2010	Lunch	RIVAS, CHRISTY	7896369	MARKS, PATRICIA	2
2/12/2010	Lunch	STEPTER, MALIK	9966303	PAGE, ROBERTA	2
2/12/2010	Lunch	STEPTER, MALIK	9966303	MARKS, PATRICIA	2
2/12/2010	Lunch	STONE, KALAYAH	7799161	PAGE, ROBERTA	2
2/12/2010	Lunch	STONE, KALAYAH	7799161	MARKS, PATRICIA	2

SECOND MEAL VS. DOUBLE MEAL REPORT

4.2) TROUBLESHOOTING SECOND MEALS

The **Second Meal Report** is used to determine if more than one meal was purchased by a student or adult. A second meal can only occur if the account has enough money to support the first meal and the second meal, which is always the full (adult) price. If a student intentionally purchases two meals, then a second meal is expected. If this is a student or cashier error, the second (adult price) meal must be voided. Follow the steps below, but see *section 4.1: Second Meals vs. Double Meals* for further reference.

1. Run the **Second Meal Report** to identify the students whose meals will be voided.
    Reports > Point of Service > Second Meal Report > Click Go!
    a. If this report has a message that says '**No Data Matching Criteria**,' you have no second meals as long as the terminals are communicating properly. This is what you want.
    b. If the report does display names, this means that a student was served two meals (one reimbursable meal, and one second meal). Make sure to void only the second meal if this was a mistake. You can determine this by making sure to void the one that has the adult tray price ($1.75 for breakfast, $2.50 for lunch).
    c. Either print or write down a list of the names along with the cashier name to void them.

    note: Once you have voided any unintentional second meals, the report will still display the student's name, but an asterisk (*) will appear next to the name.

CHATSWORTH PARK EL

Second Meal Report

1302701 CHATSWORTH PARK EL

Date	Time	Terminal	Name	Meal Purchased	Customer PIN
04/09/2012	3:03 pm	1	ODOM, TYLER	Breakfast Meal	9278504
04/09/2012	3:03 pm	1	ODOM, TYLER	*Breakfast Meal	9278504
04/09/2012	3:09 pm	1	PALMA, EDGAR	Breakfast Meal	6766701

* = Voided

2. Find the meals and void them. This process is described in more detail in the **Voiding** section.

    a. Go to the **Process Sales screen** (open a terminal if necessary).

    a. Click the **View Journal** button.

    b. If the sales were made on a previous day, change the **Date**.

    c. Select the correct **Terminal** from the drop-down list. Use the cashier name to determine which terminal to choose. (Steve worked terminal 2 today, etc.)

    d. Using the **"Three dot"** button, search by typing in the student's name and clicking Enter.

    e. Click the **Void** button, and then click **OK** to void the meal.

    f. Repeat these steps until all unintentional second meals have been voided.

4.3) TROUBLESHOOTING DOUBLE MEALS

A **Double Meal** is when a student receives 2 reimbursable meals in a serving period (ex. – John Smith receives 2 free breakfasts). It happens when a POS terminal serves a meal to a student, and before that system is able to notify the manager PC, a different POS terminal also serves that student a meal. Until the communication happens, the terminals believe the student has not yet eaten a meal. This can happen when the communication network goes down or there is a problem with the manager PC.

There are typically 2 causes of Double Meals: a student comes through 2 serving lines to get 2 meals, or the cashier mistakenly identifies a student on one of the lines. One of these reimbursable meals needs to be voided so that there is no overclaiming – follow the steps below to void one of the meals. *Note: This should be done on the manager's PC.*

3.   Run the **Double Meal Report** to identify the students whose meals will be voided. **Reports > Point of Service > Double Meal Report > Click GO!**
4.   The **Report Criteria** for the **Double Meal Report** will appear.
5.   Select the correct **Date** (usually today's date) using the **From** and **To** drop down menus.
6.   Click the **Preview** button.

TROUBLESHOOTING DOUBLE MEALS

a. If this report has a message that says, **No Data Matching Criteria** you have no **Double Meals** as long as the terminals are communicating properly. This is what you want.
b. If the report does display names, each name will be displayed two times. This means that a student was served 2 meals, so he or she will have 2 lines on the report. Make sure to void only 1 of the meals.
c. Either print or write down a list of the names along with the cashier name to void them.

LAUSD Central Office

Double Meal Report

Date	Serving Period	Name	PIN	Cashier	Reimbursable Meal Count
1813201 - FOSHAY LC					
2/12/2010	Breakfast	NAVARRO, JAZMIN	3164218	BAILEY, BARBARA	2
2/12/2010	Breakfast	NAVARRO, JAZMIN	3164218	CROPPER, KATHY	2
2/12/2010	Lunch	CAMPOS, MICHELLE	9235390	MARKS, PATRICIA	2
2/12/2010	Lunch	CAMPOS, MICHELLE	9235390	PAGE, ROBERTA	2
2/12/2010	Lunch	HERNANDEZ, ASHLEY	0749956	MARKS, PATRICIA	2
2/12/2010	Lunch	HERNANDEZ, ASHLEY	0749956	CROPPER, KATHY	2
2/12/2010	Lunch	RIVAS, BRENDA	7798769	MARKS, PATRICIA	2
2/12/2010	Lunch	RIVAS, BRENDA	7798769	PAGE, ROBERTA	2
2/12/2010	Lunch	RIVAS, CHRISTY	7896369	CROPPER, KATHY	2
2/12/2010	Lunch	RIVAS, CHRISTY	7896369	MARKS, PATRICIA	2
2/12/2010	Lunch	STEPTER, MALIK	9966303	PAGE, ROBERTA	2
2/12/2010	Lunch	STEPTER, MALIK	9966303	MARKS, PATRICIA	2
2/12/2010	Lunch	STONE, KALAYAH	7799161	PAGE, ROBERTA	2
2/12/2010	Lunch	STONE, KALAYAH	7799161	MARKS, PATRICIA	2

7. Find the meals and void them. This process is described in more detail in the **Voiding** section.
    a. Go to the **Process Sales screen** (open a terminal if necessary).
    b. Click the **View Journal** button.
    c. If the sales were made on a previous day, change the **Date**.
    d. Select the correct **Terminal** from the drop-down list. Use the cashier name to determine which terminal to choose. (Steve worked terminal 2 today, etc.)
    e. Using the **"Three dot"** button, search by typing in the student's name and clicking Enter.
    f. Click the **Void** button, and then click **OK** to void the meal.
    g. Repeat these steps until all **Double Meals** have been voided.
8. Run the Double Meal Report again – it should say **No Data Matching Criteria**.

TROUBLESHOOTING DOUBLE MEALS

5) APPENDIX B

5.1) RED NUMBER WARNING

If at any time you see red numbers on your screen, STOP what you are doing and follow these instructions before you make any mistakes. You could accidentally sell a meal to the entire school if you do not fix your mistake immediately. Red numbers look like what is pictured below, and are caused by using the **Multi Select** button incorrectly while the students are displayed. If you feel that you have sold the entire school a meal by pressing the combination of **Multi Select, Select All, Sell Selected** in the student screen, and contact the helpdesk right away.

Note: Multi Select is only to be used at elementary schools, during breakfast time, and while in the group screen. You should never press Multi Select while in the student screen, like the picture below.

RED NUMBER WARNING

1. Press the red **Close** button. This will take you out of the student screen.
2. Press the red **Close** button again. This will take you out of the POS screen.

RED NUMBER WARNING

3. Once you see the blue menu, press the **Process Sales** button to return to the POS screen and apply all of your correct settings. By doing this, you are wiping out all of your incorrect settings and starting fresh.
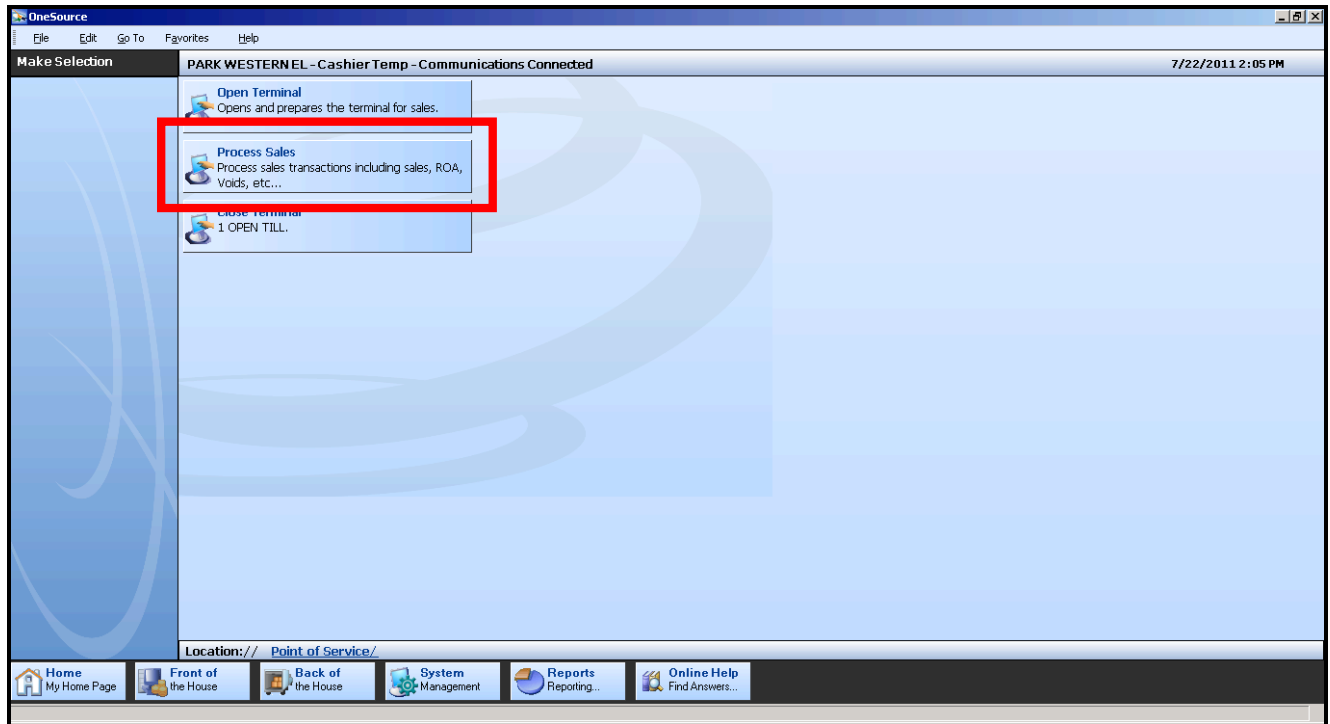
4. After pressing **Process Sales** and applying the correct settings, continue with your meal transactions.

RED NUMBER WARNING

5.2) How to Determine the POS Terminal Number

There are 2 ways to check a terminal number. Before logging into OneSource, look in the top right corner of the POS terminal. The dash followed by a number (located above the IP address) indicates the terminal number. If OneSource is already open, the terminal number will be displayed near the top of the screen. It is a good idea for all employees working on a Point of Service terminal to know which number terminal they are assigned to.
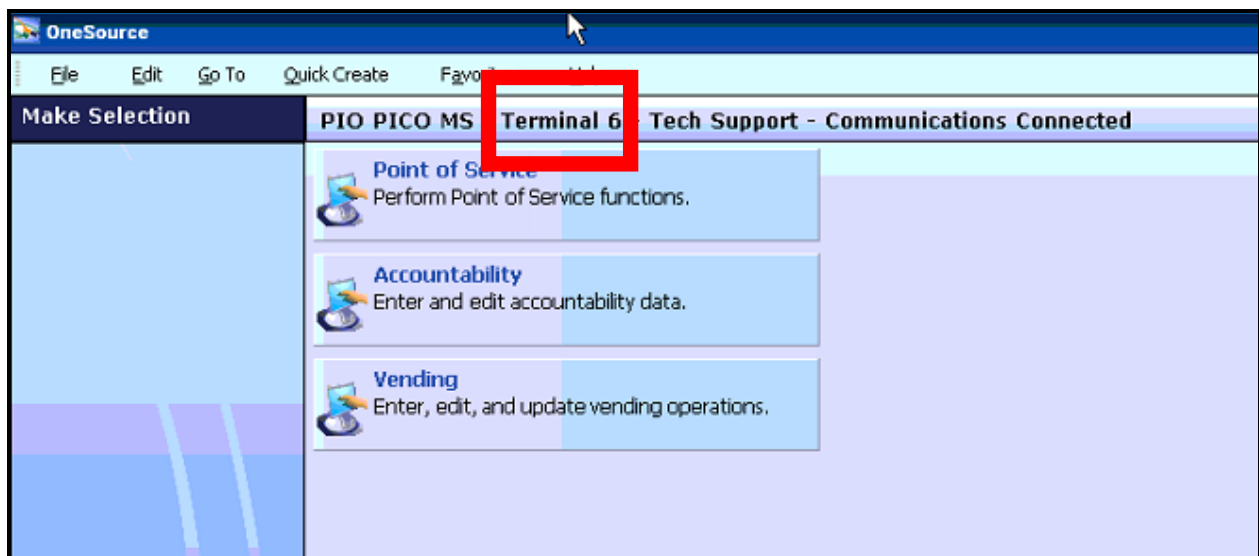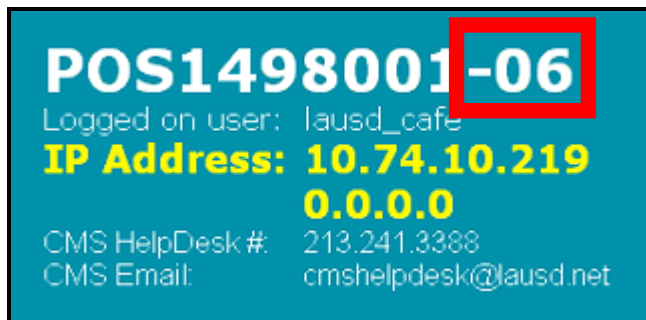
5.3) RESOLVING DISCREPANCIES – GENERAL INFORMATION

1. **Overages** – The following items are the most common causes of cash overages:
   a. Cash counting errors
   b. Voids made after the bank deposit was saved
   c. Money received outside the system that was not entered
   d. Prepayment was received but not applied to the account
   e. Change was not returned to the customer and not applied to the account

2. **Shortages** - The following items are the most common causes of cash shortages:
   a. Cash counting errors
   b. A refund that was made on the cafeteria manager's terminal and cash was taken from a line terminal
   c. A prepayment that was entered twice in error
   d. Double meals that were sold in error
   e. Second meals that were sold in error.

5.4) RESOLVING DISCREPANCIES – OVERAGES

Till Report - *Over Variance*

↓

Recount the money in the till.

↓

Counting Error

Yes →

Correct the Bank Deposit - Variance Should Balance

No →

Prepaid Collections Report

↓

Missing Prepayment

Yes →

Open Till and Enter Payment

No →

Daily Journal Report

↓

Review transactions for errors in items sold or change given.

↓

Open Till, Void Transactions and Re-input transactions.
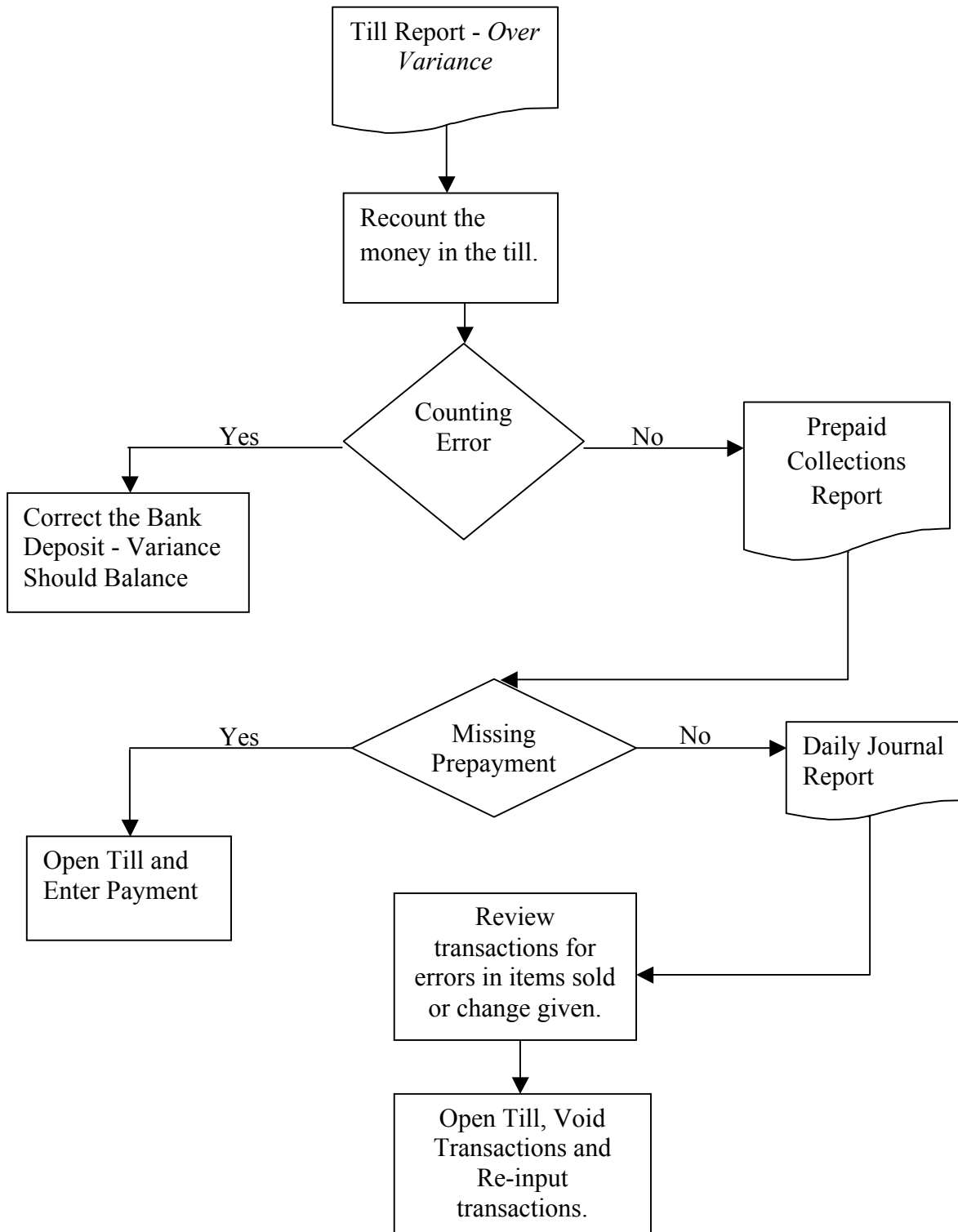
5.5) RESOLVING DISCREPANCIES – SHORTAGES

Till Report - *Short Variance*

↓

Recount the money in the till.

↓

Counting Error
- Yes → Correct Your Bank Deposit - Variance Should Balance
- No → Prepaid Collections Report

Prepay Entered Twice
- Yes → Open Till and Void Transaction
- No → Second Meal & Double Meal Report

Second or Double Meals
- Yes → Open Till and Void Transaction
- → Second Meal & Double Meal Report → Open Till, Void Transactions and Re-input.