

Onesource

POS Account Management

For Cafeteria Managers





CAFETERIA MANAGEMENT SYSTEM TRAINING



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Subject Area: Account Management

Personnel: Cafeteria Managers and Designated Cafeteria employees

1) CONTENT OVERVIEW

Included in this training guide are the following business processes:

- Non-Student Account Maintenance
- Account Payments, Refunds and 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

2) MANAGING ACCOUNTS

2.1) OVER VIEW OF ACCOUNT SCREEN

Customers

File Goto

Search List 1 of 1 New Delete Save Cancel Print Help Close

ID #: 071303M024 Site: 1582201 153RD ST EL Meal Plan: Students

PIN: 1978437 Get PIN Issue #: Gender: Male

First Name: JEREMIAH Language: English Vending: Allowed

Middle Name: D Date of Birth: 01/01/1900 Charge Limit: \$0.01

Last Name: GOEBEL Track: (None) Low Balance: \$0.00

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

Email: Homeroom: Z, GABRIELA

Phone #: Eligibility: Full Pay

Account Name	Balance
▶ Earned	0.00
General	0.00
Meal	0.00
Bonus	0.00

Block Charges
 Block Check Sales
 Generic

Address Mailing Address Guardian Group Memberships Alerts Status Race

Address 1: 23232 Happy Lane

Address 2:

City:

State: ZIP Code: 90247

Country:

Photo

No Photo Available

Attach Photo Clear Photo

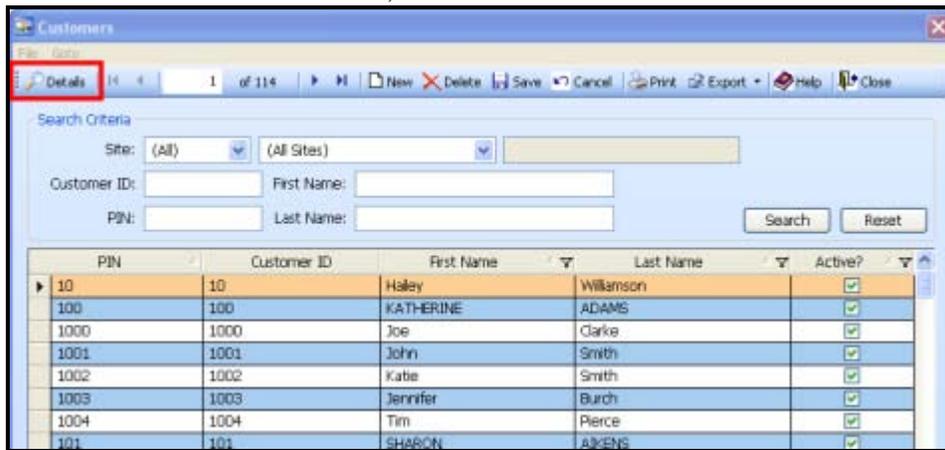
Changes pending Process ID: 400008

1. Account Functions: click on account functions to prepay, refund or make adjustments to accounts.
2. Inactivate Customer: This is only used for non-student accounts (see section 2.2)
3. View History: click on view history to view the prepay, refund, adjustments or account usage (meals served) history for an account.

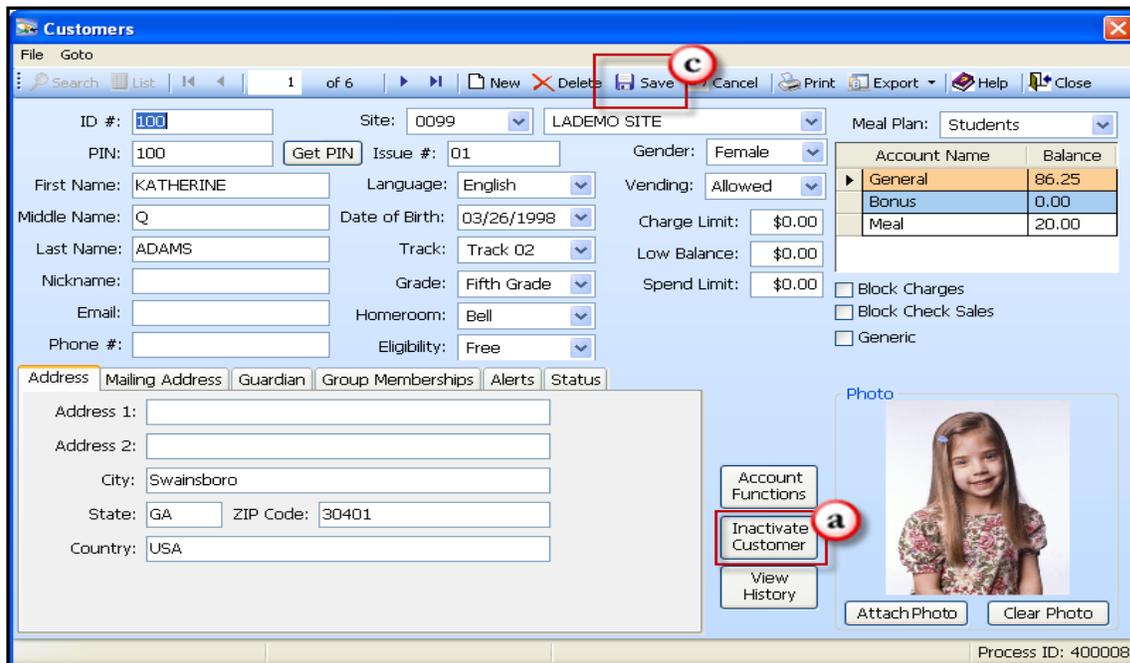
2.2) INACTIVATE/ACTIVATE A NON-STUDENT ACCOUNT

The only time this activity will be performed is when a non-student is no longer working at the site. This will **NOT** refund the account – see section **V - Refund an Account** for those steps.

1. Navigate 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 clicking **Search**.
3. If there is more than one result, double-click the correct customer or select the line and click **Details**.



4. For adults or employees no longer at the site, the customer can be made inactive as follows:
 - a. Click **Inactivate Customer**.
 - b. Click **OK** in the new window that appears.
 - c. Click **Save**.



5. For adults or employees that have checked out and return, follow the process below:

- a. Click **Activate Customer**.
- b. Click **OK** in the new window that appears.
- c. Click **Save**.

3) ACCOUNT BALANCE MANAGEMENT

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

1. Before making a payment, refund, or adjustment the terminal must be open.
2. Navigate to **Front of the House > Point of Service > Customers**.

- a. Click the **Front of the House** button.



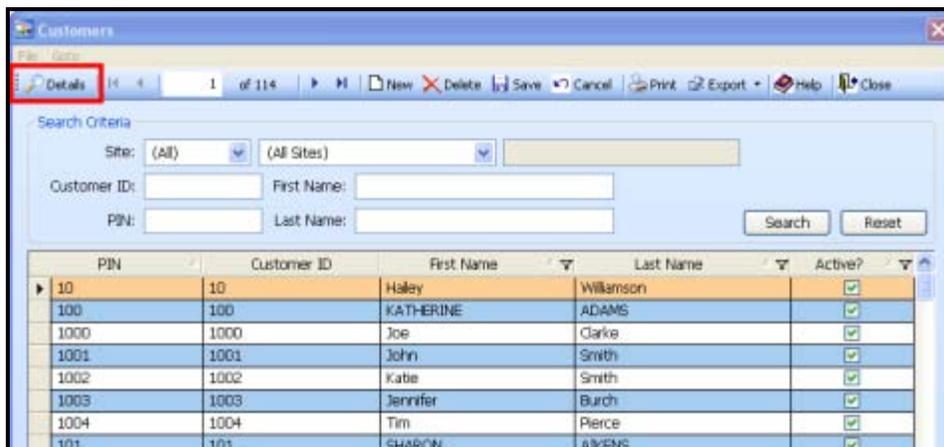
- b. Click the **Point of Service** button.



- c. Click the **Customers** button.



3. Search for the customer by using part of the ID, PIN, First, or Last name and clicking **Search**.
4. If there is more than one result, double-click the correct customer or select the line and click **Details**.



5. 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)

Use the Prepayment envelope to complete the process (*See Policy 6.2.1*).

1. Navigate 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 clicking **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 **Payment** tab.
 - b. Make sure the **General** account is selected. (*Bonus is automatically updated based on the funds placed in the General Account*)
NOTE: BONUS AND MEAL ACCOUNTS CANNOT BE MANUALLY UPDATED.
 - c. Enter the cash amount in the **Payment Amount** field.
 - d. Click **Save Payment**.

Account Functions / Maintenance

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

- You will get a message that the payment has 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.

- Click the **View History** button to view the report.

The screenshot shows a web application window titled "Customers". It contains a form for customer information. The "View History" button is highlighted with a red box. Other buttons include "Finger Imaging", "Account Functions", "Inactivate Customer", "Attach Photo", and "Clear Photo".

- An example of the report is displayed below.
 - Customer Account Information.
 - Customer Recent Transactions.

LAUSD Central Office

Customer History With Balances

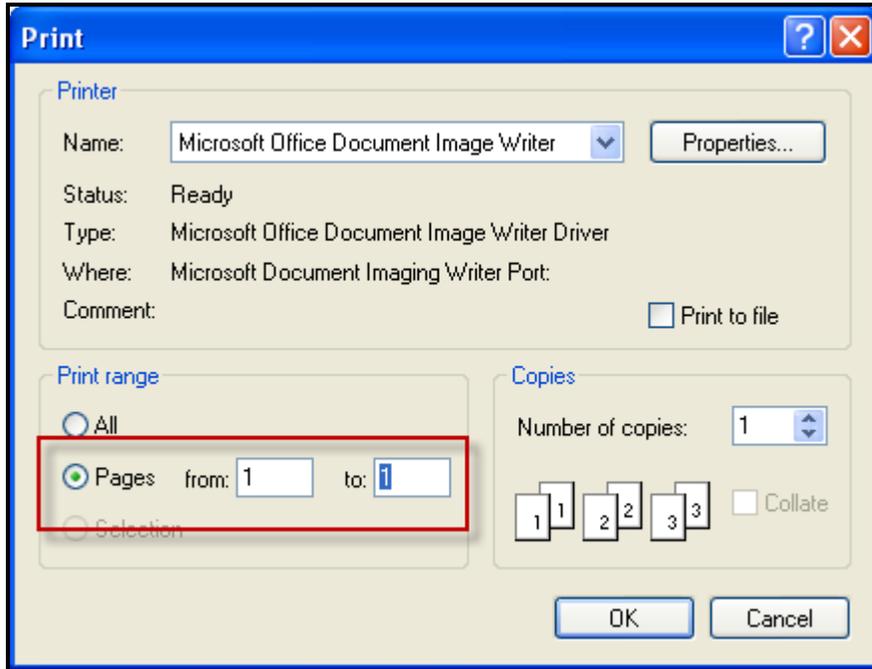
Printed: 02/12/2009 9:37 AM
Printed By: System Administrator

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

							Balances As Of 2/12/2009	
							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				
02/02/2009	LAUSD Central Office		0-1	Deposit from Cash	General	\$20.00	\$38.00	
03/04/2009	DEVONSHIRE CDS	No-Entree Meal	1-6	Debit	General	\$-1.25	\$18.00	

3. Click the **Print** button  in the top left corner.
4. In the new window that appears, there is a *Print range* section. Click the circle next to **Pages** and change the value in the *to:* box to **1**. It should look similar to the image below.



5. Click **OK** to print the report.



CAFETERIA MANAGEMENT SYSTEM TRAINING



3.4) REFUND AN ACCOUNT (STUDENT OR NON-STUDENT)

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. Navigate to **Front of the House > Point of Service > Customers**.
 - a. Click the **Front of the House** button.
 - b. Click the **Point of Service** button.
 - c. Click the **Customer** button.
2. Search for the customer by using all or part of the ID, PIN, First, or Last name and clicking **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**.
5. A confirmation message will display - click **OK**.
6. Click **Close**.

Account Name	Balance
General	86.25
Bonus	0.00
Meal	20.00

Transaction Details:

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

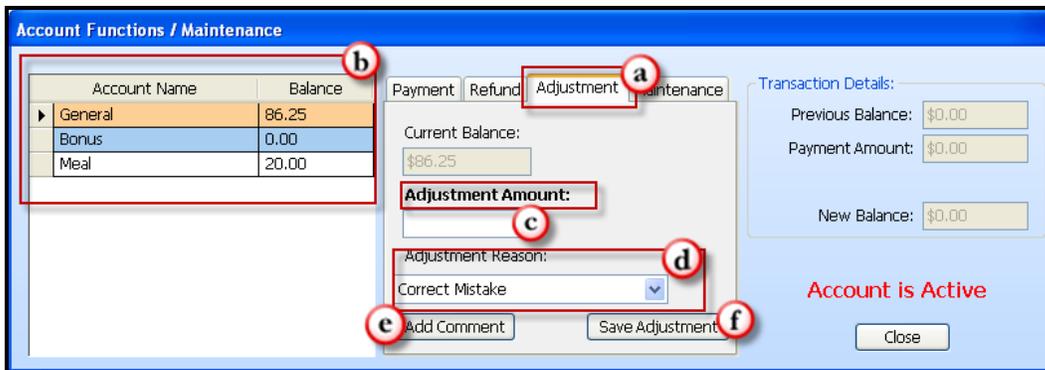
Account is Active

Save Refund 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. Navigate 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 clicking **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 a **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

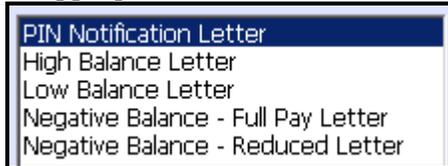
Account is Active

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**.

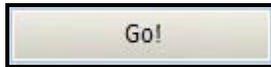
3.6) PRINT NOTIFICATION LETTERS

For more information, see attached sample letters and **Policy 6.3**.

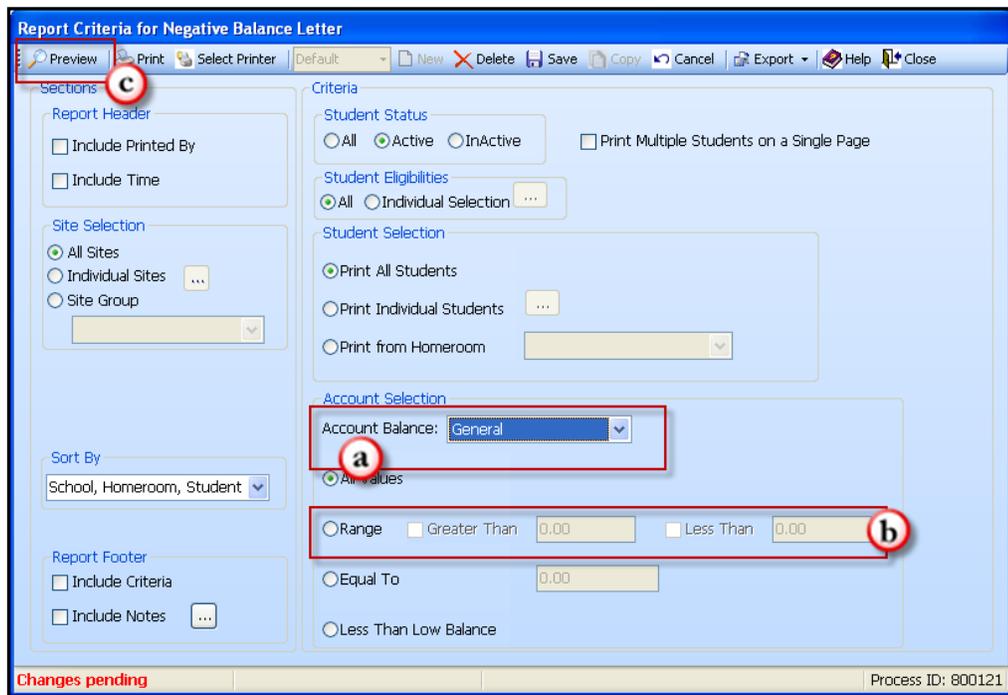
1. Navigate to **Reports > Letters**
2. Select the appropriate letter from the list that displays.



3. Click the **Go!** button and a new window will appear.

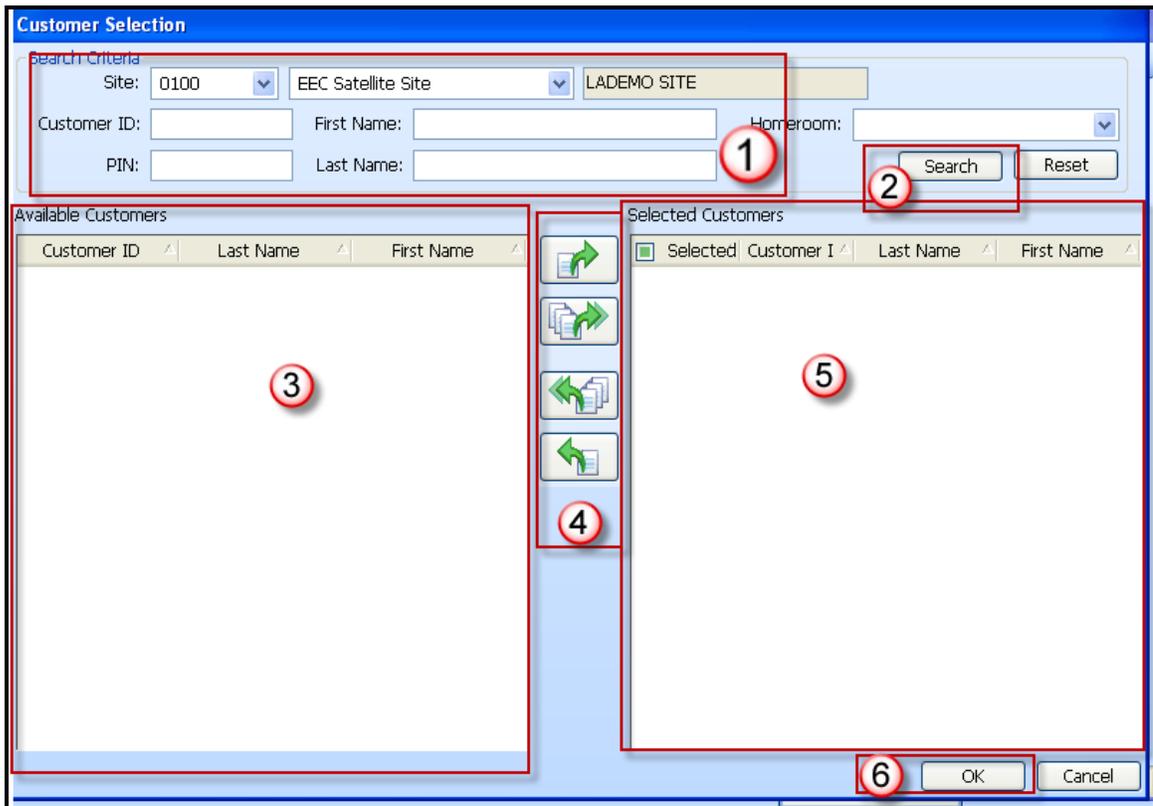


4. Depending on the letter being printed, a different set of report options will need to be selected: Negative Balance – Full Pay Letter or Negative Balance – Reduced Letter.
 - a. *Student Eligibilities*: either **Full Pay** or **Reduced** is selected, depending on the letter.
 - b. Account Balance is set to **General**
 - c. Range is set to **Less Than Zero**
 - d. Click **Preview** to review letter before printing.
 - e. Verify the letters look correct and click the **Print Report** button  in the top left corner.



PIN Notification Letter -

- a. To print a letter for all customers, select **Print All Students**.
- b. To print a letter for specific customers, select **Print Individual Students** and click the  button. 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 the **Search** button.
 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  button to move the customer to the *Selected Customers* window.
 5. Multiple customers can be selected and will appear in the *Selected Customers* window.
 6. Click **OK**. The window will close.



- c. Click **Preview** to review letter before printing.
- d. Verify the letters look correct and click the **Print Report** button  in the top left corner.