Onesource

POS Account Management

For Cafeteria Managers









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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 🛛 🔀 | | | | | | | | |
|--|-------------------------|----------------|----------------|------------------------------|------------------------|-----|----------------|--------------------|
| <u>File G</u> oto | File Goto | | | | | | | |
| 🔎 Search 🖩 List M 🔸 🗾 1 of 1 🕨 M 🗋 New 🗙 Delete 🔒 Save 🖾 Cancel 😓 Brint 🧇 Help 🏴 Close | | | | | | | | |
| ID #: | 071303M024 | Site: 1582 | 201 🔽 153 | 3RD ST EL | | - | Meal Plan: Stu | dents 💌 |
| PIN: | 1978437 Get | PIN Issue #: | | Gender: | Male | | Account Nam | ne Balance |
| First Name: | JEREMIAH | Language: | English | Vending: | Allowed | • | Earned | 0.00 |
| Middle Name: | D | Date of Birth: | 01/01/1900 | 🖌 🛛 Charge I | Limit: \$0.0 | | Meal | 0.00 |
| Last Name: | GOEBEL | Track: | (None) | Low Bala | ance: \$0.00 | | Bonus | 0.00 |
| Nickname: | | Grade: | Second Grade | Spend I | Limit: \$0.00 | 2 | Block Charges | |
| Email: | Homeroom: Z, GABRIE | | | * | | | Block Check Sa | les |
| Phone #: | | Eligibility: | Full Pay | * | | | Generic | |
| Address Mail | ling Address Guardian (| Group Membersh | ips Alerts Sta | itus Race | | - 6 | hoto | |
| Address 1 | : 23232 Happy Lane | | | | | | noto | |
| Address 2 | : | | | | | | | |
| City | : | | | | Account | 1 |) No P | hoto |
| State | : ZIP Code: 9 | 90247 | | | Functions | | Avai | lable |
| Country | Country: | | | | Inactivate Customer | 2 |) | |
| ľ í | | | | View | 3 |) | | |
| | | | | | History | | Attach Photo | Clear Photo |
| | | | | |] | | | |
| Changes pen | ding | | | | | | | 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.

| Security Customers | ; | | | | | | | | | | | |
|---|-------------------------|-----------------|-------------|--------|------------|-------------------|-------------------------------|----------------------------|---------------|-----------|-----------|-------|
| File Goto | file Goto | | | | | | | | | | | |
| 🕴 🔎 Search 📗 List H 🔞 💶 of 6 🕨 H 🗋 New 🗙 Delete 🕞 Save 💙 Cancel 😓 Print 💿 Export 👻 🖗 Help 🏴 Close | | | | | | | | | | e | | |
| ID #: | 100 | Site: 0099 | ~ | | IO SITE | | * | M | leal Plan: | Students | | ~ |
| PIN: | 100 Get | PIN Issue #: (| 01 | | Gender: F | emale | ~ | | Account | : Name | Balan | ce |
| First Name: | KATHERINE | Language: | English | ~ | Vending: A | llowed | * | ► | General | | 86.25 | |
| Middle Name: | Q | Date of Birth: | 03/26/1998 | 3 🔽 | Charge Lim | nit: 📢 | \$0.00 | | Bonus Meal | | 20.00 | |
| Last Name: | ADAMS | Track: | Track 02 | * | Low Balanc | :e: 🚺 | \$0.00 | | | | | |
| Nickname: | | Grade: | Fifth Grade | ~ | Spend Lim | nit: 📢 | \$0.00 | | Block Char | ges | | |
| Email: | | Homeroom: | Bell | ~ | | | | <u> </u> | Block Cheo | :k Sales | | |
| Phone #: | | Eligibility: | Free | ~ | | | | | Generic | | | |
| Address Mai | ling Address Guardian (| Group Membershi | ips Alerts | Status | | | | Dk | oto | | | |
| Address 1 | : | | | | | | | F | 1010 | | | |
| Address 2 | : | | | | | | | | (| T | | |
| City | : Swainsboro | | | | | Acco | unt | | | E | | |
| State | : GA ZIP Code: 3 | 30401 | | | | Functi | ions | 5 | | | | |
| Country | | | | | | Inactiv Custor | vate V mer V | $\boldsymbol{\mathcal{I}}$ | 69 | | | |
| country | | | Ľ | Viev | | | | 1 PA | | | | |
| | | | | | Histo | ory | | Vttach Pho | | aar Dhoti | | |
| | | | | | | | | | scachrifte | | Jar Friðu | |
| | | | | | | | | | | Proce | ss ID: 40 | 30008 |

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**.

| Custo | ALC N | | | | | | | | | |
|--------|------------------|-------|------|-----------------|-------------------------|-------|---------------------|------|--------------|-----|
| Deta | is 11 - 4 | | 1 of | 114 F FL | Different X Deelete 1 S | na 10 | Cancel April 2 Expo | | Help De Clos | • |
| Search | h Criteria | | | | | | | | | |
| | Site: | (All) | ¥ | (All Sites) | ¥ | | | | | |
| Cust | tomer ID: | - | | First Name: | | | | | | |
| | PIN: | - | | Last Name: | | | | Sear | ch Re | set |
| | PIN | 0 | (| Lustomer ID | First Name | 7 | Last Name | 7 | Active? | v |
| 10 | | | 10 | | Halley | | Williamson | | | |
| 100 | 0 | | 100 | | KATHERINE | | ADAMS | | | |
| 100 | 00 | | 1000 | | Joe | | Clarke | | | |
| 100 | D1. | | 1001 | | John | 2 | Smith | | 4 | |
| 100 | 02 | | 1002 | | Katie | | Smith | | 1 | |
| 100 | 03 | | 1003 | | Jennifer | 1 | Burch | | V | |
| 100 | 04 | | 1004 | | Tim | | Pierce | | 4 | |
| 10 | 1 | | 101 | | SHARON | | ABCENS | | | _ |

5. Click Account Functions.



CAFETERIA MANAGEMENT SYSTEM TRAINING



| Security Customers | ; | | | | | | | | |
|--------------------|---------------------------|----------------|---------------|------------|--------------|------------------------|----------------------|----------|--------------|
| File Goto | File Goto | | | | | | | | |
| 🔊 🔎 Search 🔳 | List I 🖌 🕴 🔰 2 o | f 114 🛛 🕨 📕 | 🗋 New 🗙 D | elete 🔒 | Save 🔽 Ca | ncel 🛛 📚 Prin | t <u>[]</u> Export 🔹 | 🧼 Help | 🔑 Close |
| ID #: | 100 | Site: 0099 | ✓ L/ | ADEMO SI | ITE | ~ | Meal Plan: | Students | ~ |
| PIN: | 100 Get | PIN Issue #: (| 01 | G | Gender: Fe | emale 🔽 🔽 | Account N | Name | Balance |
| First Name: | KATHERINE | Language: | English | 🔽 Ve | ending: All | owed 🔽 | General Repus | | 86.25 |
| Middle Name: | Q | Date of Birth: | 03/26/1998 | * | Charge Limit | : \$0.00 | Meal | | 20.00 |
| Last Name: | ADAMS | Track: | Track 02 | ~ I | Low Balance | e: \$0.00 | | | |
| Nickname: | | Grade: | Fifth Grade | * | Spend Limit | : \$0.00 | Block Charge | es | |
| Email: | | Homeroom: | Bell | * | | | 📃 Block Check | Sales | |
| Phone #: | | Eligibility: | Free | * | | | Ceneric 🔄 | | |
| Address Mai | ling Address Guardian (| Group Membersh | ips Alerts St | tatus | | | - Photo | | |
| Address 1 | : | | | | | | Photo | - | |
| Address 2 | : | | | | | | 6 | | |
| City | : Swainsboro | | | | L L | Account | | | |
| State | State: GA ZIP Code: 30401 | | | | | Trancions | ALC: NO | The last | h . |
| Country | Country: USA | | | | | Inactivate Customer | | 125 | |
| | | | ſ | View | | 20 | | | |
| | | | | | | History | Attach Phot | o) (le | ar Photo |
| | | | | | | | | Proces | s 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.

| Acc | Account Functions / Maintenance | | | | | | | |
|-----|---------------------------------|---------|---------------------------------------|--------------------------|--|--|--|--|
| | 0 | | a | | | | | |
| | D Account Name | Balance | Payment Refund Adjustment Maintenance | Transaction Details: | | | | |
| | General | 86.25 | | Previous Balance: \$0.00 | | | | |
| | Bonus | 0.00 | Current Balance: | Payment Amount: \$0.00 | | | | |
| | Meal | 20.00 | \$86.25 | · -, | | | | |
| | | | Payment Amount: 🥑 | | | | | |
| | | | \$0.00 | New Balance: \$0.00 | | | | |
| | | | | ~ | | | | |
| | | | | | | | | |
| | | | | Account is Active | | | | |
| | | | Save Payment | Close | | | | |
| | | | | | | | | |





6. 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.

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

| Security Customers | 🔀 Customers | | | | | | |
|--------------------|----------------------------------|------------------|--------------------------------|--------------------------------|---------------------|-------------------------|--------------------|
| File Goto | | | | | | | |
| 👂 Search 🔳 | List 🛛 📢 ┥ 📔 2632 | of 2641 📘 🕨 📕 | 🗋 <u>N</u> ew 🔀 <u>D</u> elete | 🔒 <u>S</u> ave 🔊 <u>C</u> ance | el 🛛 📚 <u>P</u> rin | t 🔟 Export 🝷 🤌 <u>F</u> | telp 🔤 Close |
| ID #: | 123197F038 | Site: 1531 | .501 🔽 MILES | EL | * | Meal Plan: Stud | lents 💌 |
| PIN: | 9561891 | Get PIN Issue #: | | Gender: Male | * | Account Name | e Balance |
| First Name: | NALLELI | Language: | (None) 🔽 | Vending: Allow | ed 🔽 | General | 0.00 |
| Middle Name: | | Date of Birth: | 01/01/1900 💌 | Charge Limit: | \$2.00 | Bonus | 0.00 |
| Last Name: | AVILA | Track: | Track D 🛛 💌 | Low Balance: | \$0.00 | | |
| Nickname: | | Grade: | Fifth Grade 🛛 💌 | Spend Limit: | \$0.00 | Block Charges | |
| Email: | | Homeroom: | OROZCO, JO: 🗸 | | | Block Check Sale | 95 |
| Phone #: | #: Eligibility: Full Pa | | | | | 🦲 Generic | |
| Address Mai | ling Address Guardiar | n Group Membersh | ips Alerts Status | | | Dhata | |
| Address 1 | : 6904 MILES AV #2 | 4 | | | | - Photo | |
| Address 2 | :: | | | I | naging | | |
| City | : | | | A | ccount | No Pł | noto |
| State | : ZIP Code | e: | | Fu | nctions | Avail | able |
| Country | ·· [| | | In Cu | activate stomer | | |
| country | • | | | | View | | |
| | History Attach Photo Clear Photo | | | | | | |
| | | | | | | F | Process ID: 400008 |

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

| | LAUSD Central Office | | | | | | | | |
|----------------------------------|---|---|--------------------|--|--------------------|---------------------------------------|--------------------|--|----------------|
| 0 | DneSo | lirce | Custor | ner History W | ith Ba | lances | Print Printed E | ed: 02/12/2009 9:37)y: System Administ | 7 AM trator |
| Cus | tomer Name: Site: Customer ID: PIN: Homeroom: | zTest, zTest 1130301 - DEVON 11303011CHOR4U 896606 | SHIRE CDS | | A C B | Balano Account General Bonus | es As Of 2/12 | \$2009 Balance \$38.00 \$0.00 | |
| | Eligibility: | FP | | | | | | | |
| Date | Location | Item | Terminal /Order | Transaction Type | Account | Amount | Accou General | nt Balances Bonus | |
| 02/02/2009 02/02/2009 01/14/2009 | LAUSD Central C LAUSD Central C DEVONSHIRE C | Office Office VS No-Entree Mea | 0-1 0-1 1-6 | Cash Tendered, \$20.00 Deposit from Cash Debit | General General | \$20.00 \$-1.25 | \$38.00 \$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.

| Prin | ıt | ? | X | | |
|------|---------------|---|---|--|--|
| ſP | rinter | | | | |
| N | Name: | Microsoft Office Document Image Writer V Properties | | | |
| 9 | Status: Ready | | | | |
| T | Гуре: | Microsoft Office Document Image Writer Driver | | | |
| V | Where: | Microsoft Document Imaging Writer Port: | | | |
| 0 | Comment: | Print to file | | | |
| ⊂ P | rint range | Copies | 5 | | |
| | | Number of copies: 1 🛟 | | | |
| (| Pages | from: 1 to: 1 1 2 3 Collate | 9 | | |
| | | OK Cancel | | | |

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





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 Functions / Maintenance | | | | | | |
|---------------------------------|---|---|--|--|--|--|
| Balance | | Transaction Details: | | | | |
| 86.25 | | Previous Balance: \$0.00 | | | | |
| 0.00 | Current Balance: | Payment Amount: \$0.00 | | | | |
| 20.00 | \$86.25 | | | | | |
| | Refund Amount | New Balance: \$0.00 | | | | |
| | (Save Refund | Account is Active | | | | |
| | enance Balance 86.25 0.00 20.00 | enance Balance Balance Balance Balance Balance D.00 20.00 20.00 Payment Refui Adjustment Maintenance Current Balance: \$86.25 Refund Amount Corrent Balance | | | | |





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.

| A | Account Functions / Maintenance | | | | | | | |
|---|---------------------------------|---------|---------------------------------|--------------------------|--|--|--|--|
| ١ | | b | | | | | | |
| | Account Name | Balance | Payment Refund Adjustment | Transaction Details: | | | | |
| | ▶ General | 86.25 | | Previous Balance: \$0.00 | | | | |
| | Bonus | 0.00 | Current Balance: | Payment Amount: | | | | |
| | Meal | 20.00 | \$86.25 | | | | | |
| | | | Adjustment Amount: | | | | | |
| | | | | New Balance: \$0.00 | | | | |
| | | | | | | | | |
| | | | Aujustment Reason: | | | | | |
| | | | Correct Mistake | Account is Active | | | | |
| | | (| e Add Comment Save Adjustment f | | | | | |
| | | | | Close | | | | |
| | | | | | | | | |

- 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: <u>Negative Balance – Full Pay Letter</u> or <u>Negative Balance – Reduced Letter</u>.
 - 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.

| Report Criteria for Negative Balance Letter | | | | | | |
|---|---|--|--|--|--|--|
| 🔎 Preview 📙 Print 🐁 Select Printer 📔 | efault 🚽 🗋 New 🗙 Delete 🔚 Save 👔 Copy 🐖 Cancel 🔐 Export 👻 🤣 Help 💵 Close | | | | | |
| Sections C Report Header Include Printed By | Criteria Student Status All Active InActive Print Multiple Students on a Single Page Student Eligibilities All Individual Selection | | | | | |
| Site Selection All Sites Individual Sites Site Group | Student Selection • Print All Students • Print Individual Students • Print from Homeroom | | | | | |
| Sort By School, Homeroom, Student 💌 | Account Selection | | | | | |
| Report Footer | ORange Greater Than 0.00 Less Than 0.00 | | | | | |
| Include Criteria Include Notes Include Note | OEqual To 0.00 OLess Than Low Balance | | | | | |
| Changes pending | Process ID: 800121 | | | | | |





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.

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