	STANDARD OPERATING PROCEDURE (SOP)		
	<b>Point of Sale Procedures</b>		
	SOP #: S.01	Version: 5	Updated: 7-26-19 Original: 2015

The purpose of this document is to outline internal policies and procedures in which SMCSC Nutrition Services employees will follow to ensure student accounts are managed fairly and consistently across the district.

#### ❖ **Reimbursable Meals:**

- **Free/Reduced eligible students**

Must purchase a qualifying meal in order to get the Free or Reduced price. Federal reimbursement applies only to the purchase of a qualifying meal.

- Requiring purchase of complete reimbursable meal

Elementary:

- o Cashiers will require the purchase of a complete meal except in the case of a student intending to purchase an ala carte entrée or milk.

Middle/High School:

- o Paid students are not required to purchase complete meal
- o Free/Reduced students
  - If student has enough funds in account to pay for desired purchase, student will be encouraged to take whatever food item is missing in order to qualify as a Free or Reduced price eligible meal.
  - If student does not have funds in account, student will be required to take whatever food item is missing in order to qualify as a Free or Reduced price eligible meal.

- Splitting Protein/Grain Entrees

- o If an entrée includes both the Protein and the Grain (i.e. Chicken Strips + Macaroni & Cheese), students must take both items if part of a reimbursable meal.
- o If student wants additional portions of either item, it can be separated and charged as ala carte: "Extra Entrée" or "Extra Bread."

#### ❖ **Cash/Check Payments**


- All students should be placing pre-payments in the pre-payment kiosk (middle/high school) or classroom teacher (elementary) and not giving to cashier during service.
- If a student has payment in hand and his/her account balance is sufficient for that day's purchase without needing to apply payment, cashier should tell student to place payment in kiosk or envelope.
- If a student has payment in hand and his/her account balance is such that they will not receive a regular meal without that payment, cashier must accept payment and provide student a meal. Cashier should give payment with student's name clearly marked to Manager or Assistant Manager.

#### ❖ **Free/Reduced Statuses**

- Free/Reduced status is confidential. Cashiers have access to this information in order to make the student's purchase experience as seamless as possible without identifying what the child's status is.
- Statuses and the coding system for statuses must remain completely confidential. Cashiers cannot discuss or share information with any person other than the Manager. Sharing this information outside of this is grounds for immediate termination.
- Status Coding: 222=Free 333=Reduced 111=Paid BLANK=Paid
- If a student's coded status does not match the meal price, cashier should notify Manager.

#### ❖ **New Students:**

- If a new student comes through the line and does not have a cafeteria account, cashier should:
  - o Write down the student's name and exactly what the student purchased. Give to Manager.
  - o Explain to the student that they should bring money the next day.
    - If student responds that they think they should be Free/Reduced, give name to Manager.

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❖ **Authorized use of student accounts:**

- One student can only charge to another student's account if the student who owns the account is standing with the purchasing student and gives permission.
  - Students are only allowed to charge to another student's account if the following conditions are met:
    - Student has no money in their own account.
    - Student has no money in hand to be able to make a prepayment.
- Adults or parents are not allowed to use student accounts to purchase food. There is no way at the point of service to verify that the adult purchasing is the adult who funded the account.

❖ **Charges and negative balances:**

- Students are allowed to purchase whatever they choose until account balance reaches (\$20.00).
- After (\$20.00) negative balance is exceeded, student will be allowed to purchase only a reimbursable meal at breakfast and/or lunch, and will not be allowed to purchase any ala carte foods (including ala carte servings of meal food items).
  - If a student has exceeded (\$20.00) prior to the start of the transaction, student cannot purchase ala carte for this transaction.

❖ **Parent/Guardian request to limit purchases**

- There will be an online form on the Nutrition Services website that parents/guardians can complete to place an optional block on ala carte purchases to the student's account.
- The ONLY option will be "Yes" or "No" to ala carte purchases.
- No other options or custom requests for limits on accounts (including the blocking of breakfast purchase) are allowed.
- This option should only be offered to parents who are having repeated account management issues with students.
- This form must be completed annually.

❖ **Removing items from student trays:**

- Cashiers should not remove items from student trays. If the student is not allowed to purchase ala carte, cashier must explain that a reimbursable meal purchase is required.

❖ **Low and negative balance reminders:**

- Verbal reminders will be given to student in grades 3-12 at the cashier and Manager's discretion.
- A series of automated alerts will be sent to parents daily (via email / text / voice) based on the student's free/reduced status and balance amount.
- When an account has reached (\$15.00), Manager will contact parent.
  - Each Wednesday, a report will be emailed to Managers with a list of students who have exceeded this balance.
  - Manager must attempt contact with parent via phone. Additional phone numbers for family can be requested from school office (Powerschool).
  - This contact **must be documented** in Etrition under Patron > Patron Information > Comments > Add Comment.

❖ **Donation Account**

- SMCSC Nutrition Services will keep an account at each school funded for the Manager or School Administration to request donations be transferred to individual student accounts. These donations can be requested in increments no greater than \$20 at one time.
- Requests should be emailed to Kara Kirk and include: Child's Name, Requested Amount, Reason

❖ **Manager Override/Approval**

- Manager has discretion and authority to charge a meal to any student's account.