End of School Year Process (Food Service)

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This article provides some step-by-step recommendations and best practice instructions for Food Service end of school year processes. This includes student account and PIN processes, mailing letters to households concerning student balances, and terminal maintenance.

> Please note that the following processes may not align with your district's end-of-year processes.

Inactivate Graduated Student Accounts

Tool Search: Account Management Wizard

Students must be marked as inactive after they have graduated from school. The student's PINs can be removed and returned to Campus for future use by other students. The **Mode** options under the **Account Management Wizard** provide options for users to manage student account information and balances.

1. Select **Inactive accounts** from the **Mode** dropdown.
2. Choose the **Student** option as the **Type**.
3. Optional: select an **Ad Hoc Filter**.
4. Scroll down the **Enrollment End Status** field and select **Graduated from High School**.
5. Select the appropriate grade (e.g., 12) from the **Grade** field.
6. Mark the **Use Ended Enrollments** box.
7. Select the current **School Year** that is ending.
8. Mark the **Include Patron Detail** box to view student names with the total number of graduated students.
9. Click the **Test** button to view the results of the report before making changes to the database. To finalize these changes, click on **Run Update**. The results appear in another window.

Remove Student PINs

1. Select **Remove PINs** from the **Mode** dropdown.
2. Choose the **Student** option as the **Type**.
3. Select the **Ad Hoc Filter** from the dropdown options to narrow the number of students whose PINs will be removed.
4. Mark the **Include Patron Detail** box to view student names instead of just the total number of graduated students.
5. Click the **Test** button to view the results of the report before making changes to the database. To finalize these changes, click on **Run Update**. The results appear in another window.

Inactivate Graduated Student Accounts and Remove Student PINs

You can also mark graduating student accounts as inactive and remove their PINs from the system at once by selecting **Inactive accounts and Remove PINs** from the **Mode** dropdown and completing the report editor. With this option, an **Ad Hoc Filter** is not necessary to remove PINs - the student's PINs that are removed are those with the selected **Enrollment End Status**. For end-of-year purposes, this is due to graduation. This option is used most often by districts.

Adjust Inactive Student Account Balances

Inactive student accounts with positive or negative balances at the end of the school year can be adjusted. This leaves a description of the adjustment on the student's Journal tab.

1. Select **Adjust balances on inactive accounts** option from the **Mode** dropdown.
2. Choose the **Student** option as the **Type**.
3. Optional: Select an **Ad Hoc Filter**.
4. Mark either **Positive Balance** or **Negative Balance** as the Account Balance option.
5. Choose an **Adjustment Type**. Default options include: Bad Debt, Refund, and Write-Off.
6. Include a **Description** of the adjustment.

   > This description can be seen on the Portal by parents as well as on the student's Journal tab.

7. Mark the **Include Patron Detail** box to view student names instead of just total numbers.
8. Click the **Test** button to view the results of the report before making changes to the database. To finalize these changes, click **Run Update**. The results appear in another window.

Run the Adjustment Report

Tool Search: Reports

After student accounts have been adjusted, districts can reference these changes by running an **Adjustment Report** to view these records.

1. Select an individual school or choose **District (All Schools)** from the **School** dropdown.
2. Select a **School Year**.
3. Select a **Summary Type**. Options include: Daily, Period, and Month.
4. Select a **Date Type**. Options include the **Transaction Date** or the **Post Date**.
5. Choose an **Adjustment Type** for the report. Default options include: Bad Debt, Refund, and Write-Off.

   > The Date options depend on the Summary Type selected. For any date, the input date must be within the range of the calendar year's start date and end date. Input a day, start date, and end date, or month in which to run the report.

6. Mark the **Adjustment Detail** box.
7. Select how you would like to sort the report from the **Sort by** options: **Adjustment Type** or **Student Name**.
8. Select **Generate Report**. The results appear in another window.

Send Letters to Households

Districts can send out letters to households notifying them of the student's account current balance through the **Patron Balance** report. Districts can also send a letter with the use of the **Balance Letter Wizard** or through **POS Account Messenger**.

To send a letter to a household regarding an account's low balance through the **Patron Balance** report:

1. Select **Low Balance Letter** from the **Report Type** dropdown.
2. Choose a **Household Letter Print Option**. Select **Multiple Accounts per Letter** if there are multiple students with Food Service accounts residing in the same household or select **One Account per Letter**.
3. Mark the **Print Letters for Secondary Households** check box. (Optional)
4. Reports can be run for individual schools and all schools in the district. Select a school or choose **District (All Schools)** from the **School** dropdown.
5. Select a **School Year**.
6. Select an **Ad Hoc Filter**. (Optional)
7. Input a **Maximum Balance** value. (Optional)
8. Select **Eligibility** options. Check box options include: Paid, Reduced, Free, and Non-reimb & Adult.
9. Select **Sort Options**. Options include: Patron Name, Grade & Name, and Homeroom Teacher.
10. Select an **Account Status**. Options include: Active, Inactive, and All.
11. Mark the **Include End Dated Patrons** check box. (Optional)
12. Select an existing template from the **Select a letter template** options or create a new template by selecting **New Letter** without selecting a template. Complete one of the following options:

Option	Procedure
Select a letter template	If a template is selected, click **Edit**. A template letter detail will appear. Anything in a white text box will print as it shows in the detail editor.
New Letter	If a template is not selected, click **New Letter** and create a new template.

13. After the letter editor detail is modified to fit your specifications, click **Save, Copy, Print**

Sample, or **Back** to further edit the letter options.

14. Select **Print Letter**.

For more details about Patron Balance information and reporting, see the Patron Balance page.

Terminal Maintenance

Tool Search: Terminals

The Events column of the **Terminals** editor of Point of Sales Administration should be at or very close to 0 (zero) for all terminals on or after the last day of serving. A terminal that has events that only increase and do not reduce may indicate a terminal is no longer in use. To keep performance and messaging optimal, terminals no longer in use should be deactivated.

Best practices for verifying that the Event column is accurate for the Point of Sale terminals:

- It is recommended that cashiers write down the name of the last student who went through their lunch line on the last day of school.
- Generate a Daily Transaction Detail Report for the last day of school and check for the name of the student who went through the lunch lines last to verify the last transaction has been posted successfully.

Deactivating Terminals

Once the last successful transaction has been verified, the terminals that will not be used until the following school year can be inactivated.

This can be done by:

1. Going to **Point of Sale > Administration > Terminals**.
2. Select a Terminal; a **Terminal Detail** will appear for that terminal.
3. Unmark the **Active** check box.
4. Save.

When the next school year is about to begin, mark the terminal as Active once more and complete a POS Data Reload. For instructions on the POS Data Reload process, see the Terminal Manager page.