# Account Journal

Last Modified on 07/07/2025 8:25 am CDT

This functionality is only available to customers who have purchased Campus Point of Sale as add-on functionality.

Tool Search: Account Journal

The Account Journal is used to view, add, or void transactions on a patron account and to transfer funds between accounts. Food Service accounts may be organized as individual patron or family accounts. For more information about Food Service Accounts, please review Account Info.

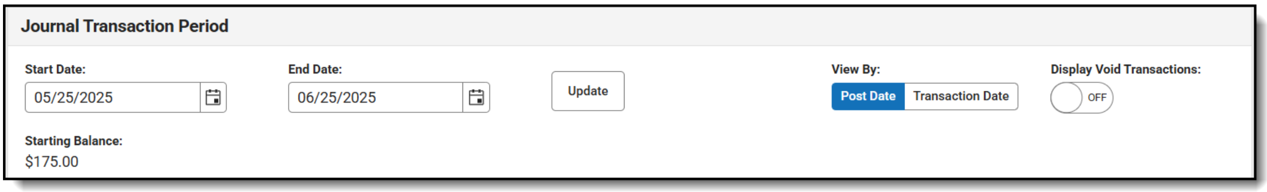
# Filter Transactions

Transactions appear in the Journal Transaction Period editor and are filtered by your date, View By, and Display Void Transactions selections. Selecting **View** on a transaction displays additional editors with more detail on the transaction item.

The **Start Date** and **End Date** selected determine which transactions are displayed. The default Start Date is 30 days in the past from the current date, allowing you to automatically see 30 days of account history.

The **View By** filter allows information to be sorted chronologically by the "Post Date" (when the transaction was posted to the Journal) or the "Transaction Date" (date the transaction occurred at the Point of Sale).

The **Display Voided Transaction** toggle will show any voided transactions when turned ON.



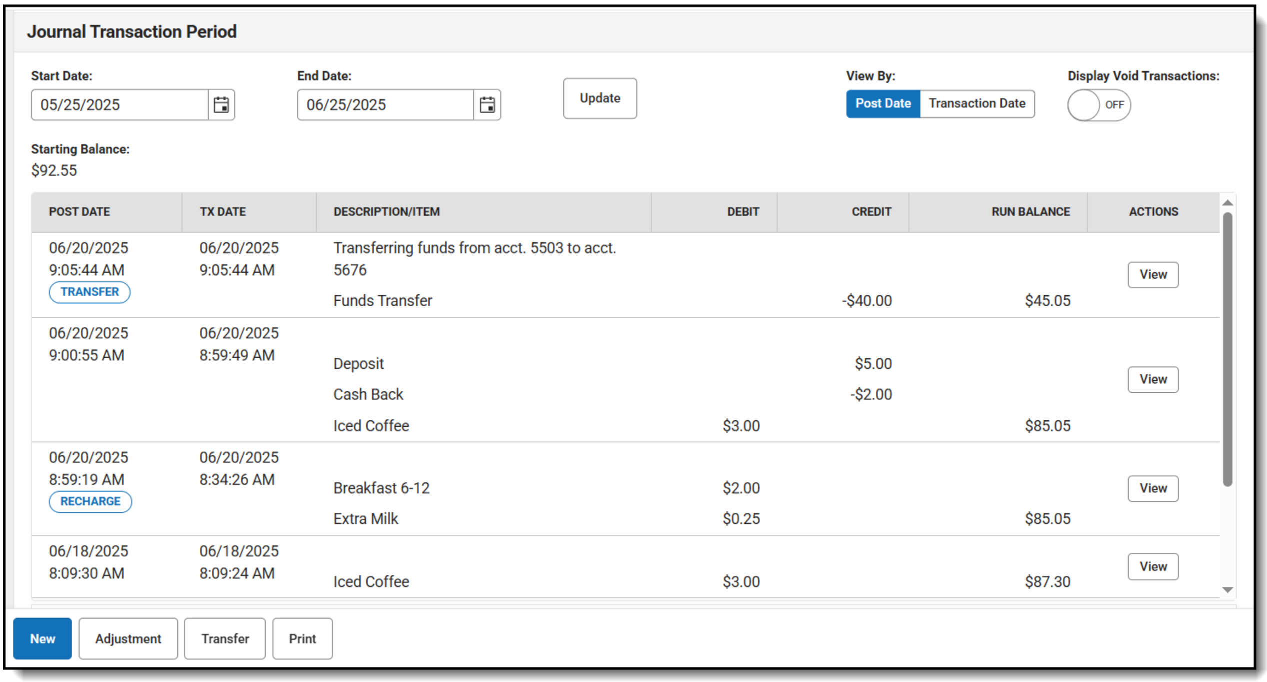

In general, the Post and Transaction dates are the same. However, if these dates differ, the network may have gone offline before the transaction could be posted to the Journal. When this occurs, the pending transactions wait in a queue and are not posted until the network is reconnected.

# View Transactions

The Journal Transaction Period displays a list of all transactions that occurred within the selected timeframe, allowing for analysis and adjustment as necessary. The transactions appearing in this list can also be viewed by patrons or parents on the Campus Parent Portal, if this information is allowed to display per the [Portal Display Options](#).

> In instances where multiple lines appear for the same product, the first line represents the reduced or free eligibility item, while the following lines indicate the full-price item(s).

> When using [Multi-Day Serve](#) or [Quick Serve](#), students are charged for the meals on the day the meal was meant to be served to them, not necessarily on the day they received the meal.



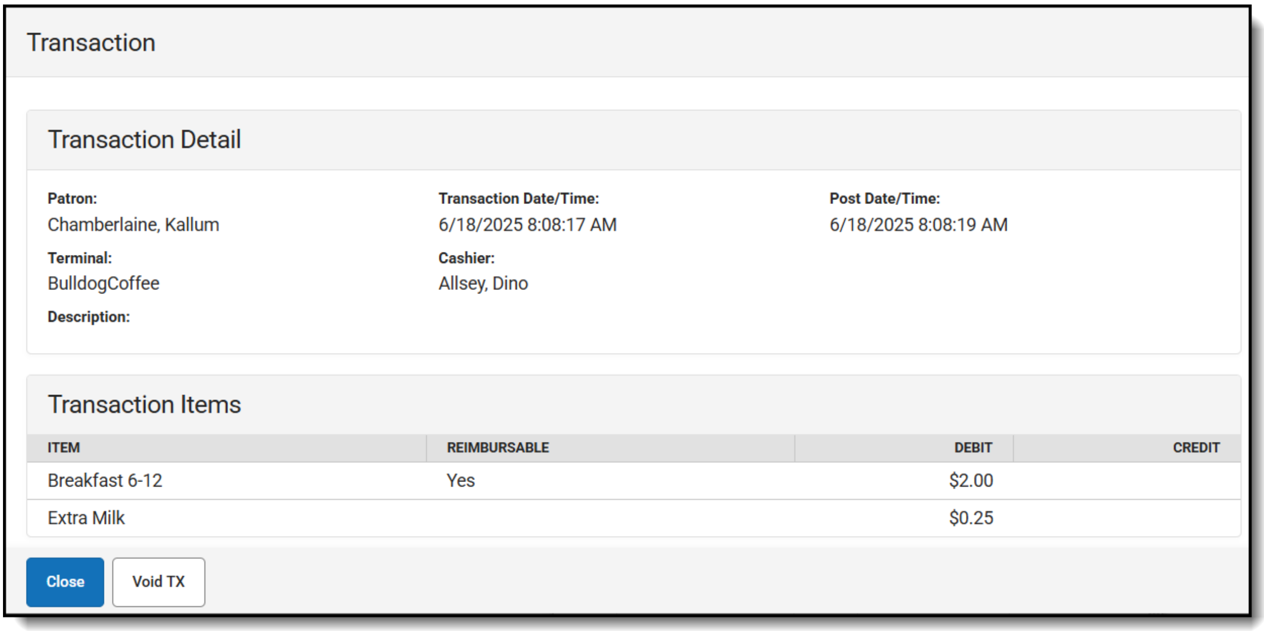

| Column | Description |
|---|---|
| **Starting Balance** | The current balance of the account as of the start date. |
| **Post Date** | The date on which the transaction was posted. The column may include the following transaction info labels:<br>• **Void** - A transaction that was voided.<br>• **Void Return** - The reversal transaction for a voided transaction.<br>• **Recharge** - A corrected transaction or recharge after a line item void has occurred.<br>• **Transfer** - A transaction where funds have moved from one food service account to another.<br>• **Adjustment** - A transaction indicating that the balance of an account has changed due to the use of the adjustment feature. |

| Column | Description |
| --- | --- |
| **TX (Transaction) Date** | The date on which the transaction occurred. |
| **Patron** | The patron to whom the transaction directly relates. The patron name will only appear if there is more than one patron on the account. |
| **Description/Item** | The transaction type - generally a deposit or (food) purchase, but may also include adjustments, voided items and starting balances.<br>• **Purchases** - Each item and/or meal name is indicated (*e.g.*, Brkfst Meal, Pizza, Milk, Ala Carte).<br>• **Deposits** made to the account are listed as "Deposit" or "Online Payment" (when applicable) with a description of the payment method listed in the **Comment** column.<br>• **Funds Transfer** - Indicates fund transfers between two food service accounts and lists both account numbers. On family accounts, Patron Name will be blank in the Journal due to the transfer not being associated with any specific patron.<br>• **Corrections** - Transactions corrected to the appropriate eligibility are indicated with a description of "Auto corrected transaction to eligibility mismatch".<br>• **Voids** - Entries with a Void label represent the action of voiding the original transaction. Voids made using Cafeteria Serve are indicated with a description of "Cafeteria Serve Void". Voids processed due to an Auto Void reversal based on incorrect eligibility are indicated with a description of "Auto void due to POS/Campus eligibility mismatch".<br><br>Auto void due to POS/Campus eligibility mismatch indicates the eligibility showing on the POS terminal did not match the eligibility showing for the patron in Campus at the time the transaction was Posted to the server. This could be caused by any of the following reasons:<br>◦ A student is charged for more than one reimbursable breakfast or lunch meal in a single day.<br>◦ Changes to a student's eligibility for reimbursable meals in Campus do not match what is being shown on the Point of Sale terminal.<br><br>"Auto void due to POS/Campus eligibility mismatch" was previously referred to as "Server void: POS/Campus eligibility mismatch." Previously saved Server void transactions will still display with that description. |

| Column | Description |
| --- | --- |
| **Debit** | This column indicates a purchase or adjustment amount that reduced the current account balance.<br><br>When a charge is reversed or a transfer is made out of an account, a negative value may appear in the Debit column, increasing the account balance. |
| **Credit** | This column indicates a deposit or adjustment amount that increased the current account balance.<br><br>When a charge is reversed or a transfer is made out of an account, a negative value appears in the Credit column, decreasing the account balance. |
| **Run Balance** | This column provides the running total of the patron's balance based on the transaction's post date. |
| **Net** | The total amount of debits (total of Debit column) and credits (total of Credit column) for the selected period. |

# Transaction Detail

To view a summary of a transaction, click **View** on the transaction (indicated by the line that also contains the **Post** and **TX** dates).




| Field | Definition |
| --- | --- |
| **Patron** | The person for whom the transaction was posted. |

| Field | Definition |
| --- | --- |
| **Transaction Date/Time** | The date and time at which the transaction occurred. If the transaction was voided (except for a void due to an eligibility mismatch), the date on which the void was processed is reported. |
| **Post Date/Time** | The date and time at which the transaction was posted to the server. If the transaction was voided (except for a void due to an eligibility mismatch), the date on which the void was processed is reported.<br><br>In general, the Transaction and Post Dates/Times will be the same. If these dates and times differ, the terminal may have gone offline before the transaction could be posted to the Journal. When this occurs, the pending transactions wait in a queue on the terminal and will post when the terminal reconnects. |
| **Terminal** | The terminal on which the transaction was processed. |
| **Cashier/Manager** | The name of the cashier or food service manager who was logged on at the time when the transaction was processed.<br><br>When a transaction is voided, the server/cashier who processed the void will appear in this field.<br><br>If the transaction is an Online Payment, the person who made the payment will appear in this field. |
| **Payment Method** | The method of payment used for the deposit. Possible values include: Cash, Check, and Credit Card. |
| **Reference #** | If the deposit was made by Check, the check number will be displayed here. If the payment was made by a credit/debit card *not* using Campus Payments, the district-entered reference number will be listed here. |
| **Description** | Standard description and/or comments on the transaction. |

# Transaction Item Detail

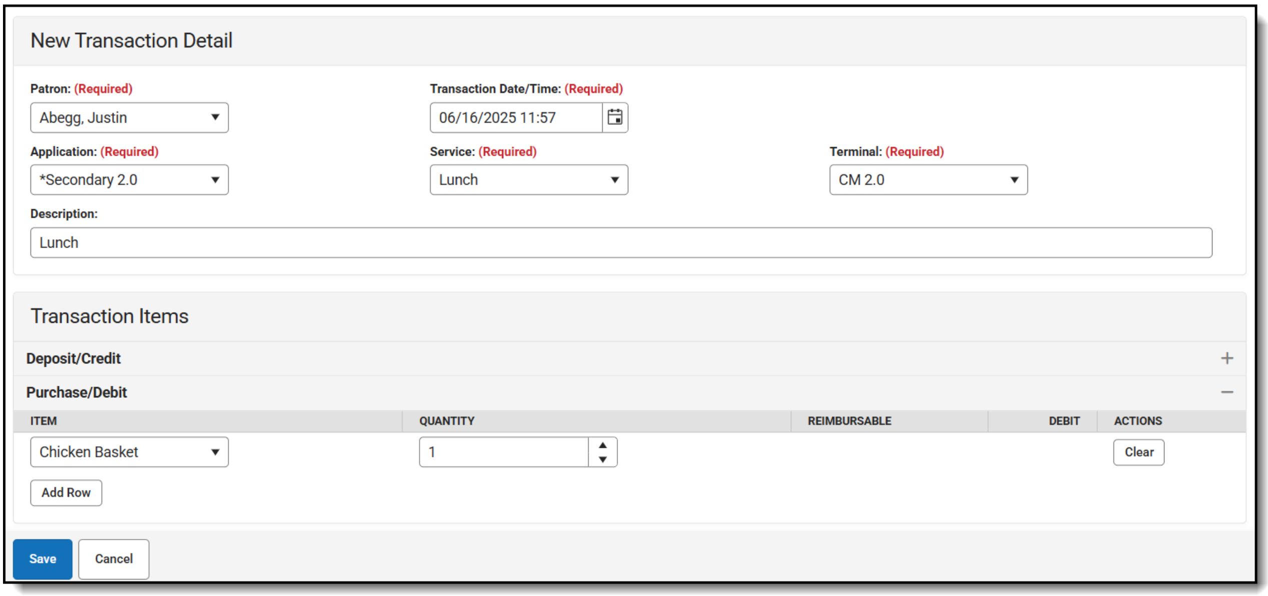
To view information about transaction items, click **View** on the transaction.

| | |
| --- | --- |
| **Item** | Indicates the item purchased. This field will also report as Deposit if the transaction was a deposit into the patron's account. |
| **Reimbursable** | Indicates if an item was reimbursable. This field will appear blank if it was not. |
| **Debit** | The amount of money charged to the patron's account. |
| **Credit** | The amount of money credited to the patron's account. |

# Add a New Transaction to a Food Service Account

Deposits should NOT be entered in the Journal. To enter a deposit, do so through the Food Service Deposit in Census or by processing the deposit at the Point of Sale Terminal.

If a transaction was not processed at the terminal, or by using tools such as Quick Serve or Class Serve (such as a transaction at the end of lunch after the terminal shut down), it may be entered on the Account Journal.




1. Click **New**.
2. Select the **Patron** that should be associated with this transaction. If the account is a family account, multiple names will be available for selection.
3. Enter the **Transaction Date/Time** in *MMDDYYHHMM* format or click the calendar icon to select a date.
4. Select the **Application** (service layout) which contains the purchasable item.
5. Select the **Service** (serving period menu) to which the transaction is assigned.
6. Select the **Terminal** where this transaction occurred.
7. Enter a **Description** of the transaction if desired.

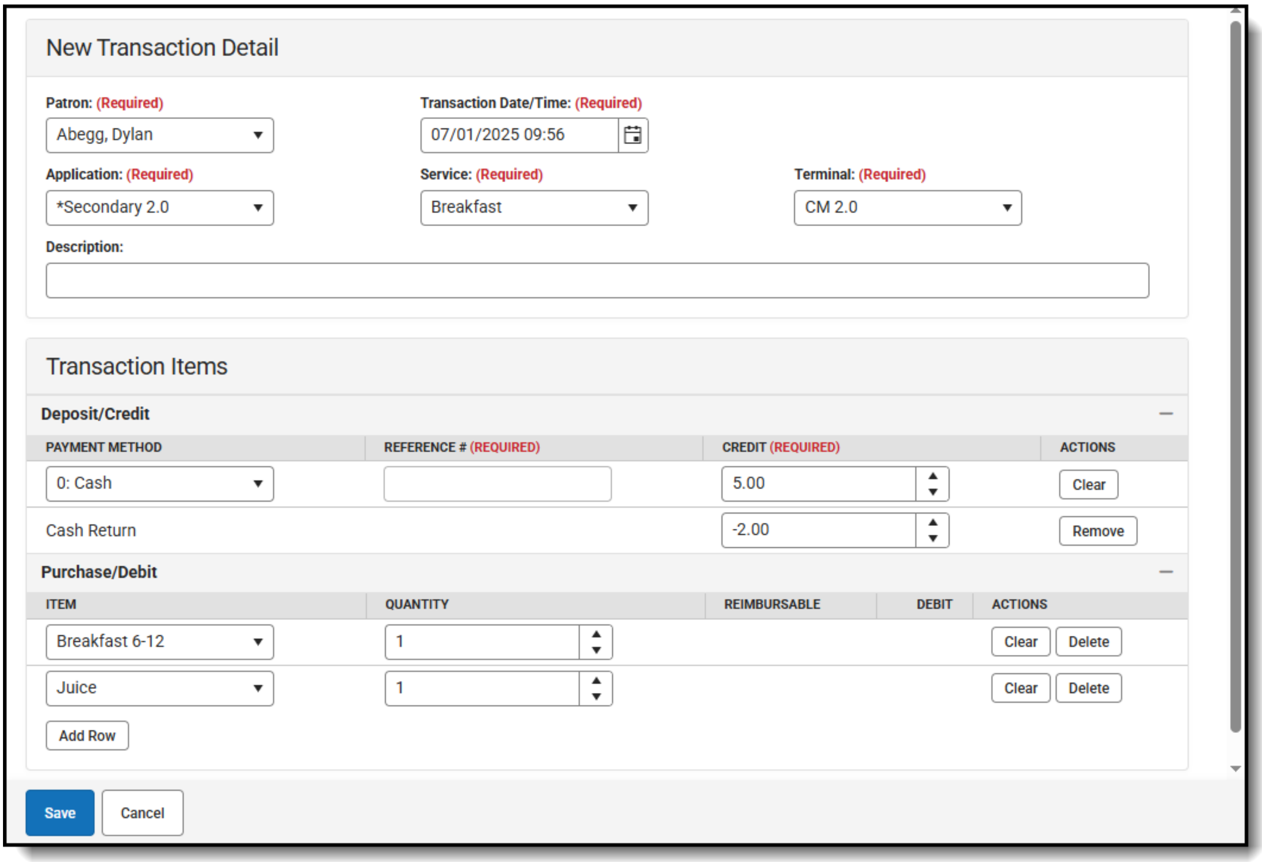
In the Transaction Item List editor:

1. Select the **Item** to be debited from the patron's account.
2. Enter a number in the **Quantity** field to indicate how many of the Purchasable Items should be processed.
3. Review and click **Save** the new transaction.

# Add a Deposit and Provide a Cash Return

While we recommend entering deposits through [Food Service Deposit]() or [Household Food Service Deposit]() as a best practice, we understand that there may be situations where this is not possible.

If your POS terminal is unavailable or shut down, you can use the Account Journal tool to manually record transactions where you have accepted cash or check payments and provided cash back during a purchase.




1. Click **New**.
2. Select the **Patron** that should be associated with this transaction. If the account is a family account, multiple names will be available for selection.
3. Enter the **Transaction Date/Time** in *MMDDYYHHMM* format or click the calendar icon to select a date.Select the **Application** (service layout) which contains the purchasable item.
4. Select the **Service** (serving period menu) to which the transaction is assigned.
5. Select the **Terminal** where this transaction occurred.
6. Enter a **Description** of the transaction if desired.
7. In the Deposit/Credit field, select the **Payment Method:**
   - **Cash** - a payment was made with cash. When a student pays with cash and receives change, use the Add Cash Return button to record that in the transaction.
   - **Check** - a payment was made with a check.
   - **Credit** - a payment was made using a credit card.
8. Enter the amount paid in the **Credit** field.
9. If providing change, click **Add Cash Return**.
10. Enter the amount of change that was given in the **Credit** field.

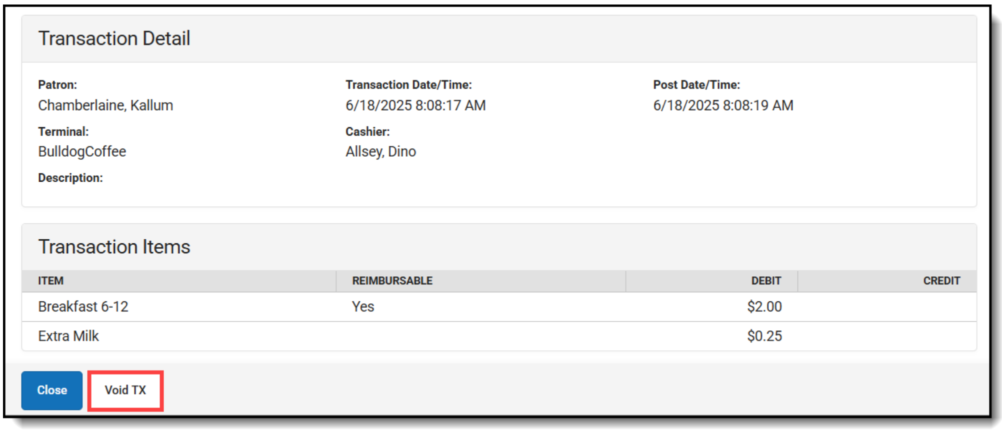
> The Cash Return amount in the Credit field will always be a negative number.

In the Transaction Item List editor:

1. Select the **Item** to be debited from the patron's account.
2. Enter a number in the **Quantity** field to indicate how many of the Purchasable Items should be processed.
3. Review and click **Save** the new transaction.

# Void Food Service Transactions

Food service administrators may void erroneous transactions that have been posted to the Account Journal. Specific items purchased can be voided individually.



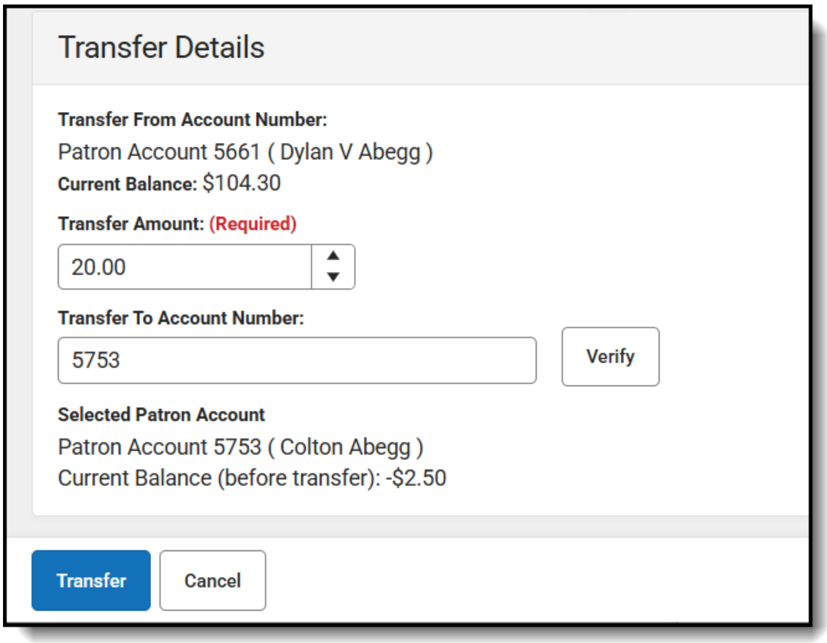

1. Click **View** on the existing transactions to be voided from the Transaction List editor.
2. Click **Void TX**. The Void Transaction screen will appear.
3. Select the **Void Reason** to indicate why the transaction is being voided.
4. Void Reasons can be set in the Core Attribute/Dictionary under POSTransaction > Void Code
5. Enter comments/details in the **Void Description** field to give more information about the voided transaction.
6. Mark the checkbox next to each item in the transaction that will be voided.
7. Click **Void**.

When Display Void Transactions is turned ON, voided items will appear with a Void label and will be listed as adjusted debits to the account.

# Transfer Funds

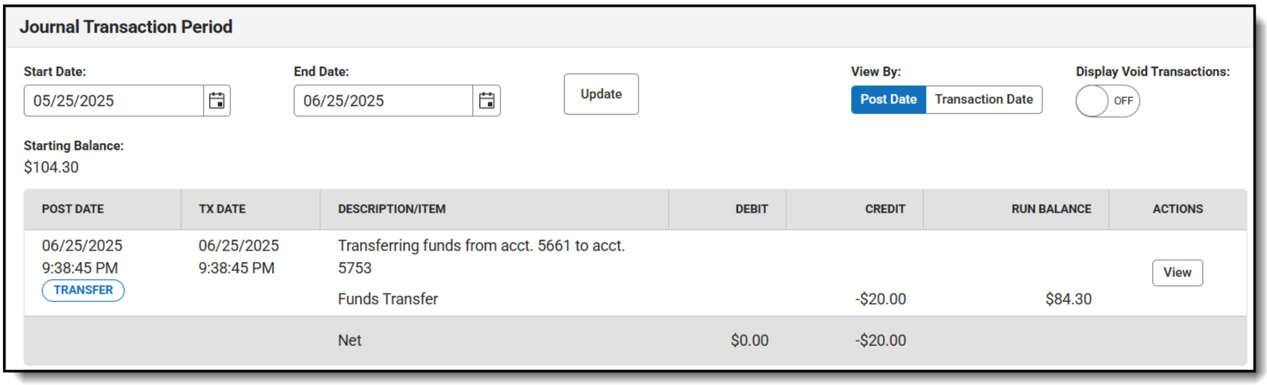
The Account Journal allows funds to be transferred between two POS accounts to correct patron processing errors and/or to manually redistribute funds to another patron's account.

On the account from which the funds were transferred, the transfer is recorded as a credit adjustment. The transaction is posted as a credit to the account to which the funds are transferred.



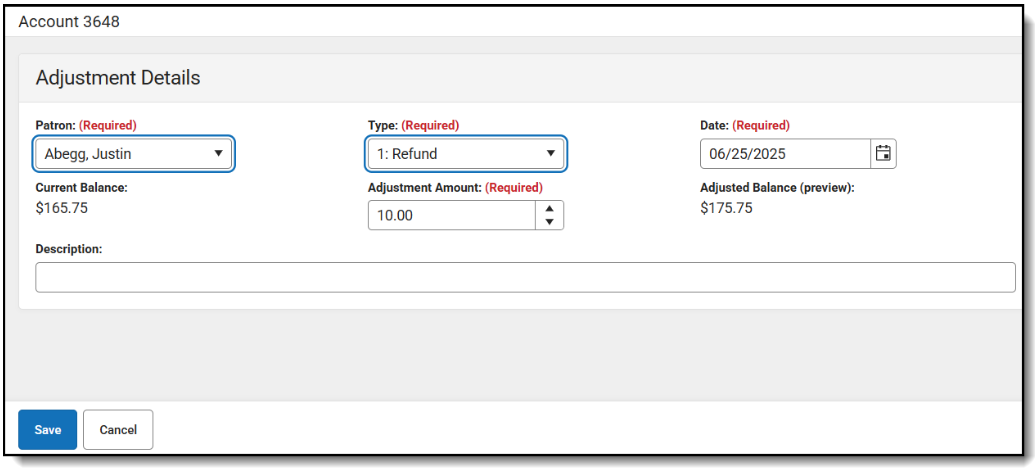

1. Click **Transfer**.
2. Enter the **Transfer Amount** to be transferred in dollar.cent format (*e.g.*, 10.50).
3. Enter the account number to which the funds should be transferred in the **Transfer to Account Number** field.
4. Click **Verify** to view the account information of the patron to whom the transfer will be sent.
5. Click **Transfer** when finished.

The Patron field appears blank for transfers made in Family Accounts.




# Adjustments

Erroneous patron balances can be adjusted to the correct amount.




1. Click **Adjustment.**
2. Select the **Patron**. If the patron has their own account, this field will only be populated with their name. If the patron is in a family account, this field will populate with all the patrons within the account.
3. Select the Type for the adjustment action you are performing.

   Campus provides the following default values; however, your system administrator can change these options in the Attribute Dictionary.
   - **Bad Debt**
   - **Refund**
   - **Write-Off**

4. Enter the **Date** of the adjustment.
5. Enter the **Adjustment Amount** of money being removed or added to the patron's account.
6. Enter the **Description** as to why the account is being adjusted.
7. Click **Save**. The adjustment will appear in the Journal Transaction Period and the patron's balance will reflect the adjustment made.