

Cashier FAQ

#1 What if I accidentally ring in the wrong item or an additional item?

Prices for each item will display under “Lunch Activity.” Highlight the selected item and click “Delete Selected” to remove the highlighted item.

#2 I received a pop-up message that the student has a different default cafeteria? Should I continue the transaction?

From time to time an ID number may be entered incorrectly and get through the verification process? You should NOT continue the transaction. Click “No” and re-enter the student. Once the correct student is selected, you can continue the transaction.

#3 What if a message restricting a particular item pops up on the screen?

Parents have the ability to restrict their students account for both items purchased and purchase limits. If an elementary student has something on their tray that is restricted, discretely tell them their parents have requested they not purchase that item and ask them to give to you or return to the line. For open items such as guacamole or french fries, please set aside as the health department won't allow us to resell them once the child has them on their tray. For secondary students, please refer to your campus cafeteria manager

#4 The student has a message that says they have a limit on their account. What should I do?

First, verify the student has not exceeded the parent set limit. The Current Purchase total displays the list of items purchased. If they have exceeded their limit, check with your campus cafeteria manager on how to proceed as each campus will handle this a little differently.