Café Terminal

USER'S GUIDE

Café
Terminal™

Version 4.35

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INTRODUCTION

ABOUT CAFÉ TERMINAL

Café Terminal™ is the Point-of-Sale (POS) software package designed to automate your sales activity, meal and eligibility counts, and State Claim form preparation. Café Terminal began as a DOS-based software program in 1991, evolving into the powerful Windows-based software package it is today. Recent updates have included the following enhancements:

1. **PcCharge Integration** - Automatically processes credit cards through your merchant account (Internet connection required).
2. **Dietary Notes Report** - Added to the list of options for patron reports.
3. **Sales Activity Report** - Enhanced to include à la carte columns added for 3rd meal period on 14" Sales Activity Reports.
4. **Café Prepay Integration** - Automatically contacts the Café Prepay web site, downloads payments, and adjusts account balances accordingly (Internet connection required).
5. **Journal Report** - Enhanced to include a column listing credit card numbers.
6. **Email** - Automatically emails Patron Participation Reports and Account Status Letters if the user and patron accounts include an email address.
7. **Account Key** - New key on the Sales Mode screen allows payments on account to be processed after the <Cash> or <Meal> key has been pressed to complete the sale.

The Café Terminal software may be used alone or in conjunction with these other products and services for complete management of your food service program:

Comalex Café Central™ — A central office software (for managing multiple meal sites).
Comalex FARMA® — Free And Reduced Meal Application software (for determining eligibility and managing applications for free and reduced meals).
Café Prepay™ — A free service to enrolled school districts, which can be integrated with Café Terminal (version 4.34 or higher). Parents use a credit card pay for meals and other school fees with their credit card at the web site, **www.CafePrepay.com**.
GOsoftware's PcCharge™ — Processes credit card sales and payments on account through your merchant account. A receipt is printed automatically.
Comalex Pay4Lunch ULD® — A bill reader which can be installed and used at each facility. Parents/students feed cash into the machine. Payments are imported in Café Terminal.
Symantec's pcANYWHERE™ — Communications software, for gathering and combining reports from all school meal sites within the district. Used with Café Central.
FOOD-TRAK™ — Software used for menu planning, recipes, purchasing and inventory.

Café Terminal utilizes patron accounts for flexibility in processing both account debit and cash sales. When a patron purchases a standard meal, Café Terminal automatically prices the meal according to the patron's meal pricing eligibility. The procedure is performed in a manner that ensures eligibility confidentiality.

Account transaction data is stored in daily journals for producing reports, including the State Claim form. Café Terminal reports provide all the documentation necessary to substantiate monthly reimbursement claims. The reports also provide income totals, data for tracking sales activity, and patron account information.

The use of Café Terminal increases the efficiency of your food service facility, increases meal program participation, and ensures compliance with government regulations. Café Terminal eliminates much of the paperwork and extra hours required to manage your food service program. With Café Terminal, you now have a user-friendly, organized means of minding the store.

USING THIS MANUAL

Every effort has been made to ensure that this is a truly "user-friendly" manual, which contains all the information you need to install and use your Café Terminal system. However, should you require additional help or information, please call your Café Terminal technical support line.

The Café Terminal USER'S GUIDE presents an orderly discussion of the system's requirements, setup, and functions. Sections follow a logical progression from installation and setup to processing sales and/or payments, generating reports, letters, and State Claim forms, and Year-End Processing procedures.

A **Quick Reference Guide** is included in this section, which lists the basic keystrokes for the most common operations you will perform in Café Terminal. The Quick Reference Guide does not explain these operations. It is recommended that you first read the detailed instructions for each task, in the appropriate section of the User's Guide, to gain a thorough understanding of Café Terminal.

The section titled *OVERVIEW OF OPERATIONS* contains a broad description of the Café Terminal system. Reading the material that describes a particular function before attempting it will help prevent unnecessary mistakes, and subsequent error messages. Some of the most common problems you may encounter, possible causes, and solutions are discussed in *Appendix E — TROUBLESHOOTING*. It will be helpful if you refer to this section and attempt the solutions listed before calling your Café Terminal support representative.

Café Terminal (versions 4.0 and higher or sales mode only in version 3.0+) is touch screen compatible. The User's Guide will instruct you to invoke certain keystrokes on the keyboard. Simply touch the appropriate key on the touch screen monitor instead of the keyboard. The *OVERVIEW OF OPERATIONS* section explains **Touch Screen** operations in more detail. If you have installed a Touch Screen monitor on your system, you will also need to learn about creating and editing **Touch Screen Layouts** and assigning each layout to be used during specified meal period(s) and specify which user(s) will use each layout (**User Setup**). Both of these headings can be found in the *INSTALLATION AND SETUP* section.

When you see this symbol in the manual, the procedure that follows can be practiced in Café Terminal's **Training Mode**. You're encouraged to practice processing sales and various file maintenance tasks. A combination of Training Mode, knowledge of the User's Guide, and the performance of tasks in the normal daily operations of your facility, will enhance your use of the Café Terminal system.

Caution *Operations performed while in Training Mode are not recorded on the disk. Nothing you do in this mode can damage your data or your computer, so go ahead and play. Do NOT, however, make the mistake of processing sales or payment transactions or performing necessary file maintenance in this mode as nothing you do will be recorded.*

Throughout the manual, you will see **< >** (arrowhead) signs surrounding symbols or alphanumeric characters, (e.g., **<Enter↵>, <F1..>, <Esc>, <Y>**). All such markings represent single keystrokes on the keyboard or a single touch (if touch screen is installed). Likewise, when you are instructed to select a menu option from Café Terminal's **MAIN MENU**, you will see that option surrounded by a brackets, such as **[F1..Sales Mode]**, which may be selected by touching, clicking, or pressing the appropriate function key on the top row of the keyboard.

You will find it helpful to be familiar with some common terms used throughout the User's Guide. Some of these terms are as follows:

>**Database:** A database is a file which organizes and maintains data (information) of various types. Café Terminal employs the use of several database files. Information is accessed so quickly, it is (in most cases) instantly displayed on the computer screen.

>**Field:** Refers to a specific area of the database file, which stores one piece of information. For example, the patron database file contains a <u>NAME</u> field. Whenever a patron's name is displayed on the screen, Café Terminal has accessed the database file and retrieved the patron's name.

>**Pack/Index: <F3..Pack/Index>** is a command located on the **FILE MAINTENANCE** menu. After you make changes to the databases used by Café Terminal (such as new items being entered, or changes in the patron and user database files), the information must be reorganized (repacked and reindexed) so it can be accessed quickly each time it is needed. <u>This command should be part of your regular editing routine.</u>

>**Setup:** Refers collectively to settings or options that may require editing before Café Terminal can perform certain tasks. Setup procedures are most often completed during Installation, but may be edited at a later time.

>**Menu:** A Menu is a list of available options. Menus can also be "nested" within other menus. Café Terminal contains many nested menus. The name of the current menu is always displayed in the upper left corner of the window. For instance, if you select

[F3..File Maintenance] from the **MAIN MENU**, the **FILE MAINTENANCE MENU** is displayed, containing another set of buttons (options). Select **<F4..File Utilities>** from this menu, and the **FILE UTILITIES MENU** appears with more options.

Toggle: A "toggle" button or key works much like a light switch (meaning that pressing the button once produces one result, and pressing it a second time produces the opposite result). One example is the **[F2..Log In/Unlock Terminal]** button, located on the **MAIN MENU**. After pressing the button and entering a login name and password, the button is changed to read **[F2..Log Out/Lock Terminal]**. You will press this same button when you are ready to log out. Another example is the **<F4 Info>** key in Sales Mode, used to display or hide patron account information.

At the end of each year, you must complete certain procedures to prepare the system for the next year. These procedures are referred to collectively as Year-End Processing. **Appendix D gives step-by-step instructions for completing Year-End Processing.**

As you read the **Café Terminal USER'S GUIDE**, you will notice that some information is repeated in several locations. This repetition reinforces your understanding of Café Terminal and decreases the need to refer to other sections of the manual for detailed explanations of procedures that apply to several functions.

QUICK REFERENCE GUIDE

LOGGING IN/UNLOCKING THE TERMINAL

1. **[F2..Log In/Unlock Terminal]** from the **MAIN MENU**. The login screen appears.
2. Type the **Login Name**. **<TAB>** to the next field.
3. Type the **Login Password**. Press **< Enter ↵ >**.

If an invalid name and/or password is entered, the system displays the message "Unable to locate user in the database". Make sure you have entered the Login and Password Names exactly as they were set up in Enter/Edit Users. Repeat steps 1-3 if necessary.

*A word of caution for multi-terminal facilities. If the message below appears on the screen, **do not** continue by pressing <YES> unless you are sure this user is not logged in at another terminal. If the same user opens two terminals and processes sales, a journal will only be generated when that user closes the second time, meaning half your sales transactions will be permanently lost.*

Yes or No?

Sue Smith appears to be logged in. If you are not logged in at another computer, select YES. Select NO to log in as another user.

Yes

No
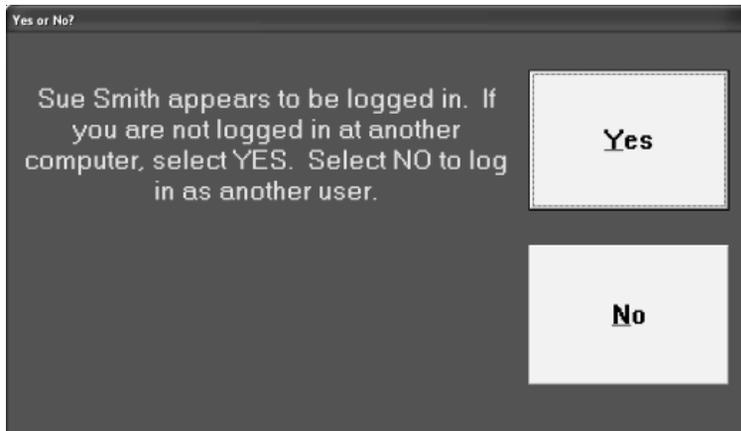
OPENING THE TERMINAL

Open Terminal to begin the day's transaction activity or to enter the **[F4..Training Mode]**.

1. **[F5..Open Terminal]** from the **MAIN MENU**.

2. Answer the question **Open Terminal?** Type **<Y>** or select **<YES>**, **or** type **<N>** or select **<NO>**.

3. Answer the question "Open Terminal For Sales Date xxxxx-xxxx xx, 2003? " If the date is correct, **< Enter↵>**, type **<Y>**, or select **<YES>**, OR…**<Change Date>**. Highlight the correct date by clicking on it and press **< Enter↵>**.   The date should now be changed to the one you have selected. Begin again with step 3.

4. Type in the **Opening Amount** of cash in the drawer and press **< Enter↵>** or **<OK>**. The first user to open for the date selected will see the message "Clearing Meal Flags...Please Wait". When this process is finished, the terminal is open.

5. Verify that the terminal is open for the date you selected. The word "**Open**" with the date flashes at the bottom of the **MAIN MENU** screen. If you opened for the current date, this will be displayed as GREEN, but if open for a non-current date, the message will be in flashing RED letters.

ENTERING SALES MODE

Enter Sales Mode to process sales during a meal service period, record payments and refunds on patron accounts, or the purchase of prepaid/discounted meals.

1. Select **[F1..Sales Mode]** from the **MAIN MENU**.

2. Select a sales period: **<F2..Breakfast>**, **<F3..Lunch>**, or **<F4..Snack>**. Type **<Y>** or click **<Yes>** to confirm the Sales Period selection.

3. If this user's access rights, assigned in User Setup, includes the ability to "Modify touchscreen layouts on fly", a screen will appear asking the user to select the layout he or she wishes to use. Use the drop-down menu to select a different layout if desired, or just press **<OK>** to accept the current layout.

PROCESSING ID SALES

When processing ID sales, it's best to learn and implement the **A.R.M.** rule:

> **(A) À la carte items first.**
> **(R) ROA transactions next.**
> **(M) Meal purchases last.**

1. Access the patron's account in one of the following ways:

    a) If PIN Pads or scanners are attached to the system, press **<←Get PIN>** if the patron is on your left or **<→ Get PIN>** if the patron is on your right.
    b) If the patron has forgotten his/her card, but tells you the PIN number, enter the number by pressing the numeric keys, then press **< Enter↵>**.
    c) Press **<F2 Search>** to search by name. Type the first few letters of the patron's last name, use the arrow keys to highlight the correct patron, then press **< Enter↵>**.
    d) Press **<F2 Search>** then **<F2 Thumbnails>** to search by photos. Select the home room, highlight the correct patron and press **< Enter↵>**.

    The patron's account balance information is displayed unless you have pressed **<F4 Info>** to hide the information. If the information is hidden, press **<F4 Info>** to display it.

2. Press **<F12 Snap Shot>** now to capture this patron's photo if he/she does not have one, and a camera is attached to the system..

3. Skip to step 4 if there are no à la carte items and prepaid meal purchases. Press the appropriate category and item keys for à la carte items included in this purchase. Press **<PPB>** or **<PPL>** to add a purchase of prepaid meals. (Note: Proper set up of the item file is required if your facility sells prepaid meals. Refer to **Entering Items** in the **Quick Reference Guide** section.)

4. Skip to step 5 if the patron is not adding funds to his/her account at this time. Press **<F8>** or the **<ROA>** key (If **ROA** was marked **True** in Set Up Terminal), then enter the amount to be deposited on account; OR...enter the amount of the payment using the numeric keys, which forces the ROA screen to appear; THEN select one of the following the payment methods:

a) <u>Cash</u> - If the patron has presented cash, press **<Meal (Cash)>** or **<Premium Meals>** (if applicable) to include a meal in the sale; OR simply press the **<Cash>** key.

b) <u>Check</u> - If the patron has presented a check, press **<F7 Pay By Check>**, then press **<Meal (Check)>** or **<Premium Meals>** to include a meal in the sale; OR simply press the **<Check>** key. If check numbers are being recorded, the **Enter Check Number** screen will appear. Key in the check number and press **<Enter>**.

> **Note** ✓ *If the **<F7 Pay By Check>** key is not visible, the option to **Track Checks During Sales** was not selected in **Set Up Terminal**. In this case, a check payment is treated the same as cash. In addition, you will not be asked to enter the check number if the option to **Record Check Numbers** is not selected in **Set Up Terminal**.*

c) <u>Credit Card</u> - If **PcCharge** is installed and the patron has presented an accepted credit card, press **<F9 Credit Card>** to display the Credit Card screen. Swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** and wait for PcCharge approval. Café Terminal returns to the Sales Transaction Screen and automatically prints a receipt if the card is approved.

> **Note** ✓ *Processing the credit card completes the transaction. If a meal sale is included, you must access the patron's account again to process the meal sale. To do this quickly, press **<F2 Search>** then press **<Enter>,** then press **<Meal>** or **<Premium Meal>** to process the meal sale.*

> **Note** ✓ *The **<F9 Credit Card>** key will not be visible unless **PcCharge** is installed and set up properly with your merchant account information. In addition, the option to **Integrate PcCharge** must be selected in **Set Up Terminal**. A receipt printer is required to use this feature.*

5. If a meal is included in this sale, press the **<Meal>** or **<Premium Meal>** key. If a meal is not included, press the **<Cash>** key. If the patron has sufficient account funds or prepaid meals on account, the account balance field, PPB and PPL fields are adjusted, and the sale is complete. Café Terminal is ready to process the next transaction.

6. If this patron does not have enough funds in his/her account to pay for items purchased, when you press the **<Meal>**, **<Premium Meal>** or **<Cash>** key, another screen will appear with the **Amount Due** displayed at the top of the screen. Select one of the following:

a) <u>Charge</u> - Press the **<Charge>** key (if charge limits were set up in the Eligibility Matrix). If you press this key and the message *No Charge Allowed* is displayed, you must collect payment from the patron. If this message is not displayed, the account balance field is adjusted displaying a negative balance, and the sale is concluded.

b) <u>Cash</u> - If the amount of cash presented exactly equals the amount due, simply press **<Enter (Cash)>**. If the amount of cash is greater than the amount due, enter the amount tendered using the numeric keys and then press **<Enter (Cash)>** if the patron wants change, OR press the **<F8 Account>** key to deposit the remaining amount in the patron's account. The amount of **Change Due** (if any) is displayed.

c) <u>Check</u> - If the patron presents a check at this time and the amount is equal to the amount due, press **<F7 Pay By Check>**, then press the **<Check>** key; OR if the amount is greater than the amount due and the patron wishes to deposit any remaining amount in his/her account, press the **<F8 Account>** key. If check numbers are being recorded, the **Enter Check Number** screen will appear. Key in the check number and press **<Enter>**. The account balance field is adjusted, and the sale is concluded.

| Note | *If the <F7 Pay By Check> key is not visible, the option to Track Checks During Sales was not selected in Set Up Terminal. In this case, a check payment is treated the same as cash. In addition, you will not be asked to enter the check number if the option to Record Check Numbers is not selected in Set Up Terminal.* |

d) <u>Credit Card</u> - If **PcCharge** is installed and the patron has presented an accepted credit card, press **<F9 Credit Card>** to display the Credit Card screen. Swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** and wait for PcCharge approval. If the card is approved, Café Terminal, returns to the Sales Transaction Screen and automatically prints a receipt.

| Note | *On this screen, only the amount of the sale may be charged to the credit card. The <F8 Account> key cannot be used to add funds to patron's account with a credit card. To add funds with a credit card, you must always use the <ROA> key during the sale.* |

| Note | *The <F9 Credit Card> key will not be visible unless PcCharge is installed and set up properly with your merchant account information. In addition, the option to Integrate PcCharge must be selected in Set Up Terminal. A receipt printer is required to use this feature. The sale is concluded after you select <Process Credit Card>.* |

PROCESSING NO ID SALES

1. Press **<F1 No ID>**.

2. Enter à la carte items by pressing corresponding keys. Use **<PLU>** to **L**ook **U**p **P**rices for items not shown. Use individual meal keys to enter a meal. If this is a student No ID sale, you will need to know this student's eligibility status in order to select the correct meal for pricing. **(The standard <MEAL> key is not used in No ID Sales.)**

3. Press **<Cash>**.

4. If this is an Adult No ID Sale, press the **<Toggle No ID Adult>** key.

5. Collect cash, check or credit card from the patron, and complete the sale by selecting one of the following:

    a) <u>Cash</u> - If the amount of cash presented exactly equals the amount due, simply press **<Enter (Cash)>**. If the amount of cash is greater than the amount due, enter the amount tendered using the numeric keys and then press **<Enter (Cash)>**. The sale is concluded. The amount of **Change Due** the patron is displayed.

    b) <u>Check</u> - If the patron presents a check at this time and the amount is equal to the amount due, press **<F7 Pay By Check>**, then press the **<Enter (Check)>** key. If check numbers are being recorded, the **Enter Check Number** screen will appear. Key in the check number and press **<Enter>**. The sale is concluded.

> **Note** ✓ *If the **<F7 Pay By Check>** key is not visible, the option to **Track Checks During Sales** was not selected in **Set Up Terminal**. In this case, a check payment is treated the same as cash. In addition, you will not be asked to enter the check number if the option to **Record Check Numbers** is not selected in **Set Up Terminal**.*

    c) <u>Credit Card</u> - If **PcCharge** is installed and the patron has presented an accepted credit card, press **<F9 Credit Card>** to display the Credit Card screen. Swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** and wait for PcCharge approval. Café Terminal concludes the sale, returns to the Sales Transaction Screen and automatically prints a receipt if the card is approved.

> **Note** ✓ *The **<F9 Credit Card>** key will not be visible unless **PcCharge** is installed and set up properly with your merchant account information. In addition, the option to **Integrate PcCharge** must be selected in **Set Up Terminal**. A valid Internet connection and a receipt printer are required to use this feature. The sale is concluded after you select **<Process Credit Card>**.*

VOIDING TRANSACTIONS

1. **<↑ Journal>** to display today's journal.

2. The most recent transaction is displayed. If this is not the transaction you want to void, use the ↑ key to scroll back through the transactions to find the correct one, or press **<F2 Search>** and enter a PIN to locate the last sale for a specific patron, and then press **<F3 Previous>** to locate a prior sale for the same patron.

3. With the correct transaction displayed, press **<VOID>**.

4. **<ESC>** to return to the Sales Transaction Screen.

MANUALLY PROCESSING PAYMENTS ON ACCOUNT (ROA'S)

1. Access the patron's account in one of the following ways:

   a) If PIN Pads or scanners are attached to the system, press <← Get PIN> if the patron is on your left or <→ Get PIN> if the patron is on your right.
   b) If the patron has forgotten his/her card, but tells you the PIN number, enter the number by pressing the numeric keys, then press **< Enter↵>**.
   c) Press **<F2 Search>** to search by name. Type the first few letters of the patron's last name, use the arrow keys to highlight the correct patron, then press **< Enter↵>**.
   d) Press **<F2 Search>** then **<F2 Thumbnails>** to search by photos. Select the home room, highlight the correct patron and press **< Enter↵>**.

   The patron's account balance information is displayed unless you have pressed **<F4 Info>** to hide the information. If the information is hidden, press **<F4 Info>** to display it.

2. Press **<F8>** or the **<ROA>** key (If **ROA** was marked **True** in Set Up Terminal), then enter the amount to be deposited on account; OR...enter the amount of the payment using the numeric keys, which forces the ROA screen to appear; THEN select one of the following the payment methods:

   a) <u>Cash</u> - If the patron has presented cash, press the **<Cash>** key.
   b) <u>Check</u> - If the patron has presented a check, press **<F7 Pay By Check>**, then press the **<Check>** key. If check numbers are being recorded, the **Enter Check Number** screen will appear. Key in the check number and press **<Enter>**.

> **Note** ✓ *If the <F7 Pay By Check> key is not visible, the option to Track Checks During Sales was not selected in Set Up Terminal. In this case, a check payment is treated the same as cash. In addition, you will not be asked to enter the check number if the option to Record Check Numbers is not selected in Set Up Terminal.*

   c) <u>Credit Card</u> - If **PcCharge** is installed and the patron has presented an accepted credit card, press **<F9 Credit Card>** to display the Credit Card screen. Swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** and wait for PcCharge approval. Café Terminal returns to the Sales Transaction Screen and automatically prints a receipt if the card is approved.

> **Note** ✓ *The <F9 Credit Card> key will not be visible unless PcCharge is installed and set up properly with your merchant account information. In addition, the option*

*to **Integrate PcCharge** must be selected in **Set Up Terminal**. A receipt printer is required to use this feature. The sale is concluded after you select **<Process Credit Card>**. If the sale includes a meal, you will need to access the patron's account a second time to process the meal sale.*

4. Look at the **Account Balance:** field at the bottom of the screen to verify the patron's new Account Balance.

   Follow steps one (1) through four (4) to record other ROAs.

> **Note** ✓
>
> *The **<F8 Account>** key can also be used to add funds to patron accounts, but it will only appear if the patron does not have enough funds in his/her account to pay for items purchased, after pressing **<Meal>** or **<Cash>** while processing a sale. Refer to the **Sales Activity** section of the User's Guide for a detailed description of this key.*

ADDING PATRONS

> **Note** ✓
>
> *Refer to the **FILE MAINTENANCE SECTION** of the User's Guide under the heading **Setting Up The Patron File** for explanation of the fields on the **Patron Information Screen**.*

1. **[F3..File Maintenance]** from the **MAIN MENU**.

2. **<F1..Enter/Edit Patron>**.

3. **<F4 Add Patron>**.

4. **Enter the name of your new patron:** The Name: field accepts thirty (30) characters. Enter **Last, First** (include the comma to separate the last name and first name). **< Enter↵>**.

5. **Enter the ID number of your new patron:** You can enter as many as 9 numeric digits in the Number: field. Enter the ID number you wish to assign to this patron. **< Enter↵>**.

6. The question **"Add # - Last Name, First Name?"** is displayed. Confirm by selecting **<Yes>**, or simply press **< Enter↵>**. The **Patron Information Window** is displayed.

Continue by completing the information for this patron, using **<TAB>** to move through the fields.

> **Note** ✓
>
> *If using a **touch screen monitor**, enter information using the on-screen keyboard. When the cursor is in the designated field select the **<Keyboard>** button located on the right side of the screen. Type in the data entry box, then touch the **<Enter↔** key when you are finished.*

ENTERING ITEMS

Note ✓	*If your system is using a standard keyboard, the **Keyboard Mapping** feature allows you to add items and **Assign** them to a key for one-touch access in **Sales Mode**. Refer to the **FILE MAINTENANCE SECTION** of the User's Guide for more information about Keyboard Mapping and a more detailed explanation of the fields in the Item File.*

1. From the **MAIN MENU**, select **[F3..File Maintenance]**.

2. Select **<F2..Enter/Edit Items>**. Café Terminal displays the **Item Information Screen**.

3. Press **<F4 Add New Item>** an Item. The on-screen keyboard is displayed.

4. <u>**Enter the DESCRIPTION of your new ITEM**</u>. Enter the description (up to 20 alphanumeric characters), then press **<Enter↩>**.

5. <u>**Enter the NUMBER of your new ITEM**</u>. Enter the number that you wish to assign to this item and **<Enter↩>**. The **Item Information Window** is displayed.

6. Select **<F5 Edit Current Item>** to complete the information about this item, using the **<TAB>** key to from one field to another.

7. Select **<F5 Save Current Item>**.

Note ✓	*If your system is equipped with **Touch Screen Monitors**, it is necessary to define a category for each item. Items are grouped into categories for on-screen display purposes. The category must also be included in the **Touch Screen Layout** assigned to the user in order for it to appear as a category key in **Sales Mode**. (See **Touch Screen Layouts** in the **FILE SETUP AND MAINTENANCE** section of the User's Guide for detailed instructions.)*

8. Select **<F7 Define Category>** to assign this item to a category. Then press **<Save>**.

LOGGING OUT/LOCKING THE TERMINAL

If you are between sales periods, you may wish to lock the terminal to prevent unauthorized use without closing the terminal at this time. <u>**To Lock the terminal:**</u> Press **[F2..Log Out/Lock Terminal]**. If this is the end of the day, close the terminal and run reports before logging out and exiting Café Terminal.

CLOSING THE TERMINAL

Close Terminal when you have completed the day's transaction activity or before exiting from the **Training Mode**.

1. Select **[F6..Close Terminal]**.

2. Enter drawer counts (the number of coins, not the cash value) in the **Penny QTY:**, **Nickel QTY:**, **Dime QTY:, Quarter QTY:**, **½ DLR QTY:** fields. Press **<TAB>** to move from field to field, **<Bksp>** (backspace) to erase if you enter an incorrect amount.

3. Enter the cash value of bills in the drawer (without a decimal).

> **Note** ✔️ *If **Track Checks Taken During Sales** and **Record Check Numbers** were checkmarked in **Set Up Terminal**, skip to step 4b (Reconcile checks).*

4a. Enter the total check amounts in the check register.

   a. **<F2 Enter Checks>**. The check register screen appears.
   b. Enter the number of checks for a single denomination. **<TAB>**
   c. **<F1 Add>** to add this line in the register. Continue to add checks received in this manner. To clear a single line from the register, use the **<↑>** or **<↓>** key to highlight the line to clear from the list, then select **<F2 Clear>**. To clear the entire list, select **<F3 Clear All>**.
   d. Verify the information is correct, then select **<F5 Save Total>**.

4b. Reconcile checks.

   a. **<F2 Enter Checks>**. The check register screen appears.
   b. **<F4..Reconcile By #>**. A list of all checks recorded in Sales Mode with the **<F7..Pay By Check>** key.
   c. Place a checkmark next to each check on the list, matching them up one by one with the checks in your cash drawer. Use the **<↑>** or **<↓>** key to highlight the a check, then select **<F1 Mark Entry>**. Use **<F2 Unmark Entry>** to unmark an entry. When finished, select **<F3 Save>**.
   d. Verify the information is correct, then select **<F5 Save Total>**.

5. Credit Card - This line is displays the sum total of all **PcCharge** credit card transactions that were processed in Sales Mode via the **<F9 Credit Card>** key. Café Terminal calculates and enters this total for you.

6. **<F1 Run Totals>**. The TILL totals you have just entered and the REGISTER totals calculated by Café Terminal from Sales Transactions (Coins & Bills, Checks, Credit Card and Total In Register) will be displayed.

> **Note** ✔️ *If the **User Access Rights** do not include the ability to **View Till Amounts**, only the TILL totals section will be displayed. Complete the close by pressing **<F3 Close Terminal>**. When the last user closes the terminal, a Sales Activity Report is generated, and the message **"Counting Eligibles...Please Wait"** is displayed. When this process is finished, Café Terminal returns to the **MAIN MENU**. The word **"Closed"** appears at the bottom of the screen.*

7. If the word **"Balanced"** appears on the bottom line, continue with the closing. If the figures do not balance, the word **"Shortage"** or **"Overage"** is shown, in which case you may wish to abort the closing by pressing **<ESC>**, recount the money in the drawer, begin the closing again.

8. Press **[F3..Close Terminal]** or press **<Esc>** to abort the closing.

9. You are prompted **_"Do you wish to print a receipt with the closing totals?"_**. Select **<Yes>** to print a closing totals receipt or **<No>** to close without printing a receipt.

Note ✔	_If you select **No**, you will not be able to print the receipt at a later time. Closing totals are not stored by Café Terminal. For this reason, it is recommended that you always select **Yes**._

10. Print reports, such as Sales Activity Report, State Forms, or any other reports needed before exiting Café Terminal.

LOGGING OUT AND EXITING CAFÉ TERMINAL

If it's the end of the day, and you have printed any reports needed, press **[F2..Log Out/Lock Terminal]** then **[Esc..Exit Café Terminal]**. Always exit Café Terminal properly before turning off the computer.

SETTLING CHARGED SALES IN PCCHARGE

After closing the terminal and exiting Café Terminal, if you processed any credit card sales, you must also settle your account with PcCharge™. This involves opening PcCharge™, processing an End-of-Day batch, and running reports from PcCharge's Report menu. The instructions below list only the basic steps. You may also wish to consult the PcCharge User's Guide.

1. Select the PcCharge icon (this appears as a green dollar sign in the system tray on your computer). Click **<OK>** on the PcCharge Payment Server window. PcCharge will start and display the word "Loading" on the screen.

2. Press the sunset icon on the menu bar, or select End-of-Day from the Transactions menu. The count, number of batches, and total amount of charges are listed. Your merchant account information is listed at the bottom of the window.

3. Press **<Settle>**. The result is displayed with the words "Process Complete" appearing at the top of the window.

4. Select Reports/Report Filter from the menu or press the Reports icon on the menu bar. Choose the type of report, the dates to include and choose whether to send the report to the screen, printer, or file.

EXIT WINDOWS AND TURN OFF THE COMPUTER

Always exit Windows properly, press **Start** on your task bar, then press **Shut Down** or **Turn Off Computer**.

INSTALLATION AND SETUP

SYSTEM REQUIREMENTS

HARDWARE REQUIREMENTS

The basic requirements for the Café Terminal POS system are Microsoft Windows98® computer systems with optional LAN, WAN, or modem connectivity.

Minimum Hardware

IBM-PC or compatible computer
64 Megabytes of RAM for systems running Microsoft Windows®98se (recommended)
Café Terminal Hardware Component (required for all systems)
A 3.5" floppy drive and formatted high-density diskettes, a tape drive, a "zip" drive, or a CD-R
   Writer, for regular system backups

Networks

Multi-terminal sites also require LAN (Local Area Network) cards and cabling for interconnection of the terminals. One computer is designated as the "SERVER", which maintains the item and patron database files. The server then shares this information with the rest of the terminals, called "CLIENTS". At least one of the computers at each site should also have modem or WAN (Wide Area Network) connectivity. For Café Prepay Integration and PcCharge Integration, Internet connectivity is required. A 56K Modem or faster, such as cable, T1 or DSL, is recommended.

Optional Hardware

Printer (parallel)	Credit Card Swipe
Receipt Printer	Keyboard
Scale (NCI serial)	Touch Screen Monitor
Cash drawer (serial)	Pay4Lunch Unattended Loading Device
Network interface (LAN) card	Uninterruptible power supply
Magnetic strip reader	Mobile cart
Bar Code Reader	Spill-proof keyboard cover
12 key PIN pads	56K modem or high-speed Internet connectivity
Digital Video Camera	Windows® ID Printer (such as Datacard or Fargo)

SOFTWARE REQUIREMENTS

Minimum Software

Microsoft Windows® (operating system software)
COMALEX Café Terminal™ (point-of-sale software)
Microsoft Excel®97 or greater (spreadsheet software)

Optional Software

Comalex Café Central™ (Central office software)
Comalex FARMA® (Free And Reduced Meal Application software)
PcCharge Payment Server™ (for credit card processing)
Comalex DC Software (for the Comalex Pay4Lunch® ULD)
Symantec's pcANYWHERE™ (communications software)
FOOD TRAK™ (for menu planning, recipes, purchasing & inventory)

INSTALLATION

INSTALLATION OF REQUIRED HARDWARE

Café Terminal Hardware Component (required in all systems)

The hardware component (a hard lock), accompanies the Café Terminal software. This piece must be attached to the terminal before Café Terminal will run. Windows®2000/ME/XP users will use the USB Hardware Component, and attach it to an open USB port on the back of the computer.

INSTALLATION OF OPTIONAL HARDWARE

Your Café Terminal system will run with some or all of the following hardware (devices). Follow the manufacturer's instructions for installing each device. In some cases, you may be directed to insert a floppy disk or CD ROM disk to install a device.

Printers

If the printer you are installing is capable of printing on 14" paper (legal size), you may wish to put a checkmark next to the option *"Use 14" Sales Reports?"* in **Terminal Setup**. (See **Completing Terminal Setup** in this section.) If this option is selected, **Sales Activity Reports** will be printed on 14" paper, and will include some extra columns, containing breakdowns of à la carte items and quantities. Some **State Forms** are also printed on 14" paper if this option is used.   If you will be processing credit card transactions by **Integrating PcCharge**, a receipt printer must also be installed.

Note ✔	*Café Terminal reports are displayed in "print preview" form on the screen. If you are not installing a printer at this time, in order to view reports on this terminal, you must set up a printer on the computer. This can be a standard text printer. This is accomplished through the Windows® "Add Printer Wizard". Follow the instructions below for setting up a printer.*
Note ✔	*After installing the printer(s) according to the needs of your facility, you must also **Assign Printers** in Café Terminal for each of the printing tasks you will want Café Terminal to perform. (Refer to the heading **Printer Selection** later on in this section of the User's Guide.)*

Installing And Setting Up A Standard Printer:

A printer must be selected and properly set up in Windows® for Café Terminal to properly print reports. Depending on which version of Windows you are running, the instructions below may vary slightly. Refer to the Windows® manual, Printer's Manual, or Windows Help, if necessary. If your printer came with a CD containing software and drivers, installation may run automatically when you insert the disk in the CD drive. Whenever possible, follow the instructions provided by the printer manufacturer for installing your printer.

1. Click the **Start** button, click **Settings**, then **Control Panel**.

2. Click **Printer**, and then double-click **Add Printer**. (The **Add Printer Wizard** dialog box will appear.)

3. Click **Next**.

If installing the printer in a single-user environment or the Server in a network environment, verify that **local printer** is selected, and

4a. Click **Next**.

OR…If installing on client terminals in a network environment,

4b. Click on **network printer**, and then click **Next**.

The printer must be set up on the Server before installing on the client terminals.

5. Click on the proper manufacturer of the printer to be installed.

6. Click on the proper printer model of the printer to be installed.

7. Click **LPT1:** and then click **Next**.

8. Click **Yes** to set this printer as the default printer, and then click **Next**.

9. Click **Finish**. If the printer software suggests printing a test page, select this option now.

> | Note ✓ | *If the test page does not print properly, check the Printer's manual, Windows manual or Windows Help for additional assistance.* |

Receipt Printers and ID Card Printers

Café Terminal also supports receipt printers and ID printers. The receipt printer must emulate Epson printer protocols. If the printer manufacturer provided a CD, follow the installation instructions provided. If a CD was not included, and you have a driver, run the **Add Printer Wizard**.

Scale

Café Terminal only supports the NCI serial scale. Before attaching the scale, it must be configured at 9600, 8, N, 1. Attach the scale to any COM port. Make sure that the correct COM port is entered on the **Terminal Setup** screen in the **NCI Scale:** field. From the **MAIN MENU**, select **[F3..File Maintenance]** from the main menu, then **<F6..Set Up Terminal>**, then **<F1 Set Up Terminal>**.

Cash Drawer

Café Terminal only supports a serial connected cash drawer. Before attaching the cash drawer, it must be configured to communicate at 9600, 8, N, 1. Flow Control should be set to Xon / Xoff. Café Terminal puts out 4 bell characters, including a hexidecimal 07 code, to trigger the cash drawer. Attach the cash drawer to any COM port. Make sure that the correct COM port is entered on the **Terminal Setup** screen in the **Serial Cash Drawer:** field. From the **MAIN MENU**, select **[F3..File Maintenance]** from the main menu, then **<F6..Set Up Terminal>**, then **<F1 Set Up Terminal>**.

Local Area Network (LAN) Interface Card

The type of Local Area Network (LAN) card used must be compatible with and supported by Windows®. Token Ring and Ethernet both meet these requirements.

Magnetic Stripe Scanner/Bar Code Reader/12 Key PIN Pad

If you are installing a Magnetic Stripe Reader, a 12-Key PIN pad or multiple PIN pads or multiple scanners, the default "Patron Scanning Mode" should be used. On the **Terminal Setup screen**, assign COM port numbers to the device that will be activated by the **<←Get PIN>** key and/or the **<→Get PIN>** key.

If you are installing a single serial bar code reader, Café Terminal should be set up for Cashier Scanning Mode. Detailed instructions are included in the *INSTALLATION AND SETUP* section, under the heading **Selecting The Scanning Mode**. Set up the bar code reader for no preamble and a post-amble of CR LF.

Digital Video Camera

To capture photos for displaying during Sales Mode, you must install a Microsoft video compatible digital video camera on one, or all, of the terminals. In a multi-terminal installation, it is recommended that the photo capture take place on a terminal other than the Server. The additional load of capturing photos may negatively impact the Server's performance. Follow the installation instructions accompanying the camera hardware to install.

Credit Card Swipe

This device may be installed if the PcCharge feature is integrated with Café Terminal (see the instructions for installing PcCharge). There are two types of card readers: A **keyboard wedge** has two ends, one of which is connected to the keyboard port on the back of the computer, the other is used to connect the keyboard. A **serial card reader** must be configured to communicate at 9600, 8, N, 1.

Keyboard

The keyboard must be customized for the Café Terminal system. You are provided with key decals to be affixed to specific keys on full travel keyboards. Some of the decals contain all of the information necessary to name the key and define its function. Others require you to add item or meal information to the label before affixing it to the keyboard. Café Terminal's installation diskettes contain Word Perfect files of keyboard layouts for different keyboards. You can print these files if Word Perfect is available. These files may be found in the **\CAFETERM\KEYBOARD** directory.

Café Terminal contains a **Keyboard Mapping** feature that allows you to maintain different à la carte layouts on separate terminals within a multi-terminal system and to switch between layouts on a terminal. For example, on certain days of the week, your cafeteria may offer a specific menu that differs from that of other days of the week. By setting up your item file and using the Keyboard Mapping feature to include this distinct menu, you can select the menu on the appropriate day to automatically process the sale of those items with the same keystrokes used to process the sale of other items on other layouts. The next heading, *SYSTEM SETUP* contains directions for setting up individual menu layouts.

Before hand-labeling the keys, you must first decide which keys will represent the items and meals in the item database file. Items 1 - 30 and 201 - 215 (refer to Appendix A for locations of these numbers on the keyboard) are used for complete meals and milk in facilities that receive government reimbursement for these items. Other facilities may use these keys for packaged items. The remaining item numbers are used for à la carte items.

Plan the layout of your à la carte items for maximum efficiency in entering selected items. It is recommended that you group the items for each sales period in one area of the keyboard. You are advised to make a list of the item and meal numbers and their descriptions and prices. Refer to this list to label keys and to define the items and meals in the item file.

Appendix A shows the correct keyboard layout for decal placement. When you have affixed all the labels, you can then cover the keyboard with a spill-proof cover. Decals can be changed as item and meal descriptions change.

Touch Screen Monitor

The Café Terminal software supports the use of a touch screen monitor instead of, or in addition to, a keyboard. Follow the manufacturer's instructions for installation of the monitor on your computer. Setup and customizing of touch screen layouts will be covered in the next section of the Café Terminal User's Guide, *SYSTEM SETUP*.

Pay4Lunch Unattended Loading Device (ULD)

Specs for the technician installing the **Pay4Lunch ULD** hardware are as follows:

115 VAC
RS-485 multi-drop data interface
Runs on CAT 3 or CAT 5, 2 wire, cabling
Includes RS-485 to RS-232 convertor for attaching to PC serial port
480 Wide X 280 Deep X 730 High
Shipping weight 92 lbs., 40 Kg

The ULD software will then need to be installed on the same terminal from which Café Terminal will be run, and the unit itself will need to be initialized (set up) by the system administrator. The Café Terminal CD includes a folder named **ULD**. The ULD folder contains two files: **ReadMe_1st.txt** and **Install.exe**. Install.exe will install the Comalex_DC software on your computer. The **ReadMe_1st.txt** file contains detailed instructions for setting up the program (after it is installed) to run properly with Café Terminal. You can read and/or print the **ReadMe_1st.txt** file from any text editor (such as Notepad).

To Read/Print the ReadMe 1st.txt file:

1. Use Windows Explorer to locate the **ReadMe_1st.txt** file on the Café Terminal CD.

2. Double click on the filename to open it with the default text editor.

3. Select the Print command (if desired) by selecting File from the menu at the top of the screen, and then selecting print from the drop down menu.

4. Follow instructions carefully to insure proper operation of the ULD with Café Terminal.

To Run the Installation Program for the Comalex_DC software:

1. Click on **Start** at the bottom of your screen.

2. Click on **Run**. Type in **D:\ULD\Install.exe** (If D is not the letter that represents your CD drive, replace it with the correct letter). The program will install itself.

3. After installation is complete, **start the program** and **set the COM port** on which the ULD is connected.

REQUIRED SOFTWARE INSTALLATION

The software required to operate the Café Terminal system must be loaded in the order presented below. It is less confusing to load all of the software onto one terminal before beginning the installation on another. The software to be loaded depends upon the functions your system will be expected to perform.

1. Install Microsoft Windows® (if not already installed)
2. Install Microsoft Excel®97 or greater software (if not already installed)
3. Install Café Terminal

1. **Install Microsoft Windows®.** Install to default directories. Consult your Windows® manual for installation instructions.

2. **Install Microsoft Excel® spreadsheet software on the terminal designated as the "server"**, if incorporating spreadsheet capability and/or automatic generation of completed State Claim forms in your system. Consult your Microsoft Excel® or Microsoft Office® manual for installation instructions.

3. **Install Café Terminal**

Note ✓	*Before installing Café Terminal, make certain you have attached the **Café Terminal Hardware Component (hard lock)** to the terminal's parallel printer port or USB port. If you are using the USB hardlock component, you must also install the driver. The driver is located on the CD, in the USB Hardlock folder. The filename is **hldrv32.exe**. Double-click on the file to install the USB hardlock driver. **__The Café Terminal software will not work without this component.__***

1. Insert the CD installation disc into the disc drive.

2. Select the **Start** button in the left hand corner of the screen, then select the **Run** option. In the box type D:\Setup.exe and press **<Enter ↵>**. (If D: is not the drive letter assigned to your CD drive, replace the D with the correct drive letter.)

3. A message will appear that reads This program will install Café Terminal onto your hard drive. Click on Install to continue or Cancel abort the install.

4. Select the directory where the program will be stored on your computer terminal. The default is C:\CAFETERM\. Select this by pressing **<Enter ↵>** or clicking Proceed.

5. A message will appear stating that the directory c:\cafeterm\ does not exist. Click **<Yes>** to create it and continue with the installation or **<No>** to specify a different path.

6. The next message asks Proceed with installation? Click on **<Yes>** to continue with the installation or **<Cancel>** to abort.

7. Café Terminal will begin the installation process by copying the necessary files onto your computer's hard drive.

8. When the message *Installation is complete* appears, click on **<OK>**. Café Terminal will then start automatically. If it doesn't, double click on the **Ctswin** icon that is on the Windows desktop or restart your computer. Whenever the computer is powered up, Café Terminal will start automatically.

Caution ⚠

*If you have not attached the USB hard lock component, or have improperly installed it, you will see the message **Hard lock component not found. Is the hard lock attached?** If the hardware component is not attached, click on **No**, attach the hard lock and start the program again. You must also install the hard lock driver during the installation.*

9. **Attempting to locate network drive. Please wait…** will appear on your screen, followed by a screen that asks you to **Enter the path where the data is located.** If this terminal is a client in a network, and the data is stored on the server, include the server name in the path (i.e., \\SERVERNAME\C\CAFETERM\). Click **<Enter ↵>**.

Current Menu

Current Date

School Code

Terminal Number

Current Time

Café Terminal | Main Menu

04/01/2003

102 Terminal 1

06:55 am

F1..Sales Mode

F6..Close Terminal

F2..Log Out/Lock Terminal

F7..Print/View Reports

F3..File Maintenance

F8..Printer/Barcode/Keyboard

F4..Training Mode

F9..Current Till Amount

F5..Open Terminal

Esc..Exit Café Terminal

Ver. 4.35

JONES

Open 04/01/2003

Unlocked

Press F1..Sales
Mode To Process
Sales and/or ROA
Transactions

F2..Log In/Unlock
Terminal or
F2..Log Out/Lock
Terminal

File Maintenance
Enter/Edit Patrons,
Items, Users, and
Back Up Data

Use Training Mode
To Practice Café
Terminal Sales
And File Editing

Not Highlighted
When The
Terminal Is
"Open"

Café Terminal Version
Currently In Use

Name Of User Who
Is Currently Logged
In At This Terminal

"Open" With Date Flashes GREEN When
Open For The Current Date Or Red When
Open For Non-Current Date -OR- Displays
"Closed" When The Terminal Is Closed

Displays "Locked" When No
User Is Logged In

Highlighted When
The Terminal Is
"Open"

F7..Print/View
Reports Displays
The Reports Menu

Print ID Cards,
Labels, or Roster
Sheets, Edit
Keyboard Layouts,
Assign Printers

View Opening
Amount And
Current Amount
In The Till

Press Esc (Escape)
To Exit Café
Terminal Properly
Before Shutting
Off The Terminal

When the first screen appears (Café Terminal's **MAIN MENU**), you will see that only two options are highlighted. Select **[ESC..Exit Café Terminal]** if you do not wish to run setup at this time, OR select **[F2..Log In/Unlock Terminal]** to login and continue with setup. The first time you login to Café Terminal, you will need to enter the Login Name: **admin** and the Login Password: **admin**.

You have completed installation of Café Terminal and arrived at the **MAIN MENU** screen. You are now ready to proceed to the next section, **System Setup**, which will customize Café Terminal for use in your facility.

OPTIONAL SOFTWARE INSTALLATION

1. Comalex Café Central™ - Follow instructions in the Café Central User's Guide for completing installation and set up.

2. FARMA® - Follow instructions in the FARMA User's Guide for completing FARMA installation and setup.

3. Comalex DC Software (for the Pay4Lunch® ULD) - Follow the instructions listed earlier in this section of the User's Guide for installing the Pay4Lunch ULD.

4. GOsoftware's PcCharge Payment Server™ - Follow instructions provided by GOsoftware for installation and setup of the PcCharge software. To **Integrate PcCharge** with Café Terminal, you must also select this option in **Set Up Terminal**.

INSTALLING CAFÉ TERMINAL UPDATES

Caution ! *Perform a **Back up all data to diskette** before installing the update. This command is found on the **File Utilities Menu**, **[F3..FILE MAINTENANCE]**, **<F4..File Utilities>**. Before you begin updating, make sure that all terminals are closed and exited out of Café Terminal.*

1. Starting with the server, Insert the Café Terminal CD into the disc drive. Depending on your version of Windows, the setup program (**Setup.exe**) may start automatically. If this is the case, be sure you have exited Café Terminal and make sure you select **Update Only** at the appropriate time.   If it does not start automatically, proceed with step 2.

2. In Café Terminal, select **[F3..File Maintenance]**.

3. Select **<F8..Run Software Update>** then select **<Install>**.

4. If the directory displayed is where the previous version of Café Terminal is located, click **<Proceed>**. If it is not, then browse for the correct location before pressing **<Proceed>**.

5. A box prompting for the Installation Type will appear. The installation process will automatically default to Update Only if a previous version of Café Terminal was detected on the computer. Double check to make sure that a black dot is in the circle next to **Update Only**. If it is not, click on the circle.

> **Caution** *It is crucial to select **Update Only**. If it is not selected, then all of your prior information will be erased.*

6. Click **Proceed**.

7. If you wish to continue, press **<Yes>**.
    Café Terminal will begin to install.

8. When the installation is complete, press **<OK>**.

9. To begin Café Terminal, just click the **Ctswin** icon on the Windows desktop. Verify the version number in the bottom left hand corner of the Café Terminal **MAIN MENU** screen. It should be the same version number as that on the CD from which you installed the update.

10. Repeat the steps above for each server terminal. Client terminals will be updated from the server when they are turned on.

After Café Terminal has been installed on the terminal designated as the server, client terminals in the network will automatically be updated to the version that has just been installed on the server as soon as they are turned on. After the automatic update has been completed on the client terminals, verify that the version number in the bottom left hand corner of the Café Terminal **MAIN MENU** screen reflects the latest version.

SYSTEM SETUP

There are several setup procedures which must be performed, including the entry of **user information, sales items, patron information,** and the **selection of printers** to work with your system. You must also perform **set up terminal** data entry to provide information that is crucial to the proper operation of your system. All of these tasks are performed with minimal effort, and will require only a few minutes of your time.

Setup procedures are performed from the File Maintenance screen. From the main screen in Café Terminal, click on **[F3..File Maintenance]**.

USER SETUP
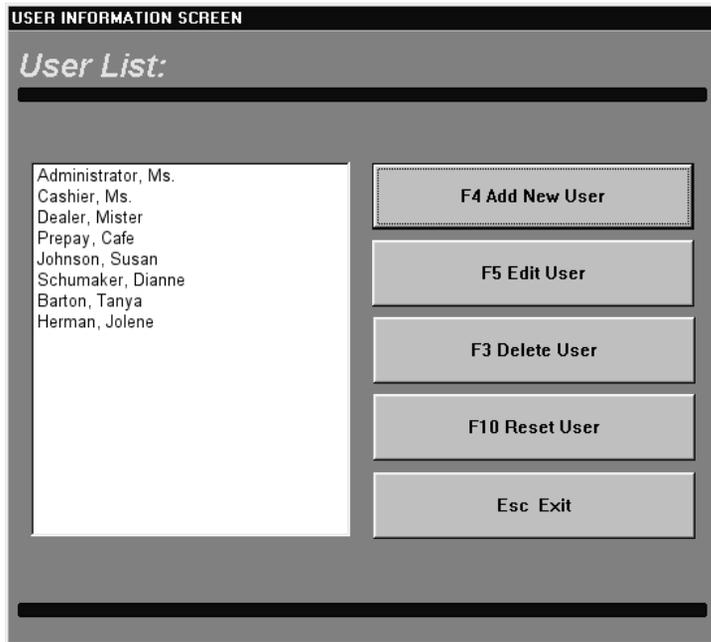
Select **<F5..Enter/Edit Users>**. This will bring up the **User List** menu. You will see that there are three (3) users, with different access level settings, already entered for you. In addition to these users, if Café Prepay is integrated, Café Terminal creates the user name **Prepay, Cafe** the first time payments are imported from the Café Prepay web site, and another user name **ROA, IMPORT** is created for any other type of import when the Account Balance field is linked.

When you logged in for the first time, you entered the word **admin** for both the login name and password. That was the login name and password for the preset user name **Administrator, Ms.** It is recommended that the administrator at your facility edit this login name and password (last name and first name can also be changed if you wish) before entering other users. You probably also noticed that when you entered the password, only asterisks appeared in the window (*******). This is the case with all users who log in to the system, and preserves confidentiality of the password..

You can also edit the **Cashier, Ms.** preset user name, or use it as an example for setting access level options for other users. Only a Café Terminal dealer/technician has access approval to make changes to the **Dealer, Mister** preset user name. **Do <u>NOT</u> delete this user name or the Prepay, Cafe user name.**

The Café Terminal system requires the entry of specific information for each person who will be using the system. This information will be accessed by Café Terminal each time a user logs in, and includes the user's **Last Name, First Name, Login Name, Login Password**, and any combination of the **Access** rights you see listed on the figure below. Every user must be assigned unique access rights by the system administrator. For example, a user may have access to browse patron records, but not edit them.

> **Note** ✓ *Every time Café Terminal performs an action, the security settings for the user who is currently logged on are accessed to ensure user authorization. If the user does not have authorization to perform a task, the password override screen appears. This screen displays the full on-screen keyboard and prompts for the entry of a valid password. This feature allows management to enter a valid password without requiring a new user to log into the system.*

To Enter a New User:

1. Turn on the terminal if it is off, and log in if you are not already logged in.

2. Select **[F3..File Maintenance]** from the **MAIN MENU**.

3. Select **<F5..Enter/Edit Users>**.
   The User List screen appears.

4. Select **<F4..Add New User>**.
   The User Information Screen appears.

5. Enter the user's **Last Name** (up to 25 alphanumeric characters).
    <TAB> to move the cursor to the next field.

6. Enter the user's **First Name** (up to 25 alphanumeric characters).
    <TAB> to move the cursor to the next field.

7. Enter the user's **Email** address (if applicable). **<TAB>** to move the cursor to the next field.

8. Assign this user's **Login Name** (up to 6 alphanumeric characters).
    <TAB> to move the cursor to the next field.

9. Assign the user's **Login Password** (up to 6 alphanumeric characters).
    <TAB> to move the cursor to the next field.

Note ✔	*Make certain that you use a login name and password you can remember. You will use the <u>new</u> login name and password the next time you login to Café Terminal.*

10. If you are using a touch screen monitor you must assign each user a **touch screen menu layout** for the appropriate meal-serving period. To assign a menu layout click the drop down arrow under the proper meal-serving period and highlight the menu you wish to use. If -**NONE-** is the only option see **Touch Screen Layouts** in this section.

11. Assign this user's **security access rights**. Click with the left mouse button or press **<Enter ↵>** to insert a checkmark in the box (white square) to the left of each function this user will perform. To deselect (remove the checkmark), click the box or press **<Enter ↵>**.

12. Select **<F5 Save>** to save the currently displayed information or **<Esc>** to cancel without saving.

You may continue to add users by repeating steps 4-12. When finished **<Esc>** to quit.

PRINTER SELECTION

Printer(s) must first be installed and set up in Windows®. In order for Café Terminal to print properly, default printer(s) must be assigned for printing **reports**, **receipts**, **ID cards**, and **bar code labels**. A receipt printer is required if Integrate PcCharge is selected in Set Up Terminal.

1. Select **[F8..Printer/Barcode/Keyboard]** from the **MAIN MENU**.

2. Select **<F3..Assign Printers>**.
    The Café Terminal printer setup screen appears.

If the printer assignments are correct, **<ESC…Close>** to exit this screen without making changes. OR, to change the printer assignments…

3. Select **<F1..Setup>** to change the Report Printer.
   A list of the installed printers is displayed.

4. Use the **<↑>** or **<↓>** key to highlight the correct printer in the list.

5. Select **<F1..Select>** to set the report printer and return to the printer setup or **<Esc>** to cancel.

6. Repeat steps 3-5 above for each printer selection.
   Select **<F2..Setup>** to change the Receipt printer.
   Select **<F3..Setup>** to change the ID Card printer.
   Select **<F4..Setup>** to change the Bar Code Label printer.

7. **<Esc Close>** to return to the **MAIN MENU**, when selection is complete.

COMPLETING TERMINAL SETUP

Set Up Terminal, found on the FILE MAINTENANCE menu, contains its own menu of options. All of these options are restricted and can be implemented only by users assigned the required security access rights.

F1.. Set Up Terminal

F1..Setup Terminal contains fields for data entry that must be completed before using the Café Terminal system for sales activity. Move through the field by using **<TAB>** or **<Enter ↵>** keys.

To complete Set Up Terminal:

1. Select **[F3..File Maintenance]** from the **MAIN MENU**.

2. Select **<F6..Set Up Terminal>**.
   The Terminal Setup Options menu appears. (The top figure on the next page.)

3. Select **<F1..Set Up Terminal>**.
   The Terminal Setup Window appears. (The bottom figure on the next page.)

4. Enter the **school (facility) code** (as many as five alphanumeric characters) that you have chosen to represent this school's (facility's) name or number. **<TAB>** to move the cursor to the next field.

Terminal Setup Options

F1 Set Up Terminal

F2 System Reset

F3 Set Up Update

F4 Edit Eligibility Matrix

F5 Custom Fields Setup

F6 Touchscreen Layouts

F7 System Sounds

Esc Close

Café Terminal Setup

School Code: 102
School Name: PSD Elementary School
District Name: PS District

Keyboard

Terminal Number: 1
Tax Rate %: 0
Auto-Receipt: FALSE
ROA Key: FALSE

Network Drive: C:\CAFETERM\
Patron Path: C:\CAFETERM\

<-- Arrow Scan: 3
--> Arrow Scan: 5
NCI Scale: 4

Coin Dispenser: 0
Serial Cash Drawer: 1

It is possible to have the system run one or more import routines upon startup

Startup Import Setup

Pin Retrieval During Auto Meal
○ Manual   ● Automatic

Terminal Type
School (K-12)

☑ Integrate PcCharge
☑ Integrate Café Prepay

Credit Card Setup
Café Prepay Setup

☑ Excel State Forms
☐ Disable Meal Key
☑ Track Checks During Sales
☑ Record Check Numbers

☑ Use 14" Sales Reports
(includes a la carte quantity breakdowns.)

☐ Enable Batch Receipt Printing
(allows multiple sales to print on a single receipt for table service.)

✓ OK   ✗ Cancel

> **Note** ✓ *If using Café Central™ software, the code should be identical to that used to represent the school (facility) in Café Central™. Likewise, if you are using FARMA® software, the code should be identical to that used to represent the school (facility) in FARMA®.*

5. Enter the **school (facility) name** (as many as thirty alphanumeric characters). **<TAB>** to move the cursor to the next field.

6. Enter the **district (parent organization) name** (as many as thirty alphanumeric characters). **<TAB>** to move the cursor to the next field.

7. Enter this **terminal's number**. **<TAB>** to the next field.

   The terminal number is used to record the terminal at which a patron purchases a meal. If a second meal is purchased, the operator is notified that a meal has already been served to this patron at terminal X. The Server (or the sole terminal in a single-terminal site) is usually designated Terminal 1. In a multi-terminal system, the remaining terminals (Clients) are numbered 2-9. If there are more than 9 terminals in your system, reuse the number 9 for terminals 9-?.

8. Enter the **tax rate** for taxable items, if applicable, and **<TAB>** to the next field.

> **Note** ✓ *The Tax Rate %: field allows for the entry of two decimal places to enter rates that are a fraction of a penny per dollar. For example, 5¼% tax would be entered as 5.25. Four percent (4%) tax would be entered as 4.00.*

   The tax rate is used to add sales tax, when required, to the transaction. Café Terminal's **Item Information** screen (used to add items to the database), contains a field that allows you to specify whether or not the item is subject to sales tax. Café Terminal automatically calculates tax based upon the percentage entered in **Set Up Terminal** and includes all taxes in the amount due when a patron purchases a taxable item. The total amount of taxes collected appears on the Sales Activity Report.

9. Type **True** next to the **Auto Receipt** field if you would like to automatically print a receipt for each transaction during sales mode. If you do not want Café Terminal to generate a printed receipt after every transaction, select **False**. **<TAB>** to the next field.

10. Type **True** next to the **ROA Key** (Received On Account) field to use the **<F8> ROA** key during sales mode to process money received on account, answer **True** (for Yes) or **False** (for No). If this field contains the value **False**, the <ROA> key does not have to be pressed. The amount can be entered using the keyboard numeric keys. If you are using a device such as a PIN pad or bar code reader to access patron accounts, this field should be set to **True**. **<TAB>** to move the cursor to the next field.

> **Note** ✓ *If this terminal is part of a network, the following two steps are crucial for the client terminals to share information with the server.*

11A. In the **Network Path** field, the default is **C:\CAFETERM**. If this terminal is the Server, you should not need to change this field. **<TAB>** to move the cursor to the next field.

> **Note** ✓ *The Network Drive: field should display the path to the system data. On the Server, the Café Terminal directory is on the local drive. On a client terminal, the path must point to the Café Terminal directory on the Server.*

11B. If this terminal is a Client (not a Server), type **\\SERVERNAME\C\CAFETERM** as the **Network Path**. (Replace SERVERNAME with the name of the Server computer.) **<TAB>** to move the cursor to the next field.

12A. The **Patron Path**: field should display the path to where the patron database is located. If this terminal is the server and the patron database is stored locally on the hard drive enter in the path to the patron database (i.e. C:\CAFETERM\). **<TAB>** to the next field.

12B. If this terminal is a client (not a server) or the patron database is located on another computer, type \\SERVERNAME\C\CAFETERM\ as the Patron Path. (Replace SERVERNAME with the name of the computer where the patron database is stored.) **<TAB>** to move the cursor to the next field.

13. Enter the COM port of the patron input device (i.e. scanner, PIN pad, etc.) that will be controlled by the left arrow during sales mode. If no patron input device is being used at your facility, no input device will be controlled by the left arrow, or your facility has opted to program Café Terminal for Cashier scanning, press **<TAB>** to bypass this field.

14. Enter the COM port of the patron input device (i.e. scanner, PIN pad, etc.) that will be controlled by the right arrow during sales mode. If no patron input device is being used at your facility, no input device will be controlled by the left arrow, or your facility has opted to program Café Terminal for Cashier scanning, or **<TAB>** to bypass this field.

> **Note** ✓ *For example, if the facility has two PIN pads attached to the terminal, one PIN pad is connected on the left side of the computer to COM 1 and the other PIN pad is on the right side connected to COM 2, type a '1' in the field next to <- Arrow Scan: and type a '2' in the field next to -> Arrow Scan:.*

15. If a NCI scale is attached to this terminal, enter the COM port that the scale is attached to. If no NCI scale is attached, **<TAB>** to bypass this field. See **Installation Of Optional Hardware** in the *INSTALLATION AND SETUP SECTION* for instructions on configuring your NCI scale for use with Café Terminal.

16. If a Coin Dispenser is attached to this terminal, enter the COM port that the coin dispenser is attached to. If no Coin Dispenser is attached, **<TAB>** to bypass this field.

17. If a Serial Cash Drawer is attached to this terminal, enter the COM port that the cash drawer is attached to. If no Cash Drawer is attached, **<TAB>** to bypass this field. Make

sure that the settings for the serial port and the cash drawer are set properly to ensure that the cash drawer will work properly. See **Installation Of Optional Hardware** in the ***INSTALLATION AND SETUP SECTION*** for instructions on configuring your serial cash drawer.

The **<F7.. Open Drawer>** selection on the FILE MAINTENANCE menu sends a 07 code directly to the Drawer COM port designated in the Terminal Setup. You must ensure that the selected COM port is correctly configured for proper performance.

18A. Café Terminal allows you to import multiple files upon startup. To activate the Automatic Import Upon Startup click on the box labeled **Startup Import Setup**.

> **Note** ✓
>
> *In order for the Automatic Import option to function correctly you must first create an import layout file that assigns the correct links to their corresponding fields. (See Appendix C).*

18B. To select the import layout files you will be using upon startup select **<F2..Add>**.

*The default location is set to the **C:\Cafeterm** directory. If the import layout file(s) are located in another directory just specify that directory and choose that file.*

18C. Once you have located that file either double click it with the mouse or highlight the file and select open. The file should now appear in the Startup Import Layouts box.

18D. If you would like to import another update file upon start up just add another Import Layout file by selecting **<F2..Add>** and repeating the procedure again.

18E. When you have finished selecting all of the import layout files that you will be importing at startup select **F1..Save** to save the information.

> **Note** ✓
>
> *If you would like to have that update file deleted after it is imported into Café Terminal just put a check in the box next to the option Delete Upon Completion of Import when you are first creating the Import Layout File. (See Appendix C).*

> **Note** ✓
>
> *The Automatic Import Upon Startup option is useful if you are sending out daily update files to your Café Terminal sites using **Café Central**. When Café Central sends out this daily update file the automatic import will begin updating the patron information as soon as Café Terminal is started.*

19. Select how you would like the Pin Retrieval to operate during the Auto Meal Function.

    a. <u>Manual Pin Retrieval</u> requires the cashier to select the pin retrieval key before a meal is recorded.

    b. <u>Automatic Pin Retrieval</u> records a meal purchase as soon the patron's pin number is entered into the system. Automatic Retrieval does not require a response from the cashier to retrieve the PIN number.

20. **Terminal Type** - If you are installing Café Terminal for use in a college, use the drop down arrow to select "College" as the Terminal Type. Otherwise, the default setting of "School (K-12)" should be left unchanged.

> **Note** ✓ *If "College" is selected as the terminal type, there are some additional setup procedures to configure Café Terminal for use in a college setting. Refer to the* **File Maintenance and Setup** *section of the User's Guide, under the heading* **"College Version File Maintenance"** *for instructions on completing these procedures.*

21. **Integrate PcCharge** - Before you select this option, you must complete installation of the **PcCharge Payment Server™** software, and set up your merchant account. Place a checkmark in the box, then press **<Credit Card Setup>**. A window appears with the information you entered during PcCharge installation and set up. Verify that the information is correct. Each time Café Terminal is started, the PcCharge software is started and remains running in the background. A receipt printer is required, as receipts are generated automatically for each credit card transaction.

> **Note** ✓ *Instructions for processing various types of credit card transactions, and settling credit card transactions in PcCharge are listed in the* **SALES ACTIVITY** *section of the User's Guide. The last 4 digits of the credit card are listed in the* **Journal** *and on* **Patron Participation Reports***. These are discussed in the* **REPORTS/ LETTERS/SPREADSHEETS** *section.*

22. **Integrate Café Prepay** - To select this option, the school district must have already enrolled for the Café Prepay service. In a multi-terminal operation, only the terminal designated as the server at each school site should select this option. Place a checkmark in the box, then press **<Café Prepay Setup>**. In the window that appears, enter your Café Prepay **Login ID**, **Password**, and **Program ID** number. Each time Café Terminal is started, credit card payments made by parents at the website will be downloaded from Café Prepay and imported into the Café Terminal database. A **Café Prepay Import Summary** will be printed, and account balances will be adjusted automatically. In addition, each time you exit Café Terminal, account information will be uploaded to Café Prepay. This will give parents the ability to check their child's meal account balance online.

> **Note** ✓ *Credit card ROA transactions are listed in a Journal Report for the user name* **Prepay, Cafe***. As with any other user's* **Journal Report***, this Journal may be viewed on the screen and/or printed. The total amount of all credit card payments imported from Café Prepay is included in the* **ROA (Received On Account)** *column on the* **Sales Activity Report***. For more information about these reports, see the* **REPORTS/LETTERS/SPREADSHEETS** *section of the User's Guide.*

23. Microsoft Excel® will is the spreadsheet software that Café Terminal accesses to print your state forms. Excel is selected for you automatically.

24. **Disable Meal Key** - Facilities that sell only à la carte items may wish to disable the <Meal> key. If this feature is used the key will not appear on the screen when you are in Sales Mode.

25. Click on the box to **Track Checks Taken During Sales** if you want Café Terminal to keep a record of checks taken during sales. If you use this option, Café Terminal will add the **<F7..Pay By Check>** key in **Sales Mode**. When you close the terminal, you will be able to view and reconcile a list of all checks recorded as check transactions in Sales Mode. Click on the box to **Record Check Numbers** if you also want to keep a record of check numbers.

> **Note**
> ✓
> *The **Track Checks Taken During Sales** option may be used without selecting the option to **Record Check Numbers**. However, if you select the option to **Record Check Numbers**, you must also place a checkmark in the box next to **Track Checks Taken During Sales**.*

26. Click on the box next to Use 14" Sales Reports if your printer is capable of printing on 14" (legal size) paper. Café Terminal will print Sales Activity reports on 14" paper, and includes columns containing a breakdown of à la carte sales amounts.

27. The Batch Receipt Printing feature will allow you to print receipts for multiple transactions that have occurred successively on one receipt. This feature is primarily used for table service in a restaurant setting. To enable this feature put a check in the box located to the left.

28. When finished, click **<OK>** or press **<Enter ↵>** to save your changes. Click **<Cancel>** or press **<Esc>** at any time during the set up process to **Abort** without saving any of the data entry.

F2..SYSTEM RESET

If you are experiencing problems with your system, it may be necessary to perform a System Reset. Selecting this option will reset the meal flags for that day.

Some problems encountered with Café Terminal may be the result of bigger problems not related to Café Terminal (such as network connection problems or the terminal designated as the server not functioning properly), while other problems may have a very simple solution. The most common problem occurs when a user fails to CLOSE the terminal properly one day, and finds the meal key missing when he/she tries to process sales on the following day.

> **Caution**
> !
> *Before using the System Reset option, always check to see if a user is still OPEN for the previous day. This is accomplished by selecting <F3..File Maintance> from Café Terminal's MAIN MENU, then selecting <F5..Enter/Edit Users>. The word "Open" and the date is displayed next to the user's name.*

F3..SET UP UPDATE

Set Up Update is used for importing files converted from another database for use with Café Terminal.

The procedure for importing files (explained in Appendix C) is highly technical and should be carried out by qualified personnel only. Normally, this procedure is executed by trained technicians at the time of the Café Terminal installation.

> **Note** ✓ *IMPORTED FILES REPLACE ANY EXISTING FILES. ALWAYS BACK UP CURRENT DATA BEFORE IMPORTING NEW FILES! See **Back Up All Data to Diskette** in **FILE SETUP AND MAINTENANCE**.*

F4..EDIT ELIGIBILITY MATRIX

Proper Eligibility Matrix setup is crucial to the operation of Café Terminal if you are to experience accurate, automatic meal pricing.

The Eligibility Matrix is a chart that allows you to assign different prices to standard meals to reflect the various eligibilities of your patrons. With the Eligibility Matrix, the patron's meal is priced automatically, according to eligibility, when the Auto Meal function has been activated or the Standard **<MEAL>** key is selected to record the purchase.

The Eligibility Matrix contains four columns for data: a **_Meal Eligibility_** column, a **_Grade/Status_** column, a **_Charge Limits_** column, and a **_Low Balance Thresholds_** column. The Meal Eligibility column contains numbers one through thirteen (1-13). These numbers correspond to item numbers 1 through 13 in the item database file (breakfast meals) and No ID meal keys 1 through 13 on your keyboard. When you set up your item file, you will define items 1 through 13 as

ITEM KEY LABEL/ DESCRIPTION	Item Numbers		
	BREAKFAST	LUNCH	DINNER
Free Elementary Meal	1	16	201
Free Middle Meal	2	17	202
Contract Meal #3	3	18	203
Contract Meal #4	4	19	204
Reduced Elementary Meal	5	20	205
Reduced Middle Meal	6	21	206
Reduced Secondary Meal	7	22	207
Paid Elementary Meal	8	23	208
Paid Middle Meal	9	24	209
Paid Secondary Meal	10	25	210
Adult Meal	11	26	211
Employee Meal	12	27	212
Free Secondary Meal	13	28	213
Student Milk	14	29	214
Adult Milk	15	30	215

breakfast meals for the varying patron pricing categories. Items numbers 16 through 28 (lunch meals) and 201-213 (dinner/snack meals) also correspond to these same 13 lines on the Eligibility Matrix, as shown in the chart above.

The **Grade/Status** column allows you to specify the criteria to be met for an individual to qualify for a particular meal price. Each patron record in the patron database file contains a status and grade. When a patron account is used to process a standard meal sale (using the **<MEAL>** key or Auto Meal function), Café Terminal looks at the patron's status and grade and compares the information to the Eligibility Matrix to determine the price of the patron's meal.

The Charge Limits column allows you to specify the maximum amount of a daily charge allowed by an individual according to the Eligibility Matrix. When a patron wishes to place a charge on account, Café Terminal looks at the patron's status and grade and compares the information to the Eligibility Matrix to determine the maximum amount that the patron may charge on account per day, as well as a maximum total charge amount allowed.

The Low Balance Thresholds column allows you to specify what criteria must be met for Café Terminal to automatically generate a letter to notify the patron of Low Balances and to print the Low Balance Notifications. The system tracks an account value (balance), PPB (prepaid breakfasts) count, and PPL (prepaid lunches) count for each patron.

Should editing of the matrix become necessary and the current user does not have rights to access the selected activity, they are notified and a password override screen appears. This screen displays the full on-screen keyboard and prompts for the entry of a valid password. Incorrect editing will result in serious complications for your system.

To Edit The Eligibility Matrix:

1. Select **<F4..Edit Eligibility Matrix>**.
    The Eligibility Matrix screen appears.

2. Use the **<↑>** or **<↓>** key to highlight the Meal Eligibility to edit in the list.

3. Select **<F2..Edit>** the eligibility settings.
    The Edit Eligibility screen shown at the top of the next page appears.

4. Type the Starting Grade Level for this eligibility. **<TAB>** to the next field.

5. Type the Ending Grade Level for this eligibility. **<TAB>** to the next field.

6. Type the Status Code for this eligibility (i.e. F, R, D). **<TAB>** to the next field.

7. Type the Maximum Total Charge Amount. **<TAB>** to move the cursor to the next field.

8. Type the Maximum Daily Charge Allowed. **<TAB>** to move the cursor to the next field.
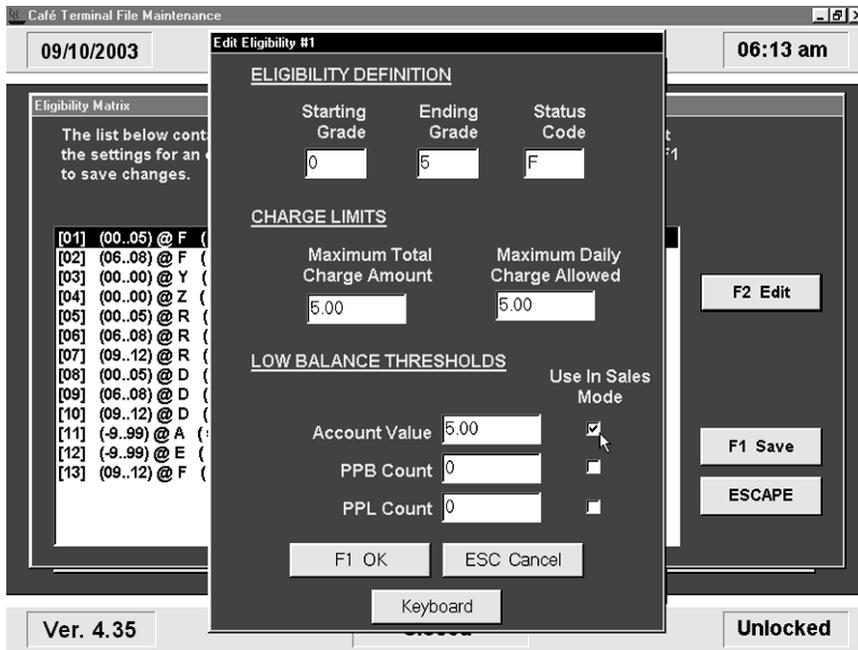
9. Type the Account Value. **<TAB>** to move the cursor to the next field.

10. Type the PPB (Prepaid Breakfast) Count. **<TAB>** to move the cursor to the next field.

11. Type the PPL (Prepaid Lunch) Count.

12. Click on the boxes located to the right of the Low Balance Threshold values (Account Value, PPB Count, PPL Count) under the heading Use In Sales Mode, to specify the criteria Café Terminal will use to automatically generate a low balance notification.

For Example, if you would like Café Terminal to print a Low Balance Notification only when a patron's account balance falls below the amount set, put a check in the box to the right of Account Value, under the column, Use In Sales Mode. If more than one box is checked, a notification will not be generated unless **ALL** the criteria has been met.

> **Note** ✓ *Once a Low Balance Notification is printed for a patron that has fallen below the limit(s) for the value(s) set, Café Terminal will not print another notification until the patron's account rises above ALL the set value(s) and falls below the limit(s) again. For example, if you have set an account balance of $10.00 and a PPL limit of 3, a notification will be printed when the patron's account balance falls below $10.00 AND he/she has less than 3 prepaid lunches in his/her account. The patron will not receive another notification until the next time his/her account falls below BOTH limits.*

If you are using this feature, you will also need to **Edit Low Balance Notifications**. This command is located on the **Account Status Letter Options Menu** (from the MAIN MENU, press [F7..Print/View Reports], <F8 Account Status Letters>, <F4 Edit Low Balance Notifications> to edit the message that will be printed on the receipt when the patron's account falls below the threshold(s) that you specified in the Matrix.

13. Press **<F1 OK>** to Save the edits, or **<Esc Cancel>** to leave without saving.

14. Repeat steps 2-12 to edit each Meal Eligibility as desired.

15. When edits are complete, select **<F1 Save>** to save the changes to the Meal Eligibility Matrix. To Abort the entire edit of the Matrix without saving changes, press **<ESCAPE>**.

> **Note** ✓
> *If this terminal is part of a network, the following two steps are crucial for the client terminals to share information with the server.*

For example, in a school, patrons are charged different prices for standard meals based upon grade level and pricing status (e.g., paying full price, paying a reduced price, or receiving free meals). You define these meals and set their prices in the item file (items 1-13 for breakfast meals). You might choose to define item number seven (7) as a reduced-price secondary breakfast for students in grades 9-12. You must then enter the appropriate information in the Eligibility Matrix. Locate line number seven (7) in the Meal Eligibility column, and press <F2 Edit>. Enter the number nine (9) in the Start Grade field, and the number twelve (12) in the End Grade field. This tells Café Terminal that Meal number seven's price is for those students in grades 9-12 only.

> **Note** ✓
> *An alternate method to recording actual grade levels in the patron file, and using these same grades to set eligibility requirements, is to enter the year of graduation instead of grade level in the patron file. This method eliminates the need for grade editing in the patron file and <u>can be used only if your facility does not incorporate grades that require separate meal prices (e.g., a combined junior high/high school in which the junior high meals cost less than the high school meals)</u>. For example, a 9th grader in the '2002-2003 school year graduates in 2006. You can enter his grade level as 06 in the patron file. You can then set your eligibility matrix grade range at 0 (Start Grade) through 06 (End Grade). Or you can use the actual year range—in this example, 03 (Start Grade) through 06 (End Grade).*
>
> *If you are serving meals of varying prices due to grade levels in your facility, you must enter actual grades in the patron file and eligibility matrix as explained in the example above.*

After the Grade range has been set, enter the letter chosen to represent the pricing status of this meal. In this case, item number seven (7) in the item file has been defined as a reduced-price secondary meal and has been assigned the appropriate price. You have chosen the letter R to

represent the reduced-price status. Type the letter R in item number 7's Status column. Now, when a patron in grades 9-12 whose patron record contains the letter R in the status field purchases a standard meal, Café Terminal automatically compares the patron's information to the Eligibility Matrix and correctly prices the meal according to the price set for item number seven (7) in the item file. This check is performed so quickly that the price of the patron's meal appears as soon as you select **<MEAL>**. Or if the Auto Meal function is activated, the price appears as soon as the ID number is entered for the first time during the meal period.

As stated before, the numbers one through thirteen (1-13) also correspond to item numbers sixteen through twenty-eight (16-28) that define the meals prices for the second sales period (lunch) and item numbers two hundred one through two hundred thirteen (201-213) that define the meal prices for the third sales period of the day, typically dinner or snack.

Each Meal Eligibility number in the matrix stands for its same number in the item file as well as the number in the file that is fifteen (15) greater than itself and two hundred (200) greater than itself. This means that in order for the Eligibility Matrix to perform correctly for the second sales period, you must define the item number in the item file that is fifteen greater than the number in the matrix for the same grades and status and two hundred greater than the number in the matrix for the same grades and status for the third meal period.

Using the preceding example, item number 22 (fifteen greater than seven) must be defined in the item file as the reduced-price secondary lunch for students in grades 9-12 and item number 207 (two hundred greater than seven) must be defined in the item file as the reduced-price secondary dinner (or snack) for students in grades 9-12.

As previously stated, the Eligibility Matrix is crucial to the proper operation of Café Terminal. Do not attempt to alter the matrix until you are sure that you have a clear understanding of the feature.

F5..CUSTOM FIELDS SETUP

Café Terminal default headings have been written mainly for schools. Other facilities (such as hospitals, corporate cafeterias, etc.) can change some of the headings programmed into Café Terminal. You are also given the option to launch an application from the FILE MAINTENANCE menu by selecting **<F9>**. To move through the fields on the Custom Screen, press **<TAB>** or **<Enter ↵>**.

To Edit Custom Fields:

1. Select **[F3..File Maintenance]** from the **MAIN MENU**.

2. Select **<F6..Set Up Terminal>**.

3. Select **<F5..Custom Fields Setup>**. The Custom Screen is then displayed.

4. Position the mouse on the field that you want to change and click the left mouse button**,** or **<TAB>** until the cursor moves to the desired field.

5. **To setup <F9> (user defined button on FILE MAINTENANCE MENU),** type in the <u>Shell Operation Caption</u>: and **<TAB>**. This will appear as the text on the button.

5A. Type in the path and filename of the **Process to Run During Shell Operation** (i.e. C:\Windows\Notepad.exe) or click Browse to look for the file.

6. If your receipt printer has the capability of printing graphics, you can select a bitmap (.bmp) image to print at the bottom of the receipt. (i.e. an image provided by your paid sponsor). This image will also be printed on Low Balance Notifications and Account Status Letters.

6A. Enter the path and filename of the **Bitmap To Print On Receipts** (i.e. c:\my documents\logo.bmp) or click Browse to look for the file.

7. Press **<Return To Café Terminal>** when done. To change the field headings back to the default settings, click on **Reset ALL Fields To Default**.

F6..TOUCH SCREEN LAYOUTS

Café Terminal will allow each cashier to have his or her own customized touch screen layout for each meal serving period. Items and Item categories can be assigned in any order and fashion

enabling a number of different touch screen menu setups. Keep in mind that the touch screen menu layout is assigned to each user not the computer at which they are located. If the user has been assigned security access rights to "Modify touch screen layouts on fly", the user may select the layout they wish to use when entering Sales Mode.

> **Note** ✓ *All Categories and Items must be programmed before setting up the Touch Screen Layout.*

To Create A New Custom Touch Screen Layout:

1. Select **[F3..File Maintenance]** from the **MAIN MENU**.
2. Select **<F6..Set Up Terminal>**
3. Select **<F6 Touch Screen Layouts>**
4. Select **<F1..Add>**
   Enter the name of the touch screen layout and press **<Enter↩>**. A menu layout similar to the one shown below will appear.

Use the drop down arrow keys ▼ that are located to the right of the current item description to select the item key that you wish to appear. Once you have clicked on the drop down arrow key your Item Database will be listed underneath the item that is currently selected. Use the **<↑>** or **<↓>** on the keyboard or touch the up or down arrow keys on the touch screen to select the item or category that you wish to use. Once you have highlighted the item you wish to use, it will now appear in the touch screen layout.

The dark blue colored keys represent item categories that contain all of the items that you defined to that category during item setup. When you select any of the blue category keys during **Sales Mode** it will list all of the items you have defined to that category.

> **Note** ✓ *Items must be defined (assigned) to that category in Item Setup in order for each item to appear under that category when that key is selected during Sales Mode. See Item Setup.*

Keys that are in white represent à la carte items. When you select the white item keys during Sales Mode it will charge the price that you have set for that item. These keys are one-touch access keys and allow you to ring in a frequently sold item by selecting only one key.

> **Note** ✓ *It is a good idea to select à la carte items that are sold more frequently (i.e. french fries, pizza, ice cream, etc.) to appear as white, one touch access keys in* **Sales Mode**. *It saves time and reduces the number of keys pressed to complete the sale. Items that are not sold as frequently should be assigned under a blue category key.*

> **Note** ✓ *It is also wise to place the* **F1 Misc Amt** *key on the menu layout as well. This key, when selected during Sales Mode will allow you to enter in a miscellaneous price for items which may not be represented by another key, and is also used to debit an account for an amount that would cause the existing charge limits to be exceeded, such as when a check is returned for insufficient funds.*

In addition to the standard **Meal** key, the yellow keys can represent Prepaid Breakfast (PPB) or Prepaid Lunch (PPL) keys, or items that have been defined as premium meals. If you have marked an item as True in the premium meal field during Item Setup it will appear as a yellow key. Selecting a yellow premium meal key, during Sales Mode, will automatically total all of the items that you have entered and complete the transaction.

There is also an option to choose **None** when you are organizing the touch screen menu layout. If you choose None, nothing is displayed in that space when you are in Sales Mode.

When you are finished setting up the Touch screen Layout Menu, select **<F1..Save>** to save the changes you made. The name that you assigned to that menu should appear under the Touch screen Layouts heading. If you would like to add another menu select **<F1..Add>** again.

Editing An Existing Layout:

1. If you would like to edit a layout that you have already saved, highlight that menu by clicking on it, or use the **<↑>** and **<↓>** arrow keys.

2. Select **<F2..Edit>**. Repeat the steps to make any changes to the menu.

3. When you have finished editing the menu, select the **<F1..Save>**, or your changes will not be saved.

To Delete An Existing Layout:

1. If you would like to delete a menu layout, highlight it by clicking on it, or use the **<↑>** and **<↓>** arrow keys.

2. Select **<F3..Delete>**.

3. Confirm your decision by selecting **<Yes>** or **<No>**.

When you have finished adding or editing the Touch Screen Menu Layouts, **<ESC..Close>**, to return to the Terminal Setup Options menu.

> | Note ✓ | **IMPORTANT: After you have saved the Menu Layout(s) you must assign the proper menu to each user and assign it for the correct meal serving period. (Refer to "F5..Enter/Edit Users"** *INSTALLATION AND SETUP* **section.)** |

F7..SYSTEM SOUNDS

Café Terminal has the capability of delivering several audio messages during sales mode and when opening the register at the beginning of the day. If your system has the capability to handle audio you must enable the System Sounds in Café Terminal to hear the various messages. Consult your hardware manufacturer or technology personnel to determine if your computer has the ability to handle sound.

To Enable System Sounds:

1. From the **Terminal Setup Options Menu** select **<F7..System Sounds>**.
    The System Sounds Screen will be displayed.

2. To place a checkmark in the box next to the System Sounds you wish to enable either click on the box with the mouse pointer or use the up and down arrows, **<↑> <↓>**, until a dotted box is surrounding the option you wish to enable and then press the **space bar**. To remove the check, just click or touch the box, or press the space bar again.

3. When you have finished choosing the System Sounds, click **<OK>** to save the changes or **<ESCAPE>** to cancel.

SELECTING THE SCANNING MODE

The scanning mode is the method of PIN entry, cashier or patron. PINs must be entered to access patron accounts for processing sales. Café Terminal's default scanning mode is the Patron Scanning Mode. In the patron scanning mode, patrons scan their own cards or use keypad(s) to enter PINs. These PINs are **stacked** in the order of entry and are then accessed

in order by using the **<←>** or **<→>** keys on the keyboard. The operator can also enter PINs via the keyboard in this mode.

An explanation of the Patron Scanning Mode can be found in the section titled, *SALES ACTIVITY*, under the heading **Patron Scanning PIN Entry**.

The optional scanning mode is Cashier Scanning Mode. In this mode, PINs are entered into the terminal by a single scanner positioned at the terminal and/or by keyboard entry. PINs are read directly into Café Terminal. The operator does not have to press the **<←>** or **<↑>** keys to access the PINs.

> **Note** ✓ *Cashier scanning mode should only be used when the terminal only has one (1) bar code reader attached. Cashier scanning mode may not be used if more than one scanner is attached to the terminal.*

To select Cashier Scanning Mode:

Cashier scanning is set up in Windows®. From the Windows® screen,

1. Click the **Start** button on the bottom left corner of your Windows desktop screen.
2. Click **Settings**.
3. Click **Control Panel**.
4. Double-click **Accessibility Options**.
5. Choose the **General** folder.
6. Click on **Support Serial Key Devices**.
7. Choose **Settings**.
8. Input the Serial port and baud rate for the attached peripheral device.
9. Click **OK**.
10. Click **OK**.

> **Note** ✓ *Windows® needs to be restarted before these changes will take affect. Not all computers support this option. If you experience problems, please consult the computer manufacturer or your technology personnel.*

When you have completed your system setup, you are ready to build your Item and Patron Files, set up your keyboard layout(s), and optionally capture photographs. The section titled *FILE SETUP AND MAINTENANCE* contains instructions for completing these operations.

NOTES:

OVERVIEW OF OPERATIONS

GENERAL OVERVIEW

Café Terminal Point-of-Sale (POS) software is a patron account based program that uses long-term data storage and retrieval methods for report processing and data analysis.

In the Café Terminal system, patrons are issued personal identification numbers (PIN) that reference their accounts in the terminal database. Entering the PIN into the terminal (by keying the number or by scanning bar coded/magnetic stripe cards or bar coded roster sheets) accesses the account to be used for processing transactions and performing other functions requiring account access.

Patrons can deposit money into their accounts, which are then debited when the account holder makes a purchase. Maintaining accounts eliminates the need to carry cash on a daily basis and provides flexibility in processing POS transactions. Patrons may pay in advance, charge purchases, or pay by cash, check, or credit card at the terminal.

With Café Prepay integration (Café Terminal, Version 4.34 or higher), credit card payments made by parents at the Café Prepay web site (**www.CafePrepay.com**) are automatically imported and added to account balances. The school district must first be enrolled for the Café Prepay service, and access to the Internet is required. For more information, visit the website or call toll-free **1-800-643-2762, Ext. 22**. Enrollment is free to school districts. This section includes complete instructions for setting up Café Terminal to **Integrate Café Prepay**.

By integrating GOsoftware's PcCharge Payment Server™ (Café Terminal, Version 4.35), accepting credit card payments at the time of the sale is also possible. If you opt to use this service, you must first purchase the software and set up a merchant account. Once this is done, you simply select the option to **Integrate PcCharge** in the Set Up Terminal screen.   After this initial set up, each time Café Terminal is started, PcCharge is started and remains running in the background on your computer.

Processing ROA credit card payments on account or credit card purchases in the amount of the sale is as easy as pressing **<F9 Credit Card>**, swiping the card, and pressing **<Process Credit Card>**. A receipt (required) is printed automatically, and the last 4 digits of the credit card number are recorded in the Journal, and printed on Patron Participation Reports. Settle all the credit card transactions at once, after you have closed the terminal at the end of the day, by opening PcCharge, and running the End-Of-Day batch process.

If your facility has installed the Pay4Lunch ULD (Unattended Loading Device), patrons or parents make cash ROA (Received On Account) payments by entering their PIN and feeding a

cash amount ($1, $5, $10, and $20 bills) into the ULD's bill reader. The ULD, which is normally installed in the commons area at each school, when used in conjunction with Café Prepay, can virtually allow your operation to run cashless at the line. Importing information from the ULD into Café Terminal, and adjusting account balances is accomplished with the **Poll ULD Device** command, located on the **File Utilities** menu.

When an ID number is issued to a patron, one of 13 eligibility-pricing categories is assigned to that individual. The 13 categories use the patron's grade and eligibility status (free, reduced or denied) to determine the price to charge for a packaged meal item (a complete meal). These categories are set in the **Eligibility Matrix**. The 13 lines in the Matrix also correspond to items 1-13 (breakfast meals), 16-28 (lunch meals), and 201-213 (dinner or snack meals). Café Terminal automatically determines the correct price according to the patron's grade and eligibility category. Proper set up of the Eligibility Matrix, and your understanding of it, is crucial so that the correct price will be charged for meals purchased by all the patrons in your facility. You are encouraged to read and carefully follow the instructions listed in the ***INSTALLATION AND SETUP*** section of the User's Guide.

Café Terminal maintains three separate sales periods per day, breakfast, lunch and snack (or dinner). The system allows for quantity discount pricing of all items, advance purchase of discounted packaged items (meals), premium meals , taxable items (if a tax rate is entered on the Set Up Terminal screen) and manually selectable surcharge and discount pricing.

At sales sites requiring more than one terminal for sales, a LAN (Local Area Network) is necessary for the sharing of information between the terminals. In this type of installation, one terminal at each site is designated as the Server, and the all other terminals at that site are Clients. The Server contains the databases and shares information with the Clients. Start up imports, such as data exported from FARMA and sent to school sites via the WAN (Wide Area Network), and credit card payments from the Café Prepay site, would all be handled by the terminal designated as the Server.

SYSTEM COMMUNICATIONS

The Café Terminal system employs two types of communication:

1. Local Area Network (LAN)
2. Wide Area Network (WAN)

LAN communications are necessary for sites that have more than one terminal. Any LAN card supported by Windows® may be used.

At these multi-terminal sites, one terminal is configured as the file Server and the rest, if any, are configured as Clients.

Caution ! **IMPORTANT! Because shared data resides on the file Server, it <u>MUST</u> be started first and remain on while operating the other terminals. An error situation may occur if the Server is not in operation before Client terminals are powered up.**

The Server contains the item and patron database files and shares these files with the Clients. A user's Journal (record of transactions) is written directly across the LAN to the Server. In the event that a Client terminal must become the Server, updated patron and item files and consolidated Journal reports can be written across to the Client terminal through the **Backup Server to This Terminal** option (see **F4..File Utilities** in the section titled, *FILE SETUP AND MAINTENANCE*).

Wide Area Communications normally occur between the Server at any site and a centrally located external computer (such as a district office computer equipped with Café Central and or FARMA), but any terminal can communicate with an external computer if the WAN connectivity is available. If the server is running, each terminal logged on to the LAN has access to the database files. Because the LAN often includes all the terminals in a school, including those used by teachers and students (which may pose a security risk), the most common network setup involves establishing a "peer-to-peer" network connecting only the computers using Café Terminal.

COMMUNICATING WITH OFF-SITE COMPUTERS

At multi-terminal sites, one of the computers at each cafeteria (the terminal designated as the server) should include communications topology, such as a modem or a Wide Area Network connection, to allow remote retrieval of sales activity reports, state spreadsheets, remote access to patron/item files and journals, and communication with the Café Prepay website if **Integrate Café Prepay** is selected in **Set Up Terminal**.

The communications software installed on the terminal enables the external computer operator to actually take over the terminal's keyboard to perform system maintenance, including patron and item file edits/additions and the installation of software updates. This allows you to maintain all sites from a central location, eliminating the need for multi site visits.

Normally, at multi-terminal sites, the Server is linked to the telephone line for communicating with the central office. Although not a necessity, including modems in one or more of the client terminals does offer a unique measure of security not found in most file server systems. In the event of Server failure, a Client terminal equipped with a modem can become the Server.

The central office computer must be equipped with Café Central™ to allow the exchange of information for report generation and database maintenance. All of the data files used in the operation of Café Terminal are Dbase III+ and Clipper 5.0 compatible. To write your own software for custom data processing and file imports, refer to the material in **Appendix C**, which describes the file layouts and structures.

TOUCH SCREEN OPERATION

All system functions, including data entry, can be performed through the use of a touch screen compatible monitor, or via a conventional keyboard. Throughout the User's Guide, you will be instructed to invoke certain keystrokes on the keyboard. Touch the corresponding key on the touch screen monitor instead of the keyboard. When instructed to click with the mouse, the same principal applies, simply touch the screen as indicated.

Data entry is performed through the use of specially designed on-screen keyboard layouts. Many types of data are required by the Café Terminal system. The entry of alphanumeric characters (i.e. names, addresses) requires the use of a full on-screen keyboard. Numeric and currency values each utilize a slightly different version of a number pad. The number pad looks like a calculator and is used in the same manner. Dates are selected from an on-screen calendar (shown below).
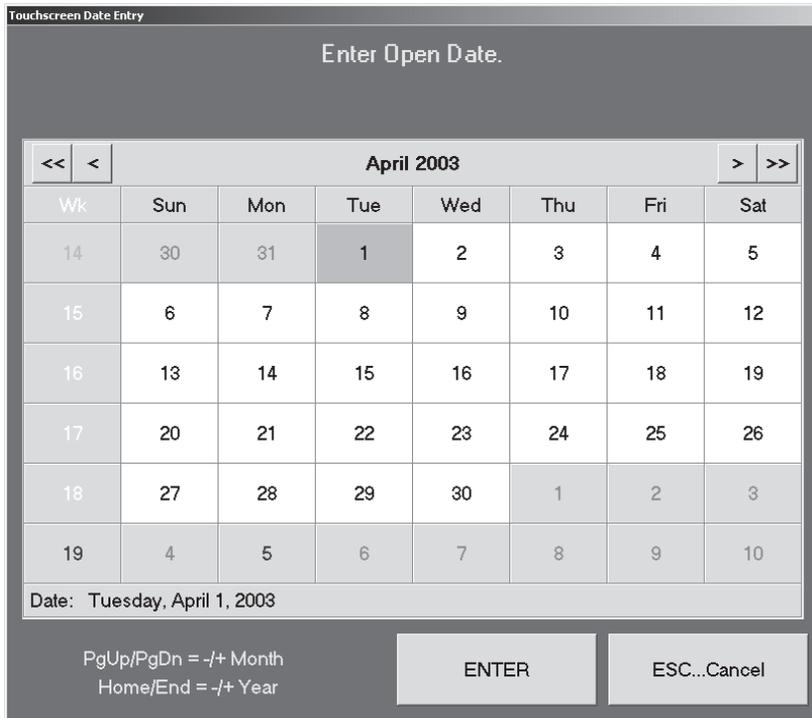
To invoke the on-screen keyboard for data entry, you must quickly touch the data field you wish to edit two times. This operation is similar to a double-click with the left mouse button. The keyboard screen appearance will depend on what type of data you are entering.

To enter data, touch the correct characters on the screen and then touch the **<Enter>** button to accept the entry. Touch **<Clear>** to reset the field value. A numeric field will become zero, a character field will become blank.

When entering alphanumeric data (letters & numbers), use the **Bksp** key to delete the character to the left of the cursor. When entering numeric or currency values, use the **Bksp** key to delete the character to the right of the cursor. **<Esc>** will close the on-screen keyboard/ number pad and return to the previous screen.

Some of the data fields are optional (i.e. patron address or city) and do not have to be entered to save a record. Certain fields require data entry before information can be saved. You are notified if required information is missing.

PROCESSING SALES

Sales are processed in the following manner. When an individual brings items to the cashier, the individual must present his/her ID card/number to access his or her account for processing the transaction. If the number is not presented, the sale is entered as a No ID Sale and is strictly a cash transaction.

When a card is presented, the terminal's bar code reader, or magnetic stripe card reader scans it. The PIN can alternately be typed in with the terminal's number pad keys or entered by the patron on a 12 key PIN pad.

After the PIN is entered, Café Terminal displays the patron's picture (if applicable) and account information on the monitor and checks to see if this individual has already used his or her account during the current sales period to purchase a standard meal. The operator is alerted if this is the case. When a patron purchases a standard meal, Café Terminal automatically prices the meal according to the patron's pricing status.

Account holders can be notified of the status of prepays and their account balance status. The account balance status and the transaction in progress determine the action taken. Accounts may be paid on, charged to, or debited.

RECORDING TRANSACTION DATA

A detailed record of each transaction is recorded in the user's electronic **Journal** (a database file) for viewing, voiding, and/or report generation. Operators can search through journals to review account activity when necessary.

The Journal allows for easy voiding of transactions from the current day's record. Transactions can be voided by displaying the appropriate transaction on the screen and then selecting the **<VOID>** key. The transaction is marked Void in the Journal, records the date and time of the

void, and all accounting for a voided transaction is reversed. Except for the voided record in the Journal, it appears that the transaction never occurred. This feature eliminates the need to re key a complete transaction as a Post Void, a time-consuming procedure required by many POS systems.

Sales in which the **<F7 Pay By Check>** key was pressed to record the sale as a check transaction can be voided at any time until terminal closing at the end of each day. **Once checks have been reconciled and the terminal is closed, check transactions can no longer be voided**. If it is necessary to reverse a check transaction (such as when an ROA was accidentally credited to the wrong patron's account or when a check is returned for insufficient funds days after the transaction was first processed), this can still be accomplished by recording a debit back to the account, using the **<F1 Misc Amt>** key in Sales Mode. This key allows existing charge limits to be exceeded.

The terminal which has been designated as the "server" stores all of the users' **Sales Journals**. Journals remain on the disk until cleared. These Journals can be viewed or printed to provide a detailed account of each operator/user's activity. Journal records such as these are invaluable for clearing up any misunderstandings and correcting mistakes. Café Terminal contains comprehensive search features that allow you to locate any account holder's previous transactions in the journal by scanning the individual's card or by entering the appropriate PIN into the terminal. Participation reports that detail all transactions recorded in the journal for a particular patron can be printed.

Journal information is used to create the **Sales Activity Reports** that generate reports for the individual users and the facility as a whole. At the end of the day, operators can display on the monitor or print a detailed report of the sales activity for that day, including all item and meal counts and monies received. These Sales Activity Reports can also be printed for monthly periods or for a range of dates.

INTEGRATING PCCHARGE

Before you can process credit card transactions in Sales Mode, you must first install the **PcCharge Payment Server™** software, and enter your **Merchant Account Information**. A receipt printer must also be installed since receipts are printed automatically for every credit card transaction processed in sales mode. Once installation and set up of PcCharge is finished, simply select the option to **Integrate PcCharge** on the **Set Up Terminal** screen. At start up, Café Terminal automatically starts PcCharge, which is used to process ROA (Received On Account) transactions, ID sales, and No ID sales. All these types of credit card transactions are explained in the **SALES ACTIVITY** section of the User's Guide.

As with all other types of transactions, credit card transactions and voids are stored in the user's **Sales Journal**. The last 4 digits of the credit card number are listed on the Journal, as well as **Patron Participation Reports**. During closing of the terminal, all credit card transactions processed in **Sales Mode** are totaled by Café Terminal, and entered for you

automatically on the closing screen. The only task that remains is to **Settle** the day's charges with your merchant account. This is accomplished by opening PcCharge and running an **End-Of-Day Batch**. This process is explained in detail in the **SALES ACTIVITY** section. PcCharge also has a reports menu, which allows you to view/print details of the transactions.

PCCHARGE SETUP

To set up the terminal processing credit card transactions with PcCharge:

1. Select **[F3..File Maintenance]**, **<F6..Set Up Terminal>**, **<F1 Set Up Terminal>**.
2. On the **Set Up Terminal** screen, place a checkmark in the box next to "**Integrate PcCharge**".
3. Select **<Credit Card Setup>**. The type of Processor, Merchant Account number, and path where PcCharge was installed are entered automatically. Verify that the information is correct. If it is not correct, you may need to run the set up wizard in PcCharge again before continuing.
4. Press **<Ok>** to save the information.
5. PcCharge Integration is now complete. You will not need to enter this information again. However, it is recommended that you keep it on file.

INTEGRATING CAFÉ PREPAY

If the school district is enrolled with Café Prepay, you may elect to **Integrate Café Prepay** (an option selected during terminal setup). Using the Café Prepay service allows parents to make credit card payments to their child's meal account. Integrating with Café Terminal reduces the time spent posting payments on account and will speed lines during the meal service period with fewer payments being presented by students at the cash register. Integrating with Café Prepay also allows parents who have enrolled to use the service to check their child's meal account balance right at the website. This will reduce the amount of paperwork and time spent producing Account Status Letters and Low Balance Notifications to inform parents that a payment is needed. Enrollment in Café Prepay is free to school districts. More information is available at the website. Visit the website to enroll at **www.CafePrepay.com** or call toll-free **1-800-643-2762, Extension 22**.

To integrate Café Prepay, each school site will need at least one terminal (the "server" where the patron database is stored) with internet access so that Café Terminal can automatically communicate with the website. Proper set up on the server at each school site is critical for this feature to work properly. Before selecting the **Integrate Café Prepay** option on the **Set Up Terminal** screen, you will need to know your **Program ID number**, **Login ID**, and **Password**. If you do not have this information, call the toll-free number listed above before continuing. You will be required to enter this information only once. Café Terminal will remember the information you enter, and will use it each time it communicates with the Café Prepay website. Café Terminal then contacts the website each time Café Terminal is started (to download and import payment information) and each time Café Terminal is exited (to send account balance

information to the website for viewing by parents who have enrolled and made at least one credit card payment on the web site).

CAFÉ PREPAY SETUP

To set up the terminal to communicate with Café Prepay:

1. Select **[F3..File Maintenance]**, **<F6..Set Up Terminal>**, **<F1 Set Up Terminal>**.
2. On the **Set Up Terminal** screen, place a checkmark in the box next to "**Integrate Café Prepay**".
3. Select **<Café Prepay Setup>** to enter the Login ID, Password, and Program ID number.
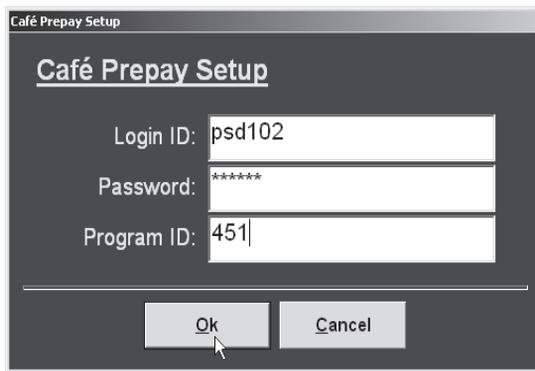
4. Press **<Ok>** to save the information.
5. Café Prepay Integration is now complete and will function automatically from now on. You will not need to enter your program information again. However, it is recommended that you keep it on file.

AUTOMATIC PREPAY IMPORTS AT START UP

Each time Café Terminal is started, it will contact Café Prepay, check for new payments, download payment information, adjust account balances. During this process a series of messages will appear rapidly on the screen. As instructed, please wait. When the import is complete, Café Terminal displays the Café Prepay Import Summary, as in the example on the next page.

The Total Records In File, Total Records Attempted and Total Successfully Imported indicate the number of payments on account. The Total Failed figure should always be "0". A number other than "0" on the this line indicates that a problem may have occurred during the Import. You will need to contact Café Prepay support (**1-800-643-2762, Extension 22**) for help in determining the reason and resolving the problem. The amount on the Total ROA line indicates the total dollar amount of all credit card payments. This amount will be included in the **ROA** (Received On Account) column on the **Sales Activity Report**.

Print Preview

F1 Back

F2 Next

Esc Close

F3 Print

Print Options

☑ All Pages

☐ Current Page

Café Prepay Import Summary

Date Performed:	May 1, 2003
By User:	Prepay, Cafe
Total Records In File:	11
Total Records Attempted:	11
Total Successfully Imported:	11
Total Failed:	0
Total ROA:	220.00

AUTOMATIC EXPORTS ON EXIT

Each time you exit Café Terminal by selecting [Esc..Exit Café Terminal] from the MAIN MENU, Café Terminal will contact the Café Prepay website to upload account balance information. During this process, a series of messages will appear. As instructed, please wait.

> **Note** ✓ *It is important to allow Café Terminal to complete this process before turning off the computer.*

USING THE PAY4LUNCH ULD (UNATTENDED LOADING DEVICE)

If you have installed a Pay4Lunch ULD for use in your facility, communication with the ULD is accomplished through the serial port on the terminal designated as the server (or the terminal where the patron database file is located), and the network connection, which is also connected to the ULD.

Selecting **[F3..File Maintenance]** from the **MAIN MENU**, and then selecting **<F4..File Utilities>** will open the **File Utility Options** menu. The option **<Poll Uld Device>** is found on this menu. When you select **<Poll Uld Device>**, Café Terminal retrieves the data, which is

stored on the ULD device until the data is sent (imported) to the patron database, and automatically adjusts account balances.

Upon retrieving the data from the ULD, Café Terminal then creates an **Import Summary** report. If a PIN (Personal Identification Number) was entered that does not match a PIN in the patron database, Café Terminal creates an **Exception** report. Detailed information about the ULD is included in the *FILE SETUP AND MAINTENANCE* section.

CARD/BARCODE READERS

Patron PINs can be entered through the terminal's keyboard or via an optional card reader. Card readers provide faster and more accurate entry. Café Terminal also supports single/dual keypads and single/dual card scanners that allow patrons to enter their PINs.

The most widely used types of cards are magnetic stripe and bar coded. Magnetic stripe cards (bank cards) are rugged and economical. The Café Terminal software will produce bar coded, photo, ID cards.

USING CAFÉ TERMINAL IN SCHOOLS

Café Terminal generates all of the documentation required by the U.S. government for income reports and meal and eligibility counts. Café Terminal directly prints your completed State Claim forms for monthly counts and cash receipts. In addition, the system provides an easy means for food service administrators and employees to process, monitor and regulate sales within their school districts.

The use of ID cards, which appear the same to all patrons and cashiers, ensures meal status confidentiality. Bar code labels can be attached to library cards or standard student ID's, eliminating the need for a separate meal card. Note that operation of the Café Terminal system does not require the use of ID cards. Operators or patrons can key in PINS. Café Terminal also generates bar coded roster sheets for PIN entry. Refer to **Appendix B**, which contains complete instructions for printing ID Cards, Bar Codes, and Roster Sheets.

USING CAFÉ TERMINAL IN COLLEGES

One of the strengths of Café Terminal is its versatility. Colleges can quickly and easily configure Café Terminal for use in their food service programs. This involves changing the terminal type during terminal setup, and a few extra steps to establish meal plans, and set the initial number of meals each patron will be allowed. The meal plans will then be reset at the end of the meal plan period. Instructions for configuring Café Terminal for use in a College setting are found in the *FILE SETUP AND MAINTENANCE* section, under the heading, **College Version File Maintenance**.

CAFÉ TERMINAL REPORTS/LETTERS

Café Terminal generates reports that allow you to track sales activity and monitor patron accounts. The various reports provide documentation necessary for substantiating government claim forms.

Reports are displayed on the terminal screen for review. You may then, optionally send the report to a specified printer with a single keystroke. In a network environment, the printer may operate as a network device and can be attached to any of the terminals. Additionally, a remote computer equipped with Café Central or pcANYWHERE™ can print many of these reports. For a brief description of these reports, refer to the **MAIN MENU** section. Additionally, the *REPORTS/LETTERS/SPREADSHEETS* section explains each report in depth.

PERFORMING DAILY BACKUPS

<u>**We cannot stress enough the importance of backing up your data each and every day.**</u> Performing this back up will help ensure your data is preserved and can be restored in case of a computer failure, or any other unforseen disaster. In fact, it's an even better idea to perform the backup twice. One set of disks should be kept in a place other than the meal site. Backups may be recorded on 3.5" formated floppy diskettes, zip drive, tape drive, network drive, or writable CD disks. Café Terminal keeps track of the location of your backup set, and this will remain the default backup location unless you change it.

YEAR-END PROCESSING

Certain procedures must be performed at the end of the operating year to prepare the system for the new year. These procedures are referred to collectively as Year-End Processing. *APPENDIX D* explains Year-End Processing.

TERMINAL OPERATION SEQUENCE

The operation sequence outlined below is typical for a site with multiple terminals.

Turn on Server*
Turn on Client Terminals

Log In/Unlock Terminals (if locked)
Open Terminals
Enter Sales Mode
Process Sales and Perform Any Necessary File Maintenance
Exit from Sales Mode

Close Terminals
Select Power Down on Client Terminals**
Turn off Client Terminals

Print Reports (after all terminals are closed) |
Make Backups*** |—(normally Server only)
Select Host Communications, or |
Select Power Down on Server**,
Turn off Server (unless Server is to be kept running at all times)

* The Server must always be turned on before the Client terminals. Failure to do so may result in network errors..

** To safely exit Café Terminal and avoid possible problems such as broken memory clusters or corrupted Café Terminal indexes, you must always select Esc..Exit Café Terminal from the MAIN MENU to return to Windows® main screen. Click Start and then Shut Down before turning off the power.

*** It is imperative that you back up your files each day. For this purpose, you use one of the following: A 3.5" floppy drive and formatted high-density diskettes, a tape drive, a "zip" drive, or a CD-R Writer.

Café Terminal provides for easy backup through a program option. Instructions for implementing backup are included in the *FILE SETUP AND MAINTENANCE* section.

MAIN MENU

MAIN MENU INTRODUCTION

The following is a brief discussion of Café Terminal's **MAIN MENU**. On terminals that have been set up to **Integrate Café Prepay** (normally the server at each site), you will see a few messages appear briefly on the screen as Café Terminal contacts the Café Prepay website to download and import payment information. The Café Prepay **Import Summary** will be displayed. After viewing the summary, and printing (if desired), select **<Esc..Close>**. The **MAIN MENU** is then displayed. Some of this menu's selections are described in greater detail in other sections of the manual. When this is the case, the feature description includes the section where you will find additional information.

Café Terminal displays the **MAIN MENU** when you turn on the machine. The current date appears in the upper left corner of this screen, the facility code and terminal number in the center, and the current time in the upper right corner. The message line across the bottom of the screen shows the Café Terminal version number, the currently logged in user and the status of the terminal, OPEN or CLOSED and LOCKED or UNLOCKED. When the terminal is open the date is displayed next to the word "Open", flashing in **green** if open for the current date, or flashing in **red** when open for a date other than the current date.

> **Note** ✔ *In a network installation, the Server must always be turned on before the Client terminals. Failure to start the Server before turning on a Client results in network errors when you power up the Client.*

Depending upon the status of the machine when the power is shut off, different sets of menu selections are available (highlighted) when you next turn on the power. For example, if you properly exit Café Terminal, **[F2..Log In/Unlock Terminal]** and **[Esc..Exit Café Terminal}** will be the only options available (highlighted) the next time you turn on the machine. To access unavailable menu selections, you must first unlock the terminal.

F1..SALES MODE

Sales Mode readies the terminal to process sales. Sales Mode is available (highlighted) on the **MAIN MENU** only when the terminal is UNLOCKED and OPEN. When you select **[F1..Sales Mode]**, a screen appears that allows you to choose between three separate **sales periods**, breakfast, lunch and dinner.

Select **<F2..Breakfast>** to process breakfast sales, **<F3..Lunch>** to process lunch sales, **<F4..Snack>** to process snack sales (depending on your type of service, the F4 key may be labeled dinner or other**), or ESC..Cancel**. Make sure that you choose the correct period. If

Café Terminal | Main Menu

Current Menu

Current Date
04/01/2003

School Code

102 Terminal 1

Terminal Number

06:55 am

Current Time

Press F1..Sales Mode To Process Sales and/or ROA Transactions

F2..Log In/Unlock Terminal or F2..Log Out/Lock Terminal

F1..Sales Mode

Highlighted When The Terminal Is "Open"

F2..Log Out/Lock Terminal

F6..Close Terminal

F7..Print/View Reports Displays The Reports Menu

File Maintenance Enter/Edit Patrons, Items, Users, and Back Up Data

F3..File Maintenance

F7..Print/View Reports

Print ID Cards, Labels, or Roster Sheets, Edit Keyboard Layouts, Assign Printers

Use Training Mode To Practice Café Terminal Sales And File Editing

F4..Training Mode

F8..Printer/Barcode/Keyboard

View Opening Amount And Current Amount In The Till

Not Highlighted When The Terminal Is "Open"

F5..Open Terminal

F9..Current Till Amount

Press Esc (Escape) To Exit Café Terminal Properly Before Shutting Off The Terminal

Ver. 4.35

JONES

Open 04/01/2003

Unlocked

Esc..Exit Café Terminal

Café Terminal Version Currently In Use

Name Of User Who Is Currently Logged In At This Terminal

"Open" With Date Flashes GREEN When Open For The Current Date Or Red When Open For Non-Current Date -OR- Displays "Closed" When The Terminal Is Closed

Displays "Locked" When No User Is Logged In

your facility serves breakfast and lunch and you process breakfast sales from the lunch mode, you will receive *"Meal Already Served"* messages when you try to sell meals with PIN entry during the lunch period, etc. In this situation, journal entries and sales activity reports will not include breakfast meal sales. To guard against this mishap, Café Terminal displays a message box when you select a Sales Period that allows you to confirm your selection.

After you select a sales period, the sales transaction screen is displayed. Sales Mode can also be used at times other than sales periods to process account deposits, refunds, and prepaid discount purchases. This screen, as well as all other Sales Mode activity, is explained in the *SALES ACTIVITY* section*.

To exit the Sales Mode and return to the **MAIN MENU**, press **<Esc>**. If you press **<Esc>** while the sales transaction screen is displayed, Café Terminal asks, *"Do You Really Want To Exit SALES Mode?"* Sometimes operators mistakenly press <**Esc**> and return to the MAIN MENU when they are still processing transactions. This question appears to allow the operator to continue processing sales without having to reenter the Sales Mode and reselect the Sales Period. To remain in Sales Mode and continue with sales, type **<N>** or select **<NO>**. To leave the Sales Mode and return to the **MAIN MENU**, type **<Y>** or select **<YES>**.

F2..LOG IN/UNLOCK TERMINAL OR
F2..LOG OUT/LOCK TERMINAL

[F2..Log Out/Unlock Terminal] allows you to lock the terminal to prevent unauthorized use. The **MAIN MENU** screen displays **locked** or **unlocked** status in the lower right corner. The **F2** key on the main menu displays **[F2..Log In/Unlock Terminal]** when the terminal is locked, and reads **[F2..Log Out/Lock Terminal]** when the terminal is unlocked. If the system is properly shut down at the end of each day, **[F2..Log In/Unlock Terminal]** and **[Esc..Exit Café Terminal]** are the only options available (highlighted) when you start Café Terminal. You cannot select any other option until you unlock the terminal by entering a login name and a login password.

The Lock function is used most often between a day's operations (e.g., between account data entry and a meal service period, between breakfast and lunch, between lunch and dinner, etc.) and at the end of the day.

<u>To Lock The Terminal:</u> Press **[F2..Log Out/Lock Terminal]**.

<u>To Unlock The Terminal:</u>

1. Select **[F2..Log In/Unlock Terminal]** from the **MAIN MENU**.
   The login screen appears.
2. Enter the <u>**Login Name**</u>. **<TAB>** to the next field.
3. Enter the <u>**Login Password**</u>. Press **< Enter↵>** to log into the system. Your password entry is displayed on the screen as a string of asterisks (******) to protect the confidentiality of the password.

Note ✓	*If an invalid name and/or password is entered, the system displays the message "Unable to locate user in the database". Make sure you have entered the Login and Password Names exactly as they were entered when the user was set up. Repeat steps 1-3 if necessary.*

Caution !	*A word of caution for multi-terminal facilities. If the message **"[user] appears to be logged in. If you are not logged in at another computer, select YES. Select NO to log in as another user."** is displayed, <u>**do not**</u> continue by pressing YES unless you are sure this user is not logged in at another terminal. If the same user opens two terminals and processes sales, a journal will only be generated when that user closes the second time, meaning half your sales transactions will be permanently lost.*

F3..FILE MAINTENANCE

The File Maintenance menu provides a list of options that allow you to perform many tasks including creating, editing, and backing up patron and item files. A complete explanation of the File Maintenance options can be found in the *FILE SETUP AND MAINTENANCE* section.

F4..TRAINING MODE (ON/OFF)

Training Mode lets you practice all of the system's functions (e.g., creating and editing patron and item files, processing sales transactions, etc.). Operations performed during the Training Mode are not recorded on the disk, but performed in a temporary directory with a copy of the system data.

!!!WARNING!!!

BEFORE ENTERING TRAINING MODE, MAKE CERTAIN THE TERMINAL IS UNLOCKED AND CLOSED. DO NOT MAKE THE MISTAKE OF PROCESSING ACTUAL SALES OR PERFORMING NECESSARY FILE MAINTENANCE IN THE TRAINING MODE. NONE OF THE WORK PERFORMED DURING THIS MODE IS SAVED ON THE DISK.
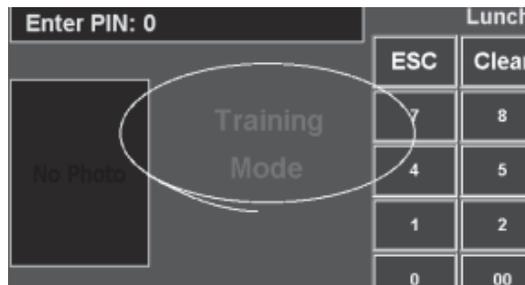
*To help you remember not to process actual sales or perform necessary file maintenance in Training Mode, Café Terminal displays the words **Training Mode On** (in RED LETTERS) in the upper left corner of the **MAIN MENU** screen and, as an added safety measure, also displays the words **Training Mode** on the sales transaction screen.*

To select Training Mode:

With the terminal UNLOCKED AND CLOSED, select **[F4..Training Mode]** from the **MAIN MENU**. Answer **Yes** to Restart Application (Café Terminal) in Training Mode. A message notifies you that the system will now copy the data (to a temporary directory) and restart Café Terminal in Training Mode.

Operations performed while in Training Mode are not recorded on the disk. Nothing you do in this mode can damage your data or your equipment, so go ahead and play.

To practice processing sales:

1. After entering the Training Mode, press **[F5..Open Terminal]**. (See instructions for opening below.)
2. Select **[F1..Sales Mode]**.
3. Select a sales period: **<F2..Breakfast>**, **<F3..Lunch>**, or **<F4..Snack>**.

When you select a sales period, Café Terminal displays the sales transaction screen. The word's **Training Mode** appear in the center of the screen.

4. Follow instructions in the *SALES ACTIVITY* section to practice processing sales.
5. **<Esc>** to exit the sales mode and return to the **MAIN MENU**.

To practice File Maintenance:

1. While in **Training Mode**, select **[F3..File Maintenance]** from the **MAIN MENU**.
2. Select the File Maintenance option you wish to practice. The *FILE SETUP AND MAINTENANCE* section explains these options.

To exit Training Mode:

1. **<Esc>** to return to the **MAIN MENU**.
2. Close the terminal before leaving **Training Mode**. Select **[F6..Close Terminal]** from the **MAIN MENU**.
3. Complete the closing as outlined below under the heading **[F6..Close Terminal]**.
4. Select **[F4..Training Mode]**. Answer **Yes** to Restart Application in Normal Mode.

> Note ✓ *If you exit the training mode before closing the terminal, Café Terminal will close the terminal automatically. If you attempt to Exit Café Terminal, you will be reminded that you must turn off Training Mode before exiting.*

F5..OPEN TERMINAL

The terminal must be opened before you can enter the Sales Mode to process sales, make account payments/refunds, or record prepaid meal purchases. Café Terminal's **MAIN MENU** screen displays the OPEN/CLOSED status at the bottom of the screen. Once opened, the terminal should remain open until you have completed the day's operations. Register totals are cleared each time you close the terminal. If you close the terminal between meal service periods, you will need to reenter the opening amount in the cash register. For this reason, most facilities do not close the terminal until the end of the day's operations. You can lock the terminal between periods of use to prevent unauthorized tampering.

> Note ✓ *The **[F5..Open Terminal]** button will not be available (highlighted) unless the terminal is UNLOCKED. Select **[F2..Log In/Unlock Terminal]**, then enter a*

valid login name and login password. Instructions for logging in are included in this section under the **[F2..Log In/Unlock Terminal]** *heading and in the INTRODUCTION section under* **Quick Reference Guide**.

To Open the Terminal:

1. Select **[F5..Open Terminal]** from the **MAIN MENU**.

2. Answer the question ***Open Terminal?*** Type **<Y>** or select **<YES>**, **or** type **<N>** or select **<NO>**.

3. Answer <u>Open Terminal For Sales Date</u> xxxxx-xxxx xx, 2003? If the date is correct, **<Enter ↵>**, type **<Y>**, or select **<YES>**, **OR...**

    If the date is incorrect, or you wish to open the terminal for a past date, type <**C**> or select **Change Date**. Highlight the correct date by clicking on it, to move month to month use the single arrow keys (< or >), to move from year to year use the double arrow keys (<< or >>). When you have highlighted the correct date press **<Enter ↵>**. The date should now be changed to the one you have selected. Begin again with step 3.

    <table><tr><td>Note ✔</td><td>*You can search through the month(s) and year(s) faster by clicking on the arrow keys in the top left or top right of the calendar box. Clicking on the single arrow key pointing to the right (>) will advance the calendar a month or to go to the previous month click on the single arrow pointing to the left (<). Clicking on the double arrow pointing to the right (>>) will advance the calendar a year or to go to the previous year click on the left double arrow (<<).*</td></tr></table>

4. Type in the **Opening Amount** of cash in the drawer and press **<Enter ↵>** or click **OK**.

5. Verify that the terminal is open for the date you selected. The word "**Open**" with the date flashes at the bottom of the **MAIN MENU** screen. If you opened for the <u>current date, this will be displayed as GREEN</u>, but if open for a <u>non-current date, the message will be in flashing RED</u> letters.

    <table><tr><td>Caution !</td><td>*If the word "Open" appears, with the date* **flashing in red***, when you first turn on the terminal in the morning, it means the terminal was not closed properly yesterday. Before proceeding, the terminal must be closed, and then reopened for the current date. Otherwise, yesterday's sales and today's sales will be combined into one Journal for this user and the Sales Activity Report.*</td></tr></table>

Café Terminal returns to the Main Menu, which now shows all options available (highlighted) except the **[F5..Open Terminal]** button, which is not highlighted because the terminal is already open.

F6..CLOSE TERMINAL

Close Terminal is used when you have completed the day's sales activity or when exiting from the Training Mode. At multi-terminal sites, it is important to close all client terminals before closing the terminal designated as the "Server".

To Close the Terminal:

1. Return to Café Terminal's **MAIN MENU**.

2. Select **[F6..Close Terminal]**.
    The Closing screen appears.

3. Enter drawer counts (the number of coins, not the cash value) in the **Penny QTY:**, **Nickel QTY:**, **Dime QTY:, Quarter QTY:**, **½ DLR QTY:** fields. Press **<TAB>** to move from field to field, **<Bksp>** (backspace) to erase if you enter an incorrect amount. Enter the cash value of bills in the drawer (without a decimal).

> **Note** ✔ *If **Track Checks Taken During Sales** and **Record Check Numbers** were checkmarked in **Set Up Terminal**, skip to step 4b (Reconcile checks).*

4a. Enter checks in the register.

    a. Select **<F2 Enter Checks>**. The check register screen appears. Checks may be entered into the check register according to denomination. For example, you may enter 6 checks @ 10.00.

    b. Enter the number of checks for a single denomination. **<TAB>** to move the cursor to the next field.

    c. Select **<F1 Add>** to add this line in the register. Continue to add checks received in this manner. To clear a single line from the register, use the **<↑>** or **<↓>** key to highlight the line to clear from the list, then select **<F2 Clear>**. To clear the entire list, select **<F3 Clear All>**.

    d. Verify the information is correct, then select **<F5 Save Total>** to save the check register totals and return to the closing screen.

    e. **<Esc>** to leave without saving the check register totals.

Check Register

☑ 10.00	456	Adler Alyssa	
☐ 10.00	234	Adams Asti ***VOID***	
☑ 20.00	123	Abreu Mallory	
☑ 30.00	345	Adifon Joel	

↑

F1 Mark Entry

F2 Unmark Entry

↓

←   →

The above check register is sorted in order of denomination. Mark the entries above that exist in the checks with which you are closing.

F3 Save   ESC Cancel

4b. Reconcile checks.

    a. **<F2 Enter Checks>**. The check register screen appears.

    b. **<F4..Reconcile By #>**. A list of all checks recorded in Sales Mode with the **<F7..Check On>** key is displayed. (See the figure above.)

    c. Place a checkmark next to each check on the list, matching them up one by one with the checks in your cash drawer. Use the **<↑>** or **<↓>** key to highlight the a check, then select **<F1 Mark Entry>**. Use **<F2 Unmark Entry>** to unmark an entry. When finished, select **<F3 Save>**.

    d. Verify the information is correct, then select **<F5 Save Total>**.

5. Credit Card - This line is displays the sum total of all **PcCharge** credit card transactions that were processed in Sales Mode via the **<F9 Credit Card>** key. Café Terminal calculates and enters this total for you.

6. **<F1 Run Totals>**. The TILL totals you have just entered and the REGISTER totals calculated by Café Terminal from Sales Transactions (Coins & Bills, Checks, Credit Card and Total In Register) will be displayed.

> **Note** ✔ *Café Terminal can perform what is known as a "blind" close based on the user security setting, **View Till Amounts**. If the **User Access Rights** do not include the ability to **View Till Amounts**, only the TILL totals section will be displayed. Complete the close by pressing **<F3 Close Terminal>**. When the last user closes the terminal, a Sales Activity Report is generated, and the message **"Counting Eligibles...Please Wait"** is displayed. When this process is finished, Café Terminal returns to the **MAIN MENU**. The word **"Closed"** appears at the bottom of the screen.*

> **Note** ✔ *When these two sums are the same, the field is labeled **Balanced**. If the Total In Till is less than the Total In Register, the **Shortage:** field displays the difference. Likewise, when the Total In Till exceeds the Total In Register, the field is labeled **Overage:** and reflects the difference. For example, if the Total In Till comes to $75.00 and the Total In Register stands at $50.00, the Overage amounts to $25.00.*

7. If the word **"Balanced"** appears on the bottom line, continue with the closing. If the figures do not balance, the word **"Shortage"** or **"Overage"** is shown, in which case you may wish to abort the closing by pressing **<ESC>**, recount the money in the drawer, begin the closing again.

Shortages and Overages indicate terminal operator mistakes. Miscalculating drawer counts and/or errors in count entry during the closing are common mistakes. Failure to enter the opening amount during opening will result in an overage if this amount is included in data entry of drawer counts. Also, during a busy sales period, the operator may have taken money and forgotten to process the transaction before placing the money in the drawer. Or change may have been made incorrectly. Mistakes will occur less often as operators become comfortable with the system.

8. Press **[F3..Close Terminal]** or press **<Esc>** to abort the closing.

9. You are prompted *"Do you wish to print a receipt with the closing totals?"*. Select **<Yes>** to print a closing totals receipt or **<No>** to close without printing a receipt.

> **Note** ✓ *If there are other users still OPEN for that day Café Terminal will tell you which user remains OPEN. As long other users remain OPEN, a Sales Activity Report cannot be generated for that day.*

> **Note** ✓ *If you select **No**, you will not be able to print the receipt at a later time. Closing totals are not stored by Café Terminal. For this reason, it is recommended that you always select **Yes**. When the final journal processing has been completed, a message appears to inform you that Café Terminal is now **"Counting Eligibles"**. As instructed, **"Please Wait"**. The system returns to the **MAIN MENU**.*

10. Print reports, such as Sales Activity Report, State Forms, or any other reports needed before exiting Café Terminal.

!!! WARNING!!!

> **Caution** ⚠ Do not shut off power to the terminal while the journal processing and counts are underway. Wait until the terminal returns to the MAIN MENU. Verify that the closing has been completed by checking to see if the word "CLOSED" appears at the bottom of the MAIN MENU screen. Operators sometimes mistakenly press <Esc> instead of <F3> to complete the closing. If the status line on the bottom of the MAIN MENU screen reads OPEN, the closing was not completed. If this is the case and you want to close, you must begin the closing process again. Always select Esc..Exit Café Terminal and properly exit Windows® before turning off the power.

F7..PRINT/VIEW REPORTS

To display the Reports menu, select **[F7..Print/View Reports]** from the **MAIN MENU**. **Print/View Reports** allows an operator to print Café Terminal reports or to view the reports on the screen. These reports include sales activity and journal reports, patron and item lists, and various patron account reports. This option also includes a feature for generating letters to patrons with high/low account balances and a spreadsheet feature that prints completed State Claim forms.

Reports/letters/claim forms can be printed at the terminal if a printer is connected to the computer or the network. Additionally, reports can be displayed on the terminal screen or written to a diskette for printing at a remote location. Remote location printing is also possible via Symantec's **pcANYWHERE™** if the remote computer is equipped with **Café Central**.

Café Terminal Report Options

F1 Sales Activity Report	F7 Sales Journals
F2 Patrons With Pre Paid Meals	F8 Account Status Letters
F3 Today's à la Carte Sales	F9 List All Items
F4 Patrons with +/- Balance	F10 Patron Participation Report
F5 Account/Drawer Adjustments	F11 Emergency Roster
F6 Other Patron Reports	F12 State Forms
Esc Close	
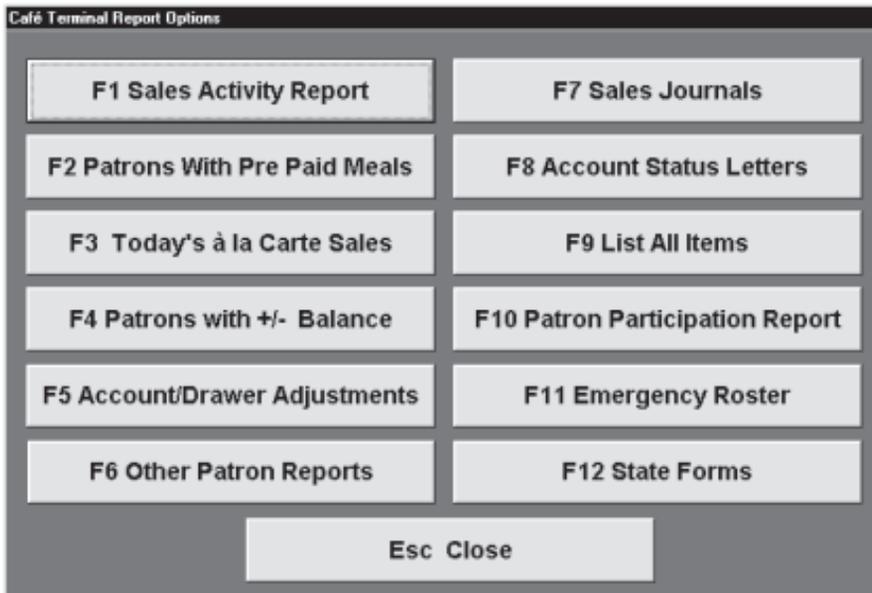
F1 SALES ACTIVITY REPORTS

Sales Activity Reports track a facility's sales activity, including meal counts and income totals. The Sales Activity Reports menu allows you to print/view reports for the current day, a specified month or a range of dates. Sales Activity Reports can also be produced for a single user on the LAN (Local Area Network) or for all users in the facility, listed individually.

Sales Activity Reports are processed from the Journals recorded from the individual users, written to disk on the Server and transferred via modem to the central office. See the section titled *REPORTS/LETTERS/ SPREADSHEETS* for a detailed description of the Sales Activity Report options.

F2 PATRONS WITH PREPAID MEALS

Patrons With Prepaid Meals reports provide lists of all patrons whose accounts show the purchases of prepaid meals. These lists contain the numbers of prepaid breakfasts and prepaid lunches remaining in the accounts along with any account balances. Sort patrons by name, ID or PIN number, homeroom, status, a single homeroom, single grade, or not active.

F3 TODAY'S À LA CARTE SALES

Today's à la carte sales reports include the names and quantities of items sold during the current day's sales periods. Also included are the numbers of these items sold since year-end processing was last completed.

F4 PATRONS WITH +/- BALANCE

F1 Patrons With Negative Balance lists patrons with negative (-0.00) account balances and the negative amount, and sorts by name, ID or PIN number, homeroom, status, a single homeroom, single grade, or not active.

F2 Patrons With Positive Balance lists patrons with positive balances (+0.00) and the amount in the account, and sorts by name, ID or PIN number, homeroom, status, a single homeroom, single grade, or not active.

F5 ACCOUNT/DRAWER ADJUSTMENTS

F1 Account Adjustments Report lists all adjustments to accounts, including amount received on account (ROA), and amounts deducted in sales mode.

F2 Cash Drawer Report lists adjustments made to the cash drawer for a particular user or cashier.

F6 OTHER PATRON REPORTS

F1 All Patrons lists all patrons, sorted by name, ID or PIN number, homeroom, status, a single homeroom, single grade, or not active.

F2 Patrons With No Photos lists patrons who do not currently have photos, and sorts by name, ID or PIN number, homeroom, status, a single homeroom, single grade, or not active.

F3 Dietary Notes Report lists patrons with special dietary needs or restrictions, as entered in the Dietary Notes field in the patron file, and sorts by name, ID or PIN number, homeroom, status, a single homeroom, single grade, or not active.

F7 SALES JOURNALS

Sales journals contain each user's sales records, and can be viewed on the terminal screen or printed. This report lists prepaid meals, cash sales, charged sales, credit card numbers (the last 4 digits), and amount received on account (ROA) for all patrons who purchased meals or made payments at a particular user's terminal. Print the journal for the current day, a selected day, or a range of dates. See the section titled *REPORTS/LETTERS/ SPREADSHEETS* for a detailed description of these options.

F8 ACCOUNT STATUS LETTERS

The Café Terminal Reports menu also includes a feature for the automatic generation of letters to patrons with low/high account balances and/or a limited number of prepaid meals. You can use the letter already provided, edit it, or create your own from scratch. Set limits for the account balance or the number of prepaid meals to determine which patrons will receive letters, or choose one or more individual patrons. See the section titled ***REPORTS/LETTERS/ SPREADSHEETS*** for instructions on printing these letters.

F9 LIST ALL ITEMS

List of All Items reports contain all of the item information recorded in the item database file, the item numbers, descriptions, prices, and amounts sold.

F10 PATRON PARTICIPATION REPORT

F1..Individual Patron Details report prints a record of all transactions recorded for one or more selected patrons. This feature makes it possible to thoroughly research a patron's activity and clear up any questions regarding the patron's account.

F2..Daily Attending Summary tells the *Total Number of <u>Active</u> Patrons* in your patron database, and the *Number of Patrons Not Identified In Sales Mode* for the selected date.

F3..Daily Attending Detail includes the same information listed the Daily Attending Summary, but also includes the names and ID numbers of *Patrons Not Identified in Sales Mode*.

F11 EMERGENCY ROSTER

Emergency Rosters are used at times when you are unable to process sales with the terminal (i.e., a power failure, damage to the terminal, etc.). These rosters contain the patron names and PINs. Note activity next to the patron's name for entry into the terminal at a later time.

F12 STATE FORMS

A Spreadsheet option, also included in the Reports menu, is used to generate completed State forms for monthly counts and cash receipts. These forms vary from state to state. Your Café Terminal software generates the forms required by your State. This option can be used to produce other spreadsheets as well. Instructions for implementing this feature can be found in the ***REPORTS/LETTERS/SPREADSHEETS*** section.

F8..PRINTER/BAR CODES/KEYBOARD

When you select **[F8..Printer/Bar Codes/Keyboard]**, Café Terminal displays a menu containing four options. From this menu, select **<F1 Print Bar Codes>**, **<F2 Print ID Cards>**, **<F3 Assign Printers>**, or **<F4 Select KeyBoard>**. (Note: A printer must be attached, set up and then assigned for various Café Terminal tasks.)

Setup Options

F1 Print Bar Codes
F2 Print ID Cards
F3 Assign Printers
F4 Select KeyBoard
Esc Close
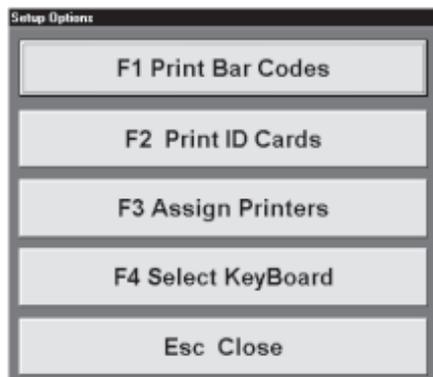
F1 PRINT BAR CODES

Prints bar coded labels for patron ID cards and roster sheets. When **<F1 Print Bar Codes>** is selected, the Barcodes menu presents 4 (four) options: **<F1 Print to Individual Patrons>**, **<F2 Print All by Homeroom>**, and **<F3 Restart Printing At PIN>**, and **<F4 Barcoded Roster Sheets>**. *Appendix B* contains instructions for implementing each one of these options.

F2 PRINT ID CARDS

Prints patron identification (ID) cards with photo (if applicable), bar code, grade, homeroom and school name. When **<F2 Print Bar Codes>** is selected, the Barcodes menu presents 4 (four) options: **<F1 Print For Individual Patrons>**, **<F2 Print Single Homeroom>**, and **<F3 Print Single Grade>**, and **<F4 Print All Patrons>**. *Appendix B* contains instructions for implementing each of these options.

F3 ASSIGN PRINTERS

Used to select the default printers for printing Café Terminal reports, receipts, ID cards, and bar code labels. The *REPORTS/LETTERS/SPREADSHEETS* section contains detailed instructions for assigning printers in Café Terminal.

F4 SELECT KEYBOARD

Used to set up multiple keyboard layouts (referred to as *Keyboard Mapping*) and to select the layout(s) to be used for any given meal period. See *FILE SETUP AND MAINTENANCE* for complete instructions on creating and selecting layouts.

F9..CURRENT TILL AMOUNT

This feature allows the administrator to view the opening amount that was entered for today as well as the current amount that should be in the cash drawer.

Confirm ☒	Confirm ☒
? Open Till was $60	? Current Till Amount is $5.85
OK	OK
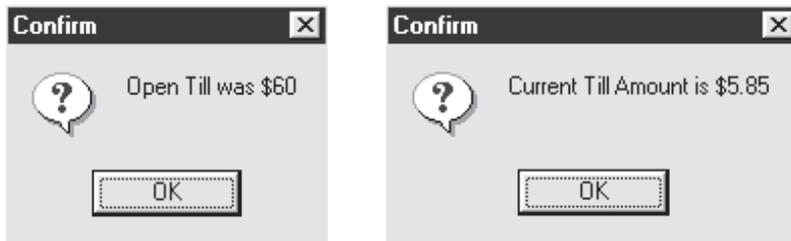
For example, this feature is especially useful for managers who want to know how much should be in their cashier's drawer after breakfast sales have been completed.

> **Note** ✓ *The user security setting, **View Till Amounts** controls user access to this information.*

ESC..EXIT CAFÉ TERMINAL

To exit Café Terminal properly, and safely shut down your system and prevent potential problems (i.e., broken clusters, data loss), you must do the following in the order they are listed:

1. **Close the terminal**. Follow instructions as listed under the **[F6..Close Terminal]** heading in this section of the User's Guide.

> **Note** ✓ *In multi-terminal systems, close all client terminals before closing the terminal designated as the "SERVER".*

2. **Log out and lock the terminal** by selecting **[F2..Logout/Lock Terminal]** from Café Terminal's **MAIN MENU**.

3. Select **[Esc..Exit Café Terminal]** to **exit Café Terminal** and return to Windows.

4. If this terminal was set up to Integrate Café Prepay, Café Terminal will contact the Café Prepay website at this time to upload account balance information. As instructed, please wait until the process is complete (usually just a few seconds) before turning the computer off.

To properly exit Windows®, before turning your computer off:

1. Click the **Start** button, then click **Shut Down** or **Turn Off Computer**.

2. Click on **Shut Down** or **Turn Off**.

This process varies slightly with different versions of Windows®.

This completes the discussion of Café Terminal's **MAIN MENU** as a whole. The following chapters include in-depth explanations of these features and their options.

NOTES:

FILE SETUP AND MAINTENANCE

The FILE MAINTENANCE menu contains the options used for initial set up, and subsequent editing, of Users, Patrons and Items. To access this menu, select **[F3..File Maintenance]** from Café Terminal's **MAIN MENU**.

PRACTICING FILE SETUP AND MAINTENANCE

When you see this sign at the beginning of any procedure in this section, you may use Café Terminal's **Training Mode** to practice that procedure. Operations performed during the Training Mode are not recorded on the disk. It is recommended that you practice the operations described in this section, as well as the *SALES ACTIVITY* section, before beginning actual data entry and processing sales.

> **Note** *Before entering the **Training Mode** make certain that the terminal is UNLOCKED and CLOSED. See **[F6..Close Terminal]** in The **MAIN MENU** section for closing instructions.*

To enter the **Training Mode**, press **[F4..Training Mode]** from the **MAIN MENU**. Type **<Y>** or select **<Yes>** to the question *"Restart application in training mode?"* A message notifies you that the system will now copy the data (to a temporary directory) and restart Café Terminal in Training Mode. The words *"Training Mode On"* appear in red in the upper left corner of the Café Terminal **MAIN MENU** screen.

When you have completed the training session, return to the **MAIN MENU**. If you opened the terminal during the session, select **[F6..Close Terminal]**, then select **[F4..Training Mode]**. Type **<Y>** or select **<Yes>** to the question *"Restart application in normal operation mode?"*

> **Caution** **DO NOT MAKE THE MISTAKE OF PROCESSING ACTUAL SALES OR PERFORMING NECESSARY FILE MAINTENANCE IN THE TRAINING MODE. NONE OF THE WORK PERFORMED DURING THIS MODE IS SAVED ON THE DISK.**

FILE SETUP

Before processing sales transactions, you must set up the Patron and Item files. The information in these files is required for processing sales, maintaining accounts, and creating reports.

Note ✓ *If the Main Menu screen contains the word **Locked** in the lower right corner, **[F2..Login/Unlock Terminal]** and **[Esc..Exit Café Terminal]** are the only options available (highlighted). You must unlock the terminal before selecting File Maintenance. **To unlock the terminal**, select **[F2..Login/Unlock Terminal]** and enter a valid Login Name and Login Password. If you want to exit Café Terminal, select **[Esc..Exit Café Terminal]** to quit and return to Windows.*

Note ✓ *The Patron and Item files can be created in any order. Patron file setup is covered first in the following material simply because it appears first in the FILE MAINTENANCE menu.*

SETTING UP THE PATRON FILE

Patron Files can be established by importing an existing database into Café Terminal through a conversion program and/or by entering patron information at the terminal. At multi-terminal sites, the Server stores the patron file and shares it with the Client terminals.

Note ✓ *When including patron photos in your system, it is recommended that you first enter all of your patrons into the database and then capture the photos.*

The Café Terminal patron database includes all patron and account information required by the system to process sales, payments, maintain accounts, and generate meal counts, income reports and other important data. Patron information consists of the patron's name, ID (account) number, PIN number (used to access account), address (city, state, zip), email address, and phone number, home room, meal eligibility status (free, reduced, or full price), grade, school attending, track (for year-round schools), attendance status (active or inactive), birthday (for announcing "Happy Birthday") and any dietary restrictions. The account balance and numbers of prepaid breakfasts and lunches purchased are included in the account information.

Importing files is accomplished through the option **<F3..Set Up Update>**. This is located on the SET UP TERMINAL menu (Select **[F3..File Maintenance]** from the **MAIN MENU**, then select **<F6..Set Up Terminal>**). Refer to **APPENDIX C** at the back of this manual for more information.

Café Terminal Patron Information Window

Patron Information: Total Patrons: 613

Field	Value	Field	Value
Name	Adler Alyssa		
ADDRESS LINE #1	Firenzi Lane	STATE	IN
CITY	Farrington	ZIP	06032
EMAIL	j-adler@rydon.com	PHONE	927-4189
Home Room	Earley Jane	ID #	993258
Dietary Note	diabetic, allergy-nuts	PIN	10451
Account Balance	2.90	STATUS	D
Grade	4	TRACK	A
ACTIVE	TRUE	BIRTHDAY	01/01/1911
School	11111		

F12 Capture Photo

Keyboard

Send E-mail

| PP_BRKFST: 0 | PP_LUNCH: 0 | LAST_TRAN: 10/17/01 |
| ATE BRKFST: 0 | ATE LUNCH: 0 | ATE DINNER: 0 |

| F1 Find Patron | F3 Delete Patron | F4 Add Patron | F5 Edit Patron |
| F9 Group Edit | ↓ Next Patron | ↑ Previous Patron | Esc Exit |

To enter (key in) patron information at the terminal, Select **<F1..Enter/Edit Patron>** from the FILE MAINTENANCE menu. Café Terminal displays the **Patron Information Window** that contains patron and account information fields. Also present on this screen are function keys and their descriptions. Some of these keys are used primarily for editing the patron information after the initial entry and are explained in detail in later in this section.

You are allowed to enter/edit identifying patron information only. The fields enabled for data entry are labeled **Name (LAST, FIRST)**, **ADDRESS LINE #1**, **CITY**, **STATE**, **ZIP**, **EMAIL**, **PHONE**, **Home Room**, **Dietary Note**, **Grade**, **ACTIVE**, **School Code**, **ID#**, **PIN**, **STATUS**, **TRACK**, and, **BIRTHDAY**. The account information fields, **Account Balance:**, **PP BRKFST**, **PP LUNCH**, and **LAST TRAN** are inaccessible.

All account transactions are entered from the **[F1..Sales Mode]** (selected from the **MAIN MENU**). All sales mode activity is recorded in the terminal's journal to provide accurate, documented accounting. This procedure is a deterrent to unauthorized altering of patron accounts. Similarly, you cannot edit patron information while in the sales mode. This prevents possible misdeeds, such as altering a patron's eligibility during a sales transaction.

The last three fields on the patron information screen, **ATE BRKFST**, **ATE LUNCH**, and **ATE DINNER** require no data entry. Café Terminal automatically enters the terminal number where the meal was purchased in these fields if a patron purchases a meal during the sales period. For example, if a patron purchases a lunch at terminal 3, then a **3** will be placed in the ATE LUNCH field. Certain types of facilities record meal counts for governmental reimbursement and may count only one meal per patron for each of the day's periods among the reimbursable meals. Café Terminal alerts you if a patron attempts to use his/her account for standard meal purchases twice in one sales period. If Café Terminal was shut down properly following the previous days sales, the Breakfast, Lunch and Dinner fields will automatically be reset to **0** at the beginning of each day.

Complete instructions for entering and editing patrons are included in this section of the User's Guide in the description of the FILE MAINTENANCE menu commands, under the heading **F1..Enter/Edit Patron**.

CAPTURING PHOTOS

Photos are captured using a Microsoft video compatible camera. Please see the installation instructions supplied with the camera to properly attach it to the terminal. Photos for individual patrons can be captured during **Sales Mode** or when viewing the patron's file on the **Patron Information Window**. Special instructions apply to using photos in a multi-terminal facility.

> **Note** ✓ *Café Terminal features a report to list all patrons who do not currently have a photo. To view/print this report, first select* **[F7..Print/View Reports]** *from the* **MAIN MENU***, then select* **<F6..Other Patron Reports>***, and* **<F2..Patrons With No Photo>***. The No Photo Report, as well as all other reports, is explained in detail in the* **REPORTS/LETTERS/ SPREADSHEETS** *section of the User's Guide.*

Schools that have a CD-ROM containing student photos, supplied by ***Life Touch***, ***Herff Jones*** or another photography company, may export these photos to the Photo folder, located in the Café

Terminal directory. The CD obtained from the photography company must contain photos in either .BMP or .JPG file formats. After the photos are present in the Photo folder, you must use the **Check For Incorrect Data** command, located on the **Group Edit Menu**. This command tells Café Terminal to match the photos in the folder to the students in the Patron File. Photo filenames will be linked to ID numbers in the Patron File. Your Café Terminal Technical Support representative can provide additional assistance.

In multi-terminal facilities, photos will be loaded on the terminal which has been designated as the "server".

*IMPORTANT: The patron ID number that the photography company uses **must match** the patron ID number in Café Terminal. If the photography company does not use the patron ID numbers, contact technical support for additional instructions.*

CAPTURING PHOTOS IN SALES MODE

Photo capture is accomplished during **Sales Mode** by pressing the **<F12..Snap Shot>** key after first accessing the patron's account by entering a PIN. If a patron enters their PIN and "No Photo" appears in the photo screen area, the operator may quickly take the patron's photo and continue with any desired transactions (i.e. selling a meal, putting money on account, etc.).

CAPTURING PHOTOS ON THE PATRON INFORMATION SCREEN

Photo capture can also be accomplished from the **Patron Information Screen** (select **<F1..Enter/Edit Patron>** from the FILE MAINTENANCE menu). After you have created your patron file, you are ready to capture photos to be displayed when the patron file is accessed during Sales Mode.

To capture/load the photos onto Café Terminal while in the Patron Information Screen:

1. Make sure that the terminal is turned on and power is supplied to the digital video camera.
2. Unlock the terminal if necessary. **[F2..Log In/Unlock Terminal]**.
3. From the **MAIN MENU**, select **[F3..File Maintenance]**, then **<F1..Enter/Edit Patron>**.
4. Click on **<F1 Find Patron>** to locate the patron whose photo you wish to capture.
5. Select **<F12 Capture Photo>**.
6. Once you have an acceptable photo on the screen, press the **<Enter ↵>** key.

ENTERING ACCOUNT FUNDS

ROA's (Received On Account funds), advance meal purchases, and refunds are all processed in **Sales Mode**. Some facilities handle advance sales, ROA payments and refunds at times other than the meal period. This section of the User's Guide contains instructions for adding funds (posting payments/refunds) to patron accounts, refunding account funds, and recording the purchase/refund of prepaid meals (discounted or non-discounted). For instructions on how to process these transactions in conjunction with other transactions, refer to the *SALES ACTIVITY* section of the User's Guide.

SALES TRANSACTION SCREEN

Following is a brief description of the Sales Transaction Screen. Refer to the *SALES ACTIVITY* section for a detailed explanation of the Sales Transaction Screen, commands, keys, and processing all transactions.

- **<F1 No ID>** is used to process cash transactions without first entering a PIN.

- **<F2 Search>** allows you to locate and access a patron's account by viewing a patron list instead of entering the PIN, or display students by home room with the **<F2 Thumbnails>** button when the search screen is displayed.

- **<F4 Info> (Patron Information)** lets you view the patrons' photos for identification purposes and monitor the patrons' accounts while processing transactions. The Patron Information display remains active for subsequent accounts accessed until you cancel the function by pressing <**F4**>.

- **<↑Journal>** allows you to scroll the journal (transaction records) between transactions. When a transaction is in progress, **<↑>** and **<↓>** allow you to scroll items entered.

- **<F11..Auto>** is used to automatically record and price a meal purchase and terminate the sale as soon as the patron's PIN is entered. When **<F11 Auto>** is pressed, **Auto Meal Mode** remains active for subsequent accounts accessed until you disable the function again by pressing **<F11 Auto>**.

- **<F12..SnapShot>** is used to capture patron photos as you process sales. Enter a PIN, or Search to access a patron's account. If the patron does not have a photo or you wish to replace the existing photo, press **<F12..SnapShot>**. Photos can also be captured while entering/editing patrons (F1...Enter/Edit Patrons on the FILE MAINTENANCE MENU) with the <F12 Capture Photo> command.

- **<←Get PIN> >** is used to access the PIN that was entered on the keypad, hand-held scanner or slot bar code reader on the cashier's left side. (If this key is not displayed on the screen, this feature has not been programmed in **Terminal Set Up**.)

- **<→Get PIN>** is used to access the PIN that was entered on the keypad, hand-held scanner or slot bar code reader on the cashier's right side. (If this key is not displayed on the screen, this feature has not been programmed in **Terminal Set Up**.)

The right side of the screen displays touch screen keys. If your facility has a **touch screen monitor**, simply touch the desired key on the screen.

SETTING UP THE ITEM FILE

The item database file contains item descriptions, prices (per item and optional quantity discount), and other item-related data. At multi-terminal sites, the Server stores all database files and shares them with the Client Terminals.

To establish the item file, select **<F2..Enter/Edit Item>** from the FILE MAINTENANCE menu. The **Item Information** screen displays the items on file and contains fields for data entry. Two of these fields, **Sold Today:** and **Sold To Date:** automatically display numbers that track the quantities of items sold.

Also present on this screen are function keys. Some of these keys are used primarily for editing the items after the initial entry and are explained in detail in the *File Maintenance* section of this section. **<F1 Item Search>, <F3 Delete Item>, <F4 Add New Item>, <F5 Edit Current Item>, <F7 Define Category>,** and <**F9 Search By Key>** are used extensively in creating the item database file.

Complete instructions for entering and editing items are included in this section of the User's Guide in the description of the FILE MAINTENANCE menu commands, under the heading **F2..Enter/Edit Items**.

ASSIGNING ITEM NUMBERS

The **Item Number:** field on the Item Information screen refers to a particular key on your keyboard (see Appendix A). Once entered, this number cannot be changed. Items 1 - 30 and items 201 - 215 are used for complete meals and milk in facilities that receive government reimbursement for these items. Other facilities may use these keys for packaged items. Setup of these items is described below under the section *Selecting Meal (packaged items) Numbers*. The remaining item numbers/keys are used for à la carte items.

> **Note** ✓
> * *Items 1 - 30 AND Items 201 - 215 may not be programmed as à la carte items.*
> * *Items 1 - 30 AND Items 201 - 215 may not be programmed as Premium meals.*
> * *Items 1 - 30 AND Items 201 - 215 cannot be deleted.*

SELECTING À LA CARTE NUMBERS
(For Schools NOT Using Touch Screen Monitors)

Before establishing your item files, you must first plan the placement of your à la carte items on the keyboard. Either make a list of your items and their assigned numbers (greater than 30, and not 201 - 215), or write the item descriptions on the keyboard decals before beginning your item file data entry.

When designating keys for à la carte items, it is best to group items for a particular sales period next to each other. For example, group all of the items normally sold for breakfast on one side of the keyboard, the items sold for lunch on the other.

Café Terminal's **Keyboard Mapping** feature allows you to maintain multiple keyboard layouts for à la carte items. This means that a single key can process the sale of different items, depending upon the layout selected in Café Terminal. For example, the default layout is structured so that key number 44 on the keyboard processes the sale of item number 44 in the database. You can

create additional layouts that allow key number 44 to sell different items. This feature is useful for a number of reasons. For example, in a multi-terminal cafeteria, it may be necessary for different terminals to sell different items. With *Keyboard Mapping*, individual terminals can sell different items with the same keystrokes. Or your cafeteria may sell different menus on different days of the week. Simply create and select the appropriate layout for a given day. See **Keyboard Mapping** for additional information.

The Café Terminal system incorporates different types of keyboards. Each is limited in the number of keys available for à la carte item assignment. For example, if you have a standard PC keyboard, you are limited to 30 (thirty) à la carte items that may be entered during a transaction through individual key presses. However, you are not limited in the number of à la carte items your facility may sell. The <**PLU**> (Price Look Up) key on your keyboard is used to sell all items in your item database not sold through individual item keys. When a patron selects an item that does not appear on your keyboard, you press the <**PLU**> key, enter the item number or use the <**↑**> or <**↓**> to highlight the correct item and press <**Enter↵**>, and Café Terminal adds the item and its price to the transaction. An easy way to keep track of these items and their numbers is to print the **List All Items** report (found on the **Print/View Reports** Menu). This list contains all item names and numbers and other item related information. Laminate or put the list into a protective sleeve and keep it by the terminal.

SELECTING MEAL (PACKAGED ITEMS) NUMBERS

This is also necessary to establish the prices of standard meals (packaged items) and assign these meals numbers (item numbers one through thirty (1-30) and two hundred through two hundred fifteen (200-215). These meal numbers correspond to the Meal Eligibility numbers in the Eligibility Matrix, a chart that allows you to assign different pricing schedules to standard meals to reflect the various eligibilities of your patrons. The matrix configuration will be set during the installation of the Café Terminal system. Should editing of the matrix become necessary and the current user does not have rights to access the selected activity, they are notified and a password override screen appears. This screen displays the full onscreen keyboard and prompts for the entry of a valid password. Incorrect editing will result in serious complications for your system.

You will notice that the Eligibility Matrix contains four columns for data: a **Meal Eligibility** column, a **Grade/Status** column, a **Charge Limits** column, and a **Low Balance Thresholds** column. The Meal Eligibility column contains numbers one through thirteen (1-13). These numbers correspond to item numbers 1 through 13 in the item database file and No ID meal keys 1 through 13 on your keyboard. When you set up your item file, you will define items 1 through 13 as breakfast meals for the varying patron pricing categories.

The **Grade/Status** column allows you to specify the criteria to be met for an individual to qualify for a particular meal price. Each patron record in the patron database file contains a status and grade. When a patron account is used to process a standard meal sale (using the **<MEAL>** key or Auto Meal function), Café Terminal looks at the patron's status and grade and compares the information to the Eligibility Matrix to determine the price of the patron's meal.

The Charge Limits column allows you to specify the maximum amount of a daily charge allowed by an individual according to the Eligibility Matrix. When a patron wishes to place a charge on account, Café Terminal looks at the patron's status and grade and compares the information to the Eligibility Matrix to determine the maximum amount that the patron may charge on account per day, as well as a maximum total charge amount allowed.

The Low Balance Thresholds column allows you to specify what criteria must be met for Café Terminal to automatically generate a letter to notify the patron of Low Balances. The system tracks account value (balance), PPB (prepaid breakfasts) count, and PPL (prepaid lunches) count for each patron.

The Eligibility Matrix depicts a configuration for a school food service program. Meal number 13 has been defined as a secondary free (status F) meal for grades (9) through twelve (12). The price of this meal (Item Number 13) must be set in the database file. To set the price, define item 13 in the item file database as a secondary free breakfast when entering the item description and leave the *item price* at 0.00. When the Eligibility Matrix and Item file are properly set, all patrons whose records contain the *Free (F) designation in the status field and whose grade levels fall within the range set on the matrix* (in this case grades 9 - 12) will receive a free meal when the Standard **<MEAL>** key (see keyboard layout, **Appendix A**) is pressed to record

the patrons' selections. The terminal screen will show an amount due of 0.00, unless the free meal recipient also selects à la carte items in addition to the standard meal. In this case, the meal will be free, but the patron must pay for the à la carte items.

All accounting is performed automatically by the Café Terminal system through the use of patron accounts and the Standard **<Meal>** key. You do not have to press separate keys to sell standard meals to patrons of varying eligibilities. However, the keyboard keys that represent the different meal numbers are marked with the meal descriptions and can be used to sell standard meals to patrons who have yet to be assigned an account number (**No ID Sale**).

ASSIGNING ADDITIONAL MEAL PERIOD NUMBERS

The first 13 numbers are used to designate meals for the first meal period of the day. Numbers 16 through 28 represent the corresponding meals in the second meal period. Numbers 201 through 213 represent the corresponding meals in the third meal period. (Items 14, 15, 29, 30, 214 and 215 are milk keys.) The corresponding second sales period meal must be the number that is 15 greater than the first sales period number. The corresponding third sales period meal must be the number that is 200 greater than the first sales period number. For example, if you select to define item number 13 as a free secondary breakfast meal, you must define item number 28 as the free secondary lunch meal and item 213 as the free secondary dinner meal. Only numbers 1-13 can be entered in the Eligibility Matrix to designate eligibility. When Café Terminal matches the patron's status and grade information to an eligibility number of 13 during the second sales period, it automatically selects item number 28 as the properly priced meal for this individual and item number 213 for the third sales period.

The chart on the following page is an example of assigning meal prices and labeling keys for a school cafeteria. You may choose any order. Just make sure that the first sales period meal number matches the corresponding eligibility number in your Eligibility Matrix and that the second meal number is 15 greater than the first meal number for a particular eligibility and that the third meal number is 200 greater than the first meal number. Item numbers 14 and 15 represent separate milk prices for the first sales period. Their corresponding numbers for the second sales period are 29 and 30. Their corresponding numbers for the third sales period are 214 and 215.

You do not have to enter information for all of the meal keys, only those that apply to your facility's meal program. Again, make sure that you select the appropriate corresponding item number for the second meal and for the third, if applicable.

SAMPLE MEAL ASSIGNMENT CHART

ITEM KEY LABEL/ DESCRIPTION	Item Numbers		
	BREAKFAST	LUNCH	DINNER
Free Elementary Meal	1	16	201
Free Middle Meal	2	17	202
Contract Meal #3	3	18	203
Contract Meal #4	4	19	204
Reduced Elementary Meal	5	20	205
Reduced Middle Meal	6	21	206
Reduced Secondary Meal	7	22	207
Paid Elementary Meal	8	23	208
Paid Middle Meal	9	24	209
Paid Secondary Meal	10	25	210
Adult Meal	11	26	211
Employee Meal	12	27	212
Free Secondary Meal	13	28	213
Student Milk	14	29	214
Adult Milk	15	30	215

KEYBOARD MAPPING

Keyboard Mapping allows you to create/maintain multiple keyboard layouts. Separate layouts are especially useful if your cafeteria is a multi-terminal installation that requires selling different items (menus) at individual terminals. Or your cafeteria may have different menus on different days.

Note ✓ *Keyboard Mapping is not used for terminals where a touch screen monitor is used.*
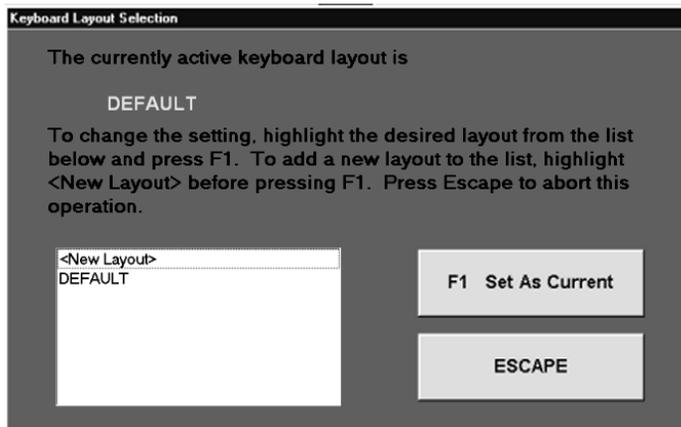
Each à la carte key on the keyboard can represent a different item on each layout. The default layout is structured so that key 44 (see Appendix A) processes the sale of item number 44 in your item file. With Keyboard Mapping, you can designate another item to be sold by key number 44 on a different layout. You can then select the appropriate layout for a given day and automatically sell/price the correct items with single keystrokes.

To change (remap) the key assignments:

1. Select **[F8>..Printer/Barcode/Keyboard]** from the **MAIN MENU**. The **Setup Options** menu is displayed.

2. Select **<F4..Select KeyBoard>**.
   The keyboard layout screen is displayed.

3A. Use the **<↑>** or **<↓>** key to highlight the desired layout from the list. **<F1 Set As Current>** to select**, or**

3B. Highlight **<New Layout>** in the list and press **<F1 Set As Current>**. Enter the name of the new layout and press **<Enter↵>** to accept.

4. **<Esc Close>** to leave the **Setup Options** window and return to the **MAIN MENU**.
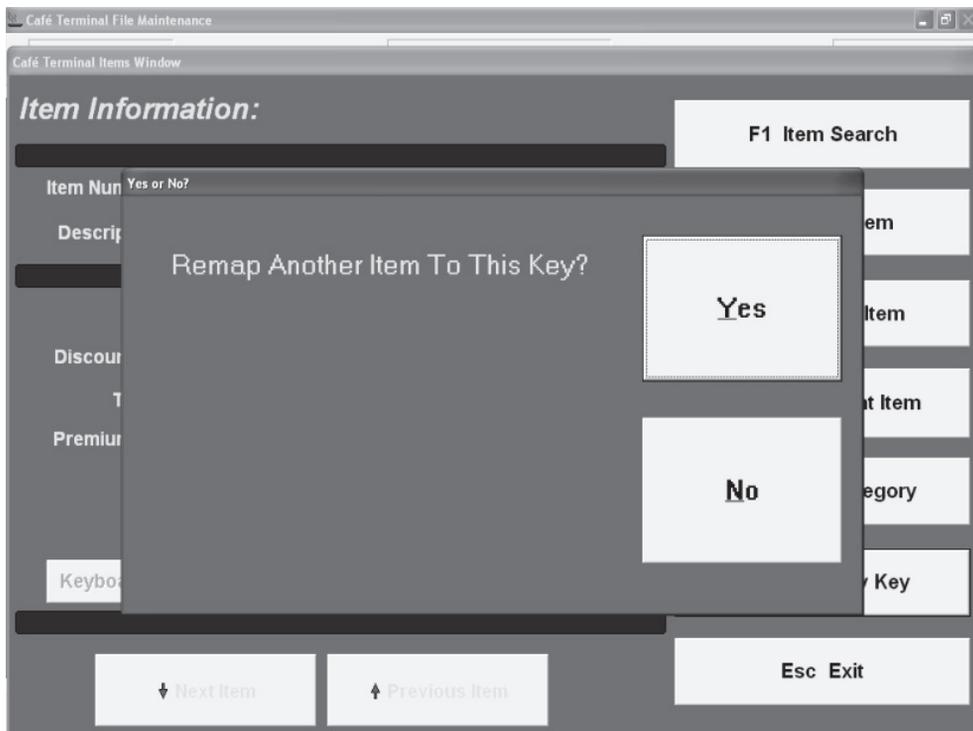
5. **Select [F3..File Maintenance]** from the **MAIN MENU**.

6. Select **<F2..Enter/Edit Item>**.

7. Select **<F9..Search by Key>**. You will be instructed to "Select Any Key". Press **Cancel** to return to the Item Information Screen without remapping the keyboard.

8. Press the key you wish to remap. The current assignment for this key is displayed or you are informed that this key is not currently assigned.

If you correctly perform the preceding steps and the currently selected keyboard is something other than DEFAULT, a message box appears that asks if you want to remap the key.

9. Press **<Y>** or **<Yes>** to remap. Press **<N>**, **<No>** or **<Esc>** to abort remapping the key.

10. If you press **<Y>**, a list of all items in the database is displayed. Using the **<↑>** and **<↓>** keys, highlight the item to be assigned to the selected key and press **<Enter ↵>** to remap. Press **<Esc>** to abort the remapping.

11. Repeat steps three (3) through six (6) to remap all other keys to be reassigned.

Once completed, the layout is saved on Terminal 1 (Server) and is available for use by all other terminals. Repeat the remapping process, beginning with naming a new layout, to create other layouts. If you are working with multiple layouts, remember to label your keys accordingly.

FILE MAINTENANCE MENU OPTIONS

In addition to being used for terminal setup and initial data entry, the FILE MAINTENANCE menu is used regularly to edit and maintain files and perform various other functions. Select **[F3..File Maintenance]** from Café Terminal's **MAIN MENU**, and the following screen is displayed. All the options on this menu are explained below.

> **Note** ✓ *If you are using this terminal for a College, make sure that you have specified the Terminal Type option as* **College** *in the Terminal Setup,* **[F3..File Maintenance], <F6-Set Up Terminal>, and select <F1-Set Up Terminal>***, and refer to* **College Version File Maintenance** *to set up your meal plans.*

F1..ENTER/EDIT PATRON

If your Patron File was not imported from another database, you will select this option to construct your patron database. **Enter/Edit Patron** is also used for viewing and/or editing patron records. All of the procedures described under this heading may be practiced in Café Terminal's training mode.
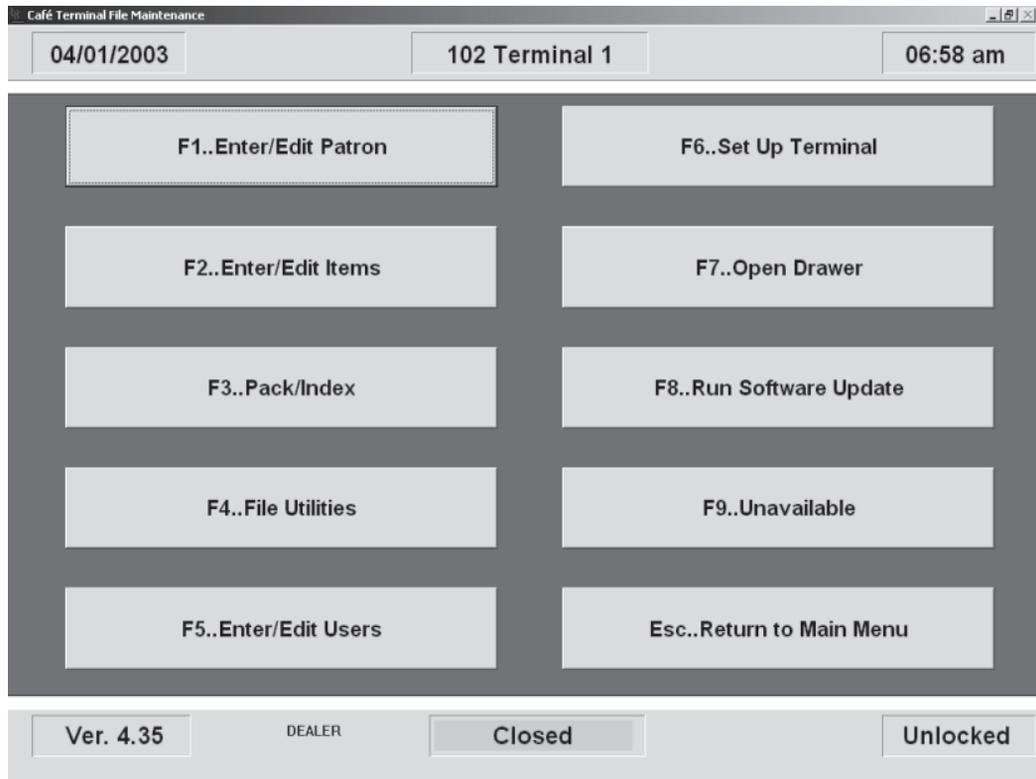
Begin by selecting **<F1..Enter/Edit Patron>** from the FILE MAINTENANCE menu. Upon the initial entry into **Enter/Edit Patron**, Café Terminal displays the Patron Record for the first patron in the database. Following is a description of the command keys and their functions:

F1..Find Patron
Search for a patron by three different methods:

F1..By Patron PIN: to initiate a record search by PIN. Key in the patron's PIN in the **Source List:** field and press **<Enter↵>**, or click **<OK>**. When the search is completed, the record is displayed on the screen.

F2..By Patron ID: to initiate a record search by ID number. Key in the patron's ID number in the **Source List:** field and press **<Enter↵>**, or click **<OK>**. When the search is completed, the record is displayed on the screen.

F3..By Patron Name: to initiate a record search by name. Key in the patron's name in the **Source List:** field and press **<Enter↵>**, or click **<OK>**. When the search is completed, the record is displayed on the screen.

When typing in the name, you can type the first few letters of the patron's last name. Café Terminal will display the first record in the database that contains these letters. If the selected record is not the one you are looking for, use the **<↑ Previous Patron>** and **<↓ Next Patron>** keys, or the arrow keys, on your keyboard to highlight the correct patron in the list.

F3..Delete Patron
Delete the currently displayed patron record from the database. The message *Delete (patron) from the Patron file?* will appear on the screen. Type **<Y>** or **<YES>** to delete, **<N>** or **<NO>** to cancel. The deleted record is replaced on the screen by the next record in the database when it is removed from the system. Patrons with an account balance (which may be any amount above or below $0.00), or patrons who have prepaid meals, cannot be deleted until all accounts have been refunded.

F4..Add Patron
Café Terminal will display boxes which will prompt you for information about the new patron. You are required to enter the name and ID number of the patron before the record is added.

To Add Patrons:

1. **[F3..File Maintenance]** from the **MAIN MENU**.

2. **<F1..Enter/Edit Patron>**.

3. **<F4 Add Patron>**.

Café Terminal will display the onscreen keyboard which will prompt you for information. You may enter the required information with a keyboard or a touch screen compatible monitor.

4. **Enter the name of your new patron:** The patron Name: field accepts thirty (30) characters. Enter **Last, First** (include the comma to separate the last name from the first name). **<Enter⏎>**.

5. **Enter the ID number of your new patron:** Enter up to 9 numeric digits in the Number: field. Enter the ID number you wish to assign to this patron. **<Enter⏎>**.
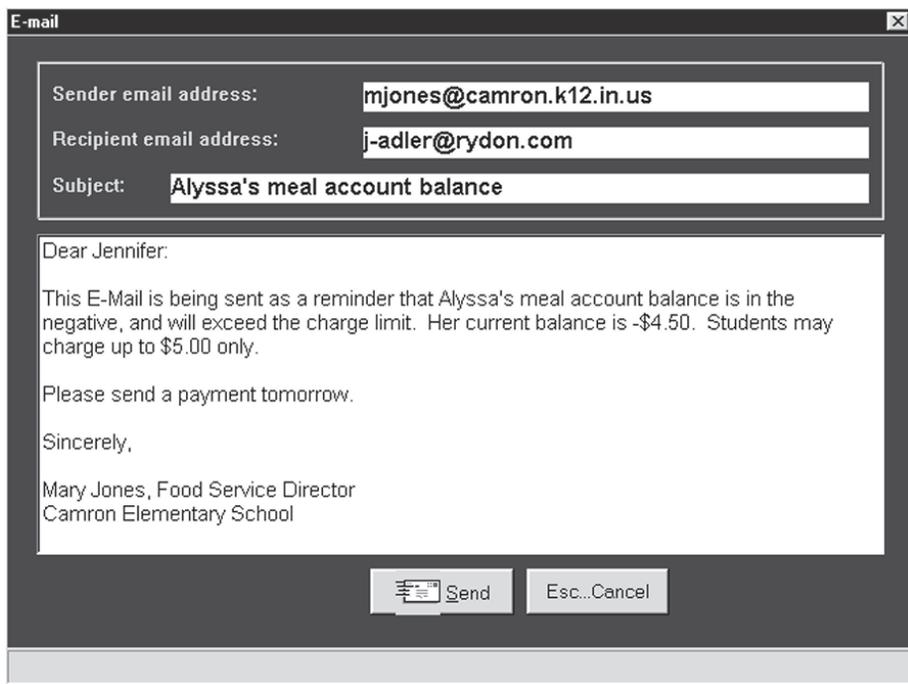
Typically, the ID number is that number used to identify the patron throughout the facility. In Café Terminal, the ID number serves a dual purpose: it identifies the patron and becomes the patron's account number.

6. The question **"Add # - Last Name, First Name?"** is displayed. Confirm you want to add this patron by typing **<Y>**, or touching or clicking on the **<Yes>** button, or simply press **<Enter⏎>**. If you made a spelling error, or decide not to add the patron at this time, type **<N>**, or touch or click the **<No>** button, or simply press **<Esc>** to abort without adding this patron. The **Patron Information Window**, with the new patron account you just created, is displayed. Continue by completing the information for this patron, using **<TAB>** to move through the fields.

Note ✓	*If you are using a touch screen monitor, the following information can be entered using the onscreen keyboard. To use the onscreen keyboard simply <TAB> to move the cursor to the designated field. Once you are at the designated field select the <Keyboard> button located on the right side of the screen. You can now enter all of the information using the onscreen keyboard. Touch the <Enter⏎> key when you are finished.*

7. Enter the patron's Address in the **ADDRESS LINE #1** field, if applicable. **<TAB>** to the next field.

8. Enter the patron's **CITY**, if applicable. **<TAB>**.

9. Enter a parent/guardian's E-Mail Address if available. If internet access is available, you can quickly send an E-Mail to the parent/guardian regarding this patron's account. Click the **<Send Email>** button to use this feature.

```
┌─────────────────────────────────────────────────────────────────┐
│ E-mail                                                        [×] │
├─────────────────────────────────────────────────────────────────┤
│                                                                   │
│   ┌───────────────────────────────────────────────────────────┐  │
│   │  Sender email address:      mjones@camron.k12.in.us       │  │
│   │                                                           │  │
│   │  Recipient email address:   j-adler@rydon.com             │  │
│   │                                                           │  │
│   │  Subject:      Alyssa's meal account balance              │  │
│   └───────────────────────────────────────────────────────────┘  │
│                                                                   │
│   ┌───────────────────────────────────────────────────────────┐  │
│   │  Dear Jennifer:                                           │  │
│   │                                                           │  │
│   │  This E-Mail is being sent as a reminder that Alyssa's    │  │
│   │  meal account balance is in the negative, and will        │  │
│   │  exceed the charge limit.  Her current balance is         │  │
│   │  -$4.50.  Students may charge up to $5.00 only.           │  │
│   │                                                           │  │
│   │  Please send a payment tomorrow.                          │  │
│   │                                                           │  │
│   │  Sincerely,                                               │  │
│   │                                                           │  │
│   │  Mary Jones, Food Service Director                        │  │
│   │  Camron Elementary School                                 │  │
│   └───────────────────────────────────────────────────────────┘  │
│                                                                   │
│                     [ 📧 Send ]     [ Esc...Cancel ]              │
│                                                                   │
└─────────────────────────────────────────────────────────────────┘
```

10. Enter the **STATE**, if applicable. **<TAB>**.

11. Enter the patron's **ZIP** code, if applicable. **<TAB>**.

12. Enter the phone number for this patron, if applicable. **<TAB>**.

13. Enter the patron's **Home Room**, if applicable. This field must contain data in order for you to be able to perform a **Search By Thumbnail Photo** in **Sales Mode**. **<TAB>** to move to the next field.

14. Enter any **Dietary Notes**, if applicable (such as food allergies, diabetic, vegetarian, restrictions, etc.). **<TAB>**.

> **Note** ✔ *Information contained in the Dietary Note: field appears in the patron information area under the patron's photo during Sales Mode. A report can also be printed listing patrons with dietary notes.*

15. Enter the patron's **Grade**. **<TAB>**.

> **Note** ✔ *The Grade: and Status: fields are crucial in determining the correct price of a patron's standard meal where different prices are assigned to different categories of patrons.*

Note ✓ *An alternate method to recording actual grade levels is to enter the year of graduation instead of grade level in the patron file. This method eliminates the need for grade editing in the patron file and <u>can be used only if your facility does not incorporate grades that require separate meal prices (e.g., a combined junior high/high school in which the junior high meals cost less than the high school meals)</u>. For example, a 9th grader in the '2002-2003 school year graduates in 2006. You can enter his grade level as 06 in the patron file. You can then set your eligibility matrix grade range at 0 (Start Grade) through 06 (End Grade). Or you can use the actual year range—in this example, 03 (Start Grade) through 06 (End Grade).*

Note ✓ *If you are serving meals of varying prices due to grade levels in your facility, you must enter actual grades in the patron file and eligibility matrix as explained in the example above.*

16. Change the default value in the **<u>ACTIVE</u>** field from **TRUE** to **FALSE**, if necessary. When the word TRUE is highlighted, **type "F"** and the value will change to FALSE. If this patron is ACTIVE, leave the field as it is. **<TAB>** to bypass this field and move to the next field.

Note ✓ *The **<u>Active:</u>** field normally requires editing only if you need to set the records of one or a few individuals to Inactive. To set all patrons to Inactive, use the **Reset All Tracks Inactive** option (select **<F9 Group Edit>** from the **Patron Information Window** to use this option). **Group Edit** options are explained in greater detail later in this section.*

17. **<u>Verify the school code</u>** (entered during terminal setup). **<TAB> to** the next field.

18. **<u>Verify that the ID# is correct</u>**. **<TAB>** to move to the next field.

19. Enter the Personal Identification Number **<u>(PIN)</u>**, if different from the ID#. The PIN number will be used to access the patron's account. **<TAB>** to move to the next field.

As stated above, the patron's ID number is often the number used to identify the patron throughout the facility. This number becomes the patron's account number in Café Terminal. If this account number is used to access the patron's account and his/her meal card bearing this number is lost/stolen, a new number would have to be assigned to the patron, eliminating consistency in patron identification throughout the facility. <u>A PIN printed on the card and used to access the account eliminates the need to change the patron's account (ID) number if the patron's card is lost/stolen.</u> The account (ID) number remains constant and a new PIN is assigned.

Café Terminal allows flexibility in assignment/entry of PINs. Various methods are described below. <u>If you are importing a database to create your patron file</u>, the patron ID numbers will also be entered into the system as PINs. You can then edit these numbers. If you want to assign

specific PINs, you will have to edit each individual record manually. However, <u>an easier way to assign/change PINs for all patrons on file is to let Café Terminal automatically determine and enter these numbers</u>. Follow the instructions under method c) below to automate this process.

When assigning PINs, Café Terminal attempts to use the last three digits of a patron's ID number. A check is performed to see if this number is available or has already been assigned to another patron. If the number is unavailable, Café Terminal checks to see if the last four digits are available. If so, they become the PIN; if not, the last five digits are checked. Should the last five digits also be unavailable, Café Terminal returns to the last three digits and places a number, starting with one (1) in front of these digits. For example, the patron's ID number is 123456789. The system will first check to see if 789 is currently assigned to another patron. If not, it becomes the PIN. If 789 is already assigned to another patron, 6789 is checked. Should 6789 also be unavailable, 56789 is checked. If 56789 is unavailable, Café Terminal next checks 1789, 2789, 3789 and so on until the first available number in this sequence (the last three digits preceded by numbers from 1-100) is found. The first available number becomes the PIN.

<u>PIN entry can be accomplished in several ways</u>:

a) **Type in the PIN** assigned to the patron and press **<TAB>**, or

b) **Bypass entering the PIN** by pressing **<TAB>**. After creating your patron file, you can instruct Café Terminal to automatically assign and enter PINs for all of the patrons on file.

> **Note** ✓ *This method is recommended for initial creation of the patron database only or in the event that you want to change all existing PINs.*

To assign/reassign all PINs simultaneously:

a. **[F3..File Maintenance]** from the **MAIN MENU**.

b. **<F1..Enter/Edit Patron>**.

c. **<F9 Group Edit>**.

d. **<F6 Assign PIN #'s>**.

> **Note** ✓ *If the current user does not have rights to access the selected activity, they are notified and a password override screen appears. This screen displays the full onscreen keyboard and prompts for the entry of a valid password.*

e. Café Terminal displays the question, *"Reset All Pin Numbers?"* Confirm by typing **<Y>** or clicking **<Yes>** to proceed with PIN assignment. Or type **<N>** or click **<No>** to abort the process.

f. Café Terminal displays a message box, *"Assign Student Numbers As Pin Numbers?"* If you want to assign the ID# as the PIN, type **<Y>** or click **<Yes>**. If you want Café Terminal to assign different 3 - 5 digit PINs, type **<N>** or click **<No>**.

g. If you select to proceed, Café Terminal displays a progress indicator. Upon completion of the process, the message window *"Operation Complete"* is displayed. Click **<OK>** or press **<Enter ↵>**. The **Group Edit Options** menu reappears. **<Esc>** to return to the **Patron Information Window**.

h. **<Esc>** to leave this screen and return to the FILE MAINTENANCE menu. **<Esc>** again to return to the **MAIN MENU**.

20. Type in the letter of the alphabet that represents this patron's meal eligibility **STATUS** (**D** = Denied, **R** = Reduced, **F** = Free, **A** = Adult, etc.) The status field accepts one (1) alpha character. **<TAB>** to the next field.

The letter chosen to represent a particular status will be the same letter entered in the Eligibility Matrix (set during the installation of Café Terminal) to denote the status associated with a pricing category. Café Terminal also allows you to **Set All Patrons To Denied**. This command is located on the **Group Edit Options Menu** (explained later in this section of the User's Guide).

When a patron's account is accessed in Sales Mode to process a standard meal sale, Café Terminal looks at the patron's status and grade, compares the information to the Eligibility Matrix, and prices the patron's meal accordingly. If the status and/or grade entered do not meet the requirements for one of the meal eligibilities defined in the matrix, you will receive the following onscreen message when you attempt to save the data entry: *"Combination of status and grade does not define a meal type. Hit any key to continue"*.

> **Note** ✓ *Descriptions and examples of the Eligibility Matrix can be found in the INSTALLATION AND SETUP section, and in this under the heading Selecting Meal (packaged items) Numbers.*

21. Edit the **TRACK** field if necessary by typing in the correct track letter and pressing **<TAB>**. The Patron Information Window contains the default letter **A**.

Café Terminal's "Tracking" feature is used by year-round facilities with different groups of patrons active (attending) at different times. (EXAMPLE: Track A patrons are active from September through May. Track B patrons are active from December through August, and Track C patrons, from March through December.) When you implement the "Tracking" by entering the patron's track on the **Patron Information Window**, you can then use the **Reset All Tracks To Inactive** and **Select Active Track** options on the **Group Edit** menu to collectively activate groups of patrons rather than manually entering a **T** for true or an **F** for false in the **ACTIVE** field for each patron. Instructions for using the **Reset All Tracks To Inactive** and **Select Active Track** options are included under the heading **F9 Group Edit**.

22. Enter this patron's date of birth in the **Birthday:** field, if desired. If **System Sounds** are set up, Café Terminal will announce "Happy Birthday" when this patron's account is accessed on his/her birthday.

23. When you have completed all necessary data entry for this patron, select **<F5 Save Patron>** to save this patron's information to the database.

24. Repeat steps 3-20 to add more patrons.

> **Note** ✔ *After any information is edited or added to Café Terminal you **must** repack and rebuild the systems indexes Café Terminal uses to find information. To do this follow the steps outlined in **Pack/Index Data Files**, later in this section.*

F5..Edit Patron

Used to edit the information currently on file for existing patrons. In the Patron Information Window, use <F1 Find Patron> or the **<↑Next Patron>** and **<↓Previous Patron>** buttons to display the patron whose information you wish to change. Select **<F5 Edit Patron>**. Use the **<TAB>** to move between the fields. Make any necessary changes and select **<F5 Save Patron>** to save the changes. **<Esc>** to cancel, and you will be asked *"Do you wish to abandon changes to the current patron?"* Confirm by clicking **<Yes>** or select **<No>** to continue editing this patron.

F9..Group Edit Menu Options

The Group Edit function is used to perform several group editing tasks. Group editing is normally done at the end of the year to prepare the patron file for the next year.

> **Caution** ⚠ *Because of the potential to seriously damage your patron file with improper editing, this option can be accessed only by users with security access. If the current user does not have rights to access the selected activity, they are notified, and a password override screen appears. This screen displays the full onscreen keyboard, prompting the entry of a valid password.*
>
> *If your Café Terminal system is a district-wide installation and/or involves patron movement between sites (moving patrons from one site to another -- elementary to junior high, junior high to high school), you will use Café Central to perform some or all of the edit.*

!!!WARNING!!!

> **Caution** ⚠ **IMPROPER GROUP EDITING CAN SERIOUSLY DAMAGE YOUR PATRON FILE. BACK UP ALL DATA FILES BEFORE BEGINNING A GROUP EDIT. BEFORE ATTEMPTING THE EDIT FUNCTIONS, YOU SHOULD HAVE A THOROUGH UNDERSTANDING OF THE GROUP EDITING PROCESS AND THE CORRECT PROCEDURE FOR IMPLEMENTING EACH FUNCTION (DESCRIBED BELOW).**

Select **<F9 Group Edit>** from the Patron Information Window. The **Group Edit Options** menu appears. Options on this menu are explained as follows:

Group Edit Options

F1 Delete By Grade	F6 Assign Pin #'s
F2 Delete By Home Room	F7 Clear Patron Database
F3 Change Grade	F8 Select Active Track
F4 Change Home Room	F9 Reset All Tracks To Inactive
F5 Set All Patrons To Denied	F10 Delete All Inactives
F11 Check for Incorrect Data	F12 Adjust Account Balances
Change Facility Codes	

Esc Close

F1..Delete By Grade

To delete an entire grade from the database. The **Delete by Grade** feature is normally used to delete the highest grade level in the facility, those patrons who will not be returning for the next year. You can then use the **Change Grade** feature to move those patrons in the grade below up to this grade level.

> **Caution**
>
> *DO NOT delete the highest grade level if this grade will be moved to another location within the district that uses Café Terminal. EXAMPLE: The highest grade level at your facility is the sixth grade. Your sixth grade class will be moving to another site to attend the seventh grade. The site receiving these patrons uses the Café Terminal system. The seventh grade site must complete its own grade changes which result in an empty seventh grade. You will use **Café Central**, the district office communications software, to transfer your sixth graders to the seventh grade. After the transfer has been made, the remaining grade changes for your site can be made at the site, or with Café Central.*

To Delete By Grade:

1. With the **Group Edit Options** menu displayed, select **<F1 Delete By Grade>**.

Café Terminal will display the onscreen keyboard which will prompt you to enter the grade to DELETE. You may enter the grade with a keyboard or a touch screen compatible monitor.

2. **Enter the grade** to be deleted and press **<Enter ↵>**.

> **Caution**
> *Records will automatically be deleted. Make sure that you do not press <Enter ↵> unless you really want to delete these records!*

F2.. Delete by Home Room
This option is used to delete an entire home room from the database.

To Delete by Home Room:

1. With the **Group Edit Options** menu displayed, select **<F2 Delete By Home Room>**.

2. Enter the **name of the home room** to be deleted and press **<Enter ↵>**.

> **Caution** ⚠ *Records will automatically be deleted. Make sure that you do not press*
> *<Enter ↩> unless you really want to delete these records!*

F3.. Change Grade

This option is normally used to move patrons up a grade level at the end of the year in preparation for the coming year. In order to correctly implement this function, you must move the grades in descending order, beginning with the highest grade level in the system. For example, if you are operating in a high school, begin the group edit by deleting the 12th grade. Next, move (change) the 11th grade to the 12th. Then change the 10th grade to the 11th and continue in this manner for other grades housed at the same site.

> **Caution** ⚠ *If your Café Terminal installation is district-wide or involves more than one site,*
> *the highest grade level in your facility may be moving to another location that*
> *uses Café Terminal (e.g., an eighth grade moving from the junior high building to*
> *the ninth grade at the high school site). In this case, do not delete the eighth*
> *grade! Let **Café Central** transfer this grade to the new level/site. Café Central*
> *or the high school must have completed grade changes for that site so that the*
> *ninth grade is now empty and ready for the transfer.*

To Change One Grade to Another:

1.   From the **Group Edit Options** menu, select **<F3..Change Grade>**.

Café Terminal will display the onscreen keyboard which will prompt you to enter the required information. You may enter the grade with a keyboard or a touch screen compatible monitor, if installed.

2. **Enter the old Grade - to CHANGE**. Enter a grade number between -9 and 99. (For more information about grades, refer to the heading **Entering Patrons** earlier in this section.)

Look at the data you entered to verify that the information is correct. If you want to continue with the process, press **<Enter ↵>** or click or touch the **<ENTER>** button on the Touchscreen Keypad. To abort this process, press **<Esc>** on the keyboard, or click or touch the **<ESC>** button.

> Caution
>
> ***Permanent changes will occur to your data. Make sure you want to proceed with the grade change before continuing.***

3. **Enter the New Grade**. Enter a grade number between -9 and 99. If you want to continue with the process, press **<Enter ↵>** or click or touch the **<ENTER>** button on the Touch Screen Keypad. To abort this process, press **<Esc>** on the keyboard, or click or touch the **<ESC>** button.

Café Terminal displays a progress indicator, and the message ***"Operation Complete"***. Press **<Enter ↵>** or click **<OK>** to return to the **Group Edit Options** menu.

F4.. Change Home Room
This option is especially useful if your home rooms are named for individuals and you experience personnel changes throughout the year.

To Change One Home Room to Another:

1. From the **Group Edit Options** menu, select **<F4..Change Home Room>**.

2. **Enter the Home Room - to CHANGE**. Enter the name or code assigned to the Home Room you wish to change.

Look at the data you entered in the grade boxes to verify that the information is correct. If you want to continue with the process, press **<Enter ↵>** or click or touch the **<ENTER>** button on the Touchscreen Keypad. To abort this process, press **<Esc>** on the keyboard, or click or touch the **<ESC>** button.

3. **Enter the NEW Home Room**. Enter the new home room name or code for this group.

Café Terminal displays a progress indicator, and the message ***"Operation Complete"***. Press **<Enter ↵>** or click **<OK>** to return to the **Group Edit Options** menu.

F5..Set All Patrons To Denied

Use this feature when you want to set the meal statuses of all patrons on file to **D** for **Denied**.

Note	*Only those records that contain statuses F (Free) and R (Reduced) are changed during this process. Records containing all other statuses including A and E remain the same.*

This option will be used most often for the following reason: For the first thirty days of the new school year, each patron's status remains the same as that of the previous year. When the thirty days have expired, you can run this option to set all patrons to denied and then update the statuses of the free and reduced students. Updating is accomplished easily by those facilities that use FARMA **F**ree **A**nd **R**educed **M**eal **A**pplication software (or a similar program) that creates an Update File. Refer to **APPENDIX C** at the back of the User's Guide for information on Updating.

To Set all patrons to Denied:

1. From the **Group Edit Options** menu, select **<F5..Set all patrons to Denied>**.

2. Café Terminal displays the message, *"Reset All Patrons To Denied?"* Type **<Y>** or **<Yes>** to continue or **<N>** or **<No>** to abort the process and return to the **Group Edit Options** menu.

   When you select to continue, Café Terminal displays the message *"Operation Complete"*. Click **<OK>** to return to the **Group Edit Options** menu.

F6..Assign PIN Numbers

Select this option to assign PINs to all patrons on file. You will use this option upon initial creation of your patron database for automatic assignment of PINs and anytime you want to reassign numbers for all patrons on file.

To Assign PIN numbers:

1. From the **Group Edit Options** menu, select **<F6..Assign PIN #s>**.

2. Café Terminal displays the message, *"Reset All Pin Numbers?"* Type **<Y>**, or click **<Yes>** to proceed with PIN assignment, or type **<N>** or click **<No>** to abort the process.

3A. Café Terminal displays the message, *"Assign Student Numbers As Pin Numbers?"* If you want to assign the ID# as the PIN, type **<Y>** or click **<Yes>**, or

3B. If you want Café Terminal to assign new 3 - 5 digit PINs, type **<N>** or click **<No>**.

If you select to proceed, Café Terminal displays a progress indicator, and the message *"Operation Complete"*. Click **<OK>** to return to the **Group Edit Options** menu reappears.

F7..Clear Patron Database

Café Terminal purges (deletes) all patron records when you select the **Clear Patron Database** option. A possible reason for selecting this option would be to erase all records before importing new records.

Caution	**BACKUP ALL DATA TO DISKETTE BEFORE CLEARING THE PATRON DATABASE. PATRON RECORDS WILL BE PERMANENTLY DELETED. MAKE SURE YOU WANT TO DELETE ALL PATRON RECORDS BEFORE CONTINUING.**

Note	*This operation can only be performed on the terminal which has been designated as the "server", or the terminal where the data files are stored.*

To Clear the Patron Database:

1. From the **Group Edit Options** menu, select **<F7..Clear Patron Database>**.

2. Café Terminal displays the message, *"Are you sure you want to Clear the Entire Patron Database?"* Press **<Enter ↵>**, type **<Y>** or click **<Yes>** to clear the patron database, or type **<N>** or click **<No>** to abort this operation.

Caution	*The patron database is cleared immediately. You are not given an opportunity to cancel the process after answering yes.*
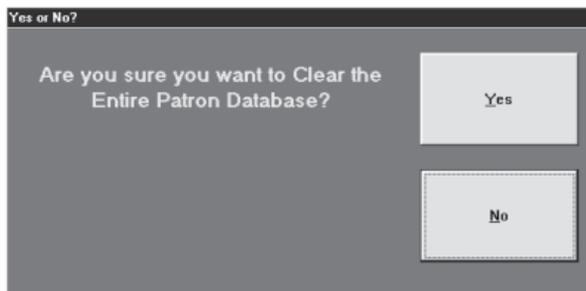
If you select to proceed, Café Terminal displays a progress indicator, and the message *"Operation Complete"*. Click **<OK>** to return to the **Group Edit Options** menu reappears.

F8..Select Active Track

The **Select Active Track** option is used with the **Reset All Tracks To Inactive** option (described below) by year-round facilities with groups of patrons attending at different times during the year (tracks). These two options allow you to specify which patrons are currently attending (active). Only active patrons are included in your Café Terminal reports. You must first **Reset All Tracks To Inactive** before implementing **Select Active Track**.

To Select Active Track:

1. From the **Group Edit Options** menu, select **<F9..Reset All Tracks To Inactive>**. (See complete instructions below.)

2. Once all tracks have been reset to inactive, select **<F8..Select Active Track>** from the **Group Edit Options** menu.

> **Note** ✓ *Café Terminal will display the onscreen keyboard which will prompt you for information. You may enter the required information with a keyboard or a touch screen compatible monitor.*

3. Enter the track to activate in the __Select Track to Activate:__ field. This field accepts one (1) character. Café Terminal displays the message, *"Activate all patrons with a track of...?"* Press **<Enter ↵>**, type **<Y>** or click **<Yes>** to confirm, or type **<N>** or click **<No>** or **<Esc>** to abort.

If you select to proceed, Café Terminal displays a progress indicator, and the message *"Operation Complete"*. Click **<OK>** to return to the **Group Edit Options** menu.

> **Note** ✓ *If reactivating more than one track, you must select and run the* **<F8..Select Active Track>** *option for each track.*

F9..Reset All Tracks To Inactive

This option is designed for and used by those facilities that operate year-round and have different groups of patrons attending at different times (tracks). The **Patron Information Window** contains a __TRACK__ field that allows you to specify the patron's period of attendance. (For more information about tracks, refer to **Entering Patrons** in this section of the User's Guide). At the start of a new period, you will use the **Reset All Tracks To Inactive** option to reset all patron records to Inactive. (The word "FALSE" will then appear in the __ACTIVE__ field on the **Patron Information Window** for all patrons.) Next, you will select the **<F8..Select Active Track>** option (described above) to reactivate the tracks attending for that period.

To Reset All Tracks To Inactive:

1. From the **Group Edit Options** menu, select **<F9..Reset All Tracks To Inactive>**.

2. Café Terminal displays the message, *"Reset all tracks to inactive?"* Type **<Y>** or click **<Yes>** to confirm, or type **<N>** or click **<No>** to abort.

| Note ✓ | *All tracks are immediately set to inactive. You are not given an opportunity to cancel the process after answering yes. **Backup All Data to Diskette** before continuing.* |

If you select to proceed, Café Terminal displays a progress indicator, and the message *"Operation Complete"*. Click **<OK>** to return to the **Group Edit Options** menu.

F10..Delete All Inactives

This feature will delete all patrons which have been marked as "inactive" in the patron file.

| Note ✓ | *To mark individual patrons as inactive, locate the patron you wish to designate as "inactive" from the **Patron Information Window**, select **<F5 Edit Patron>**, **<TAB>** to the __ACTIVE__ field, highlight the word TRUE, and type **<F>** to change the word to **FALSE**.* |

| Caution ! | *IF YOU HAVE __RESET ALL TRACKS TO INACTIVE__, AND DIDN'T __SELECT ACTIVE TRACK(S)__, __ALL__ PATRONS WILL BE DELETED. BACKUP ALL DATA BEFORE CONTINUING.* |

To Delete All Inactives:

1. From the **Group Edit Options** menu, select **<F10..Delete All Inactives>**.

2. Café Terminal displays the message, *"Delete All Inactive Patrons?"* Type **<Y>** or click **<Yes>** to confirm, or type **<N>** or click **<No>** to abort.

| Note ✓ | *All inactive patrons are immediately deleted. You are not given an opportunity to cancel the process after answering yes. Be sure you want to delete all inactive patrons before continuing.* |

If you select to proceed, Café Terminal displays a progress indicator, and the message *"Operation Complete"*. Click **<OK>** to return to the **Group Edit Options** menu reappears.

F11..Check for Incorrect Data

This feature is used after importing data from another source. It checks for data fields which have been left blank during import as well as checking for improper grade entries (i.e. "K" for grade instead of "0"). Check for Incorrect Data is used to link photo filenames to the patron ID numbers in the patron file. This feature will also remove any photo index that no longer exists.

| Note ✓ | *Because Café Terminal links photos to patrons with the ID numbers, when importing photos from another source, be certain that the photo file names* |

match the patron ID numbers in the patron file. The photos must be exported from the photography company's CD in either .BMP or .JPG file format, and must be present in the Photo folder in the Café Terminal directory.

To Check for Incorrect Data:

1. From the **Group Edit Options** menu, select **<F11..Check for Incorrect Data>**.

2. Café Terminal displays the message, ***"Check Database Now? This could take several minutes."*** Type **<Y>** or click **<Yes>** to perform the check or type **<N>** or click **<No>** to abort the operation.

F12..Adjust Account Balances

This feature is used to add or deduct funds from selected status accounts. All Patrons with the same account status can have their account balances adjusted.

To Adjust Account Balances:

1. From the **Group Edit Options** menu, select **<F12..Adjust Account Balances>**.

2. Café Terminal displays the message, ***"Enter the Status to adjust"***. Enter the letter that represents the **STATUS** code for the group of patrons whose accounts will be adjusted and press **<Enter ↵>**. (See **Entering Patrons** in this section for more information about the Status field.)

3. Café Terminal displays the message, ***"Enter the Account adjustment"***. Enter the **dollar amount (with decimal)** to be added to each patron's account or deducted from each patron's account.

    EXAMPLE: If you wish to add $5.00 to all patrons with the STATUS code R (Reduced), enter the amount as 5.00. If you wish to deduct $10.00, you would enter a negative sign first, or -10.00.

Change Facility Codes

This feature is used to change the school or facility code of all students or students within an existing grade. This option is useful when students in a specific grade move to a new school.

To Change Facility Codes:

1. From the **Group Edit Options** menu, select **<Change Facility Codes>**. The **Modify Facility Codes** window appears.

2. Enter the Facility Code to Change. **<TAB>**.

3. Enter the New Facility Code. **<TAB>**.

4. Use the drop down arrow ▼ next to the **Grade - To Include** field to select the a grade.

5. Once you have verified that all of the information is correct, select **<F1 Change Codes>**. **<ESC Cancel>** to abort the operation.

If you select to proceed, Café Terminal displays a progress indicator, and the message *"Operation Complete"*. Click **<OK>** to return to the **Group Edit Options** menu. Press **<Esc..Close>** to leave the **Group Edit Options** menu and return to **the Patron Information Window**. Select **<Esc Exit>** to return to the FILE MAINTENANCE menu.

PACK/INDEX DATA FILES

The Café Terminal database files have indexes that serve the same purpose as the index in a book, to enable the reader (in this case, Café Terminal) to locate needed information. After any significant altering or editing of files to Café Terminal you must repack and rebuild the systems indexes. Any information that has been added or changed in Café Terminal will not be accessible until this procedure is completed.

Several situations can require manual indexing of files:

1. After loading/entering new database records, select **<F3..Pack/Index>** from the FILE MAINTENANCE menu, to rebuild and repack the indexes for these records.

2. After restoring files onto the system from a floppy disk, rebuild indexes with the **<F3..Pack/Index>** function.

3. If experiencing problems finding patrons and/or items in the database, the indexes may have been corrupted. Rebuild indexes to correct this problem.

4. If Café Terminal reports are not printing properly, rebuild indexes to eliminate corrupted indexes as the possible source of the problem.

Problems encountered in Café Terminal can often be solved by rebuilding corrupted indexes. Corrupted indexes are usually the result of power failure during operation of Café Terminal and/or turning off the system without properly exiting the program.

The **PACK** feature of this option clears all of the records previously marked for deletion from the system. Packing frees space to accept additional data.

To Perform Pack/Index:

1. From the FILE MAINTENANCE menu select **<F3..Pack/Index>**.

2. The message *"Operation Complete"* is displayed. Click **<OK>** or press **<Enter ↩>**.

To return to the **MAIN MENU**, select **<Esc..Return to Main Menu>**.

COLLEGE VERSION FILE MAINTENANCE

If you are using Café Terminal for a college make sure that you have set the terminal type as **College** in the Setup Terminal (From the **MAIN MENU**, **[F3..File Maintenance]**, **then select <F6..Set Up Terminal>**, then **<F1 Set Up Terminal>**). If you do not have the terminal type set to College, Café Terminal will not allow you to use the Meal Plan function.

Meal Plan Setup:

1. From the **MAIN MENU**, select **[F3..File Maintenance]**.

2. Select **<F1..Enter Edit Patron>**, then **<F9 Group Edit>**. The following menu will be displayed on the screen:

3. Select the **<Adjust Meal Plan>** option at the bottom of the screen. The Adjust Meal Plan Counts screen will appear (see the figure on the next page):

The **Adjust Meal Plan Counts** menu will allow you to set up the number of meals that are in the type of meal plan that you offer and it will also allow you to specify what grade and status you would like to make those changes to.

1. Using the drop down arrow ▼ located to the right of the **Status Change** option select the status to which you would like to make these meal plan changes.

2. Next, using the drop down arrow located to the right of the **Grade to Change** box, select the grade you would like to make these meal plan changes to.

3. Next, using the up and down arrow keys located to the right of the **New Meal Plan Count**, select the number of meals that you would like to have in the meal plan.

4. Verify that all of your information is correct, make any necessary corrections before you continue by repeating the steps listed above. Once you are sure that the information is correct select the **<F1..Update Patrons>** option to continue. To cancel the process select **<ESC..Cancel>**.

5. The Meal plan will now be updated to the students that you have selected. Café Terminal displays the message *"Operation Complete"*. Select **<OK>** to return to the **Group Edit Options** menu.

In the above steps, you selected which students and the status that will have the meal plan that you specified. If you are doing the initial setup you must **Reset the Meal Plan** in order for the students to have the correct number of meals in the meal plan.

Resetting The Meal Plan:

Reset the number of Prepaid Meals that a student has left to use, to the original number of meals in the meal plan. You would use this function at the end of the weekly meal plan period to give the students the full amount of meals available in the meal plan that you have specified.

1. From the **Group Edit Options** menu, select **<Reset Meal Plan>**. A message box will appear indicating the when the Meal counts were last reset.

2. If you would like to reset them select **<Yes>**. To abort this operation, select **<No>**.

3. Once the Meal counts are reset a message box will appear indicating that the process is complete. Select **<OK>** to return to the **Group Edit Options** menu.

F2..ENTER/EDIT ITEMS

This option is used to establish your item database file. **Enter/Edit Item** is also used for viewing and/or editing item descriptions and prices and remapping keys for multiple layouts. You may practice adding and editing files in Training Mode. However, remember that nothing you do while in Training Mode will be recorded on disk.

Begin by selecting **<F2..Enter/Edit Items>** from the FILE MAINTENANCE menu. Upon the initial entry into **Enter/Edit Item**, Café Terminal displays the **Items Window**. The record for the first item in the database is on the screen.

F1 Item Search
To search for an item by two different methods:

F1..By Item Number: Enter the number of the item that you are searching for. If the item number requested exists, the item will be displayed in the **Source List:** field. If this is the correct item, press **<Enter⏎>** or click **<OK>**. If incorrect, use the **<Backspace>** key to delete the current number and retype the number for the item that you are searching for or press **<Esc>** or click **<Cancel>** to abort the search.

F2..By Item Description: Enter the description of the item that you are searching for. If the item description requested exists, the item will be displayed in the **Source List:** field. If this is the correct item, press **<Enter⏎>** or click **<OK>**. If incorrect, use the **<Backspace>** key to delete the current description and retype the description for the item that you are searching for or press **<Esc>** or click **<Cancel>** to abort the search.

<↓ Previous Item> and **<↑ Next Item>:** When typing the item number or description in the **Source List:** field, type the first few numbers/letters and Café Terminal will move to the first record in the list that contains these numbers/letters. If the record is not the one you want, use **<↓ Previous Item>** and **<↑ Next Item>** to highlight the correct item.

F3 Delete Item

To delete the currently displayed item from the database. The message *"Delete (ITEM) from the item file?"* is displayed. Press **<Y>** or **<Yes>** to delete, **<N>**, **<No>** or **<Esc>** to cancel. The deleted record is replaced on the screen by the next record in the database when it is removed from the system.

> **Note ✓** *Once you delete an item, it cannot be recovered. If you delete an item accidentally, you must reenter the item as you would with any new item, using **F4 Add New Item**. Remember you must reenter the price, reassign the item to a category, and add the item to a touch screen layout if you want it to appear as a key in Sales Mode.*

> **Note ✓** *Items 1-30 and 201-215 are preset meal and milk items, which cannot be deleted.*

F4 Add New Item

To add a new item to the database, select **<F4 Add New Item>** from the Items Window. Enter the **Description** of your new item and press **<Enter ↵>**. <u>Enter the number you wish to assign to this item</u> and press **<Enter ↵>**. A window appears with the new item displayed. Select **<F5 Edit Current Item>** and complete data entry in each applicable field, using the **<TAB>** key to move from field to field. When finished, select **<F5 Save Current Item>**. To abandon the changes and return to the Item Information screen, select **<ESC Abandon Changes>**. (See Entering Items, in this section of the User's Guide, for a detailed explanation of the procedure for adding items and assigning numbers.)

> **Note ✓** *To enter information using a Touch Screen, select the* **<Keyboard>** *button on the* **Items Window**.

F5 Edit Current Item

To edit the information for an existing item, select **<F5 Edit Current Item>** from the Items Window. Make any necessary changes, using the **<TAB>** key to move from field to field. When finished, select **<F5 Save Current Item>**. To abandon the changes and return to the Items Window, select **<ESC Abandon Changes>**.

F7 Define Category

To set the category for an item. If you are using **Touch Screen Monitors**, it is necessary to define a category for each item. Items are grouped into categories for onscreen display purposes. Fifteen fields (categories) are available. Descriptions in these fields will appear in sale mode on the category keys. Items (meals and à la carte items) will be linked to one of these categories. In sales mode, when a category key is pressed, a new screen appears which displays keys for all items that were linked to that category. Category names can also be edited from this screen.

F9 Search By Key

For quick access to an item record by key, select **<F9 Search By Key>**. Café Terminal displays the message *"Press Any Key"*. Press an item key on the keyboard and the record associated with this key appears. This feature is especially useful in the event that your key labels are damaged or the item description has been changed, and the key label does not yet reflect the new item name.

↑Previous Item

To view the record that precedes the currently displayed record in the database. If the displayed record is the first one on file, this key does nothing and the displayed information does not change.

↓Next Item

To view the record that follows the currently displayed record in the database. If the displayed record is the last one on file, this key does nothing and the displayed information does not change.

To Enter A New Item:

1. From the **MAIN MENU**, select **[F3..File Maintenance]**.

2. Select **<F2..Enter/Edit Items>**. Café Terminal displays the Item Information screen.

3. Press **<F4 Add New Item>** an Item.

Café Terminal will display the onscreen keyboard which will prompt you for information. You may enter the required information with a keyboard or a touch screen compatible monitor.

4. **Enter the DESCRIPTION of your new ITEM**. Type in a description and press **<Enter↵>** or click **Enter**.

The **Description:** field accepts 20 alphanumeric characters. This description will appear on the item's key in Sales Mode. When you press a category key, item keys assigned to that category are displayed in alphabetical order, based on the description. For this reason, you may wish to use descriptions that will make it easier to locate the items. EXAMPLE: If you have two ice cream items (large and small) assigned to the SNACK category, the keys will be easier to locate if you name them ICE CREAM SMALL and ICE CREAM LARGE, rather than beginning the description with the words "SMALL" and "LARGE". Each keyboard contains a limited number of à la carte keys. However, you may enter as many items as you wish. Those items not labeled on the individual keys will be entered during transactions by the Price Look Up (<**PLU**>) key.

If this item is a meal or packaged item, a descriptive title is in order. For example, in a school cafeteria, item 13 may be a Free Secondary Breakfast. The **Description:** field for item number

13 should contain the words FREE SEC BREAKFAST (or similar) to distinguish this item from other breakfast meals, as well as from free elementary and free middle breakfast meals.

> **Note** ✓ *To maintain confidentiality, the sale of all preset meal items 1-13, 16-28 and 201-213 are processed by simply pressing the **<Meal>** key in Sales Mode.*

5. **Enter the NUMBER of your new ITEM**. Type in the number that you wish to assign to this item and **<Enter↵>**. The **Item Information Window** is displayed with the new item on the screen. **<Esc>** to abort the add before pressing **<Enter↵>**.

6. Select **<F5 Edit Current Item>** to complete the information about this item. **<TAB>** to move to the **Price:** field.

7. Enter the **Price:** of this item. **<TAB>** to move the cursor to the next field.

Item price is the full price of the item. Enter numbers only (without entering the decimal).

> **Note** ✓ *If you are using a touch screen monitor, information can be entered using the onscreen keyboard. To use the onscreen keyboard, simply touch the screen on the desired field, then touch the **Keyboard** button. You can now enter the information using the onscreen keyboard. When you are finished press **<Enter>**.*

> **Note** ✓ *If your system incorporates a scale, some of your items will be sold by weight. Type the price per pound in the **Price:** field when entering these items. Specify that an item is sold by weight by entering a <T> for TRUE in the **Sold By Weight:** field at the bottom of the item information screen (see steps 13 & 14).*

8. Enter the **Discount Price:** (if any). **<TAB>** to move to the next field.

If you are setting up to sell meals at a discounted price if purchased in advance, you must also enter the number of meals the patron must purchase in order to receive the discount in the **Discount Quantity:** field. If you want to record the purchase of prepaid, **non-discounted** meals, enter the normal price in <u>BOTH</u> the **Price:** and **Discount Price:** fields, and the number one (1) in the **Discount Quantity:** field. **In either case, a number must then be entered in the Discount Quantity: field in order for Café Terminal to process volume sales.**

> **Note** ✓ *Items 201-215 cannot be programmed with a discount price/quantity.*

Prepaid, Discounted Meal Item Setup:
    a. In the **Price:** field, enter the regular price of the meal.
    b. Enter the **Discount Price:** you will offer if a certain number of meals is purchased in advance.
    c. In the **Discount Quantity:** field, enter the number of meals that must be purchased in order to receive the discount price.

   d. Select **<F5 Save Current Item>**.

Prepaid, Non-Discounted Meal Item Setup:
   a. In the **Price:** field, enter the regular price of the meal.
   b. In the **Discount Price:** field, enter the same price listed in the Price: field.
   c. In the **Discount Quantity:** field, enter the number 1 (one).
   d. Select **<F5 Save Current Item>**.

For example, when entering information for a paid secondary breakfast meal, you may set the item (full) price at $1.00, the discount price at $.90, and the discount number at ten (10). When an individual purchases five or more of these items in advance, Café Terminal prices the item at $.90/per meal rather than $1.00. When you press the PPB key once in Sales Mode for a paid secondary patron, 10 meals at the discount price will be displayed in the sale detail area. The total of the sale, in this example will be $9.00.

> **Note** ✔ *If a patron is purchasing more than the discount quantity, simply press the <QTY> key and enter the correct number of items being purchased at the discount price. A purchase of less than the discount quantity will not be allowed, and the amount paid by the patron will be added to the account balance field. Likewise, a refund of discounted meals is not allowed if the patron has less than the discount quantity in the PPB/PPL field.*

   9. If this item is **taxable**, select **<T>** for Yes in this field. **<TAB>** to move the to the next field.

Café Terminal will track all taxable items and add tax to totals when applicable. Taxes collected will appear on the sales activity report.

> **Note** ✔ *In order for the tax feature to function, you must have entered the taxable item tax rate when completing terminal setup (see the INSTALLATION AND SETUP section of the User's Guide).*

   10. Type **<T>** for TRUE in the **Premium Meal:** field only if this à la carte item is a Premium Meal. **<TAB>** to move the to the next field.

A Premium Meal is a complete meal that is an option to the standard meal, which may have a different price. Full-price paying patrons pay the full price of the meal. Free patrons pay nothing, and reduced-price paying patrons pay the same price that they pay for the standard meal. An à la carte item's key that has been designated as a Premium Meal works the same as the standard **<MEAL>** key and terminates a sale. Meals sold with this key are counted among the reimbursable meals. If a patron purchases a second Premium Meal, this meal is treated as an à la carte sale and is not counted as a reimbursable meal.

> **Note** ✔ *Items 1-13, items 16-28 and items 201-213 cannot be programmed as Premium meals.*

11. If applicable, type in the Discount/Surcharge%. This field allows the facility to add a surcharge or discount to a particular patron's transaction during sales mode. To add a 10% surcharge, simply type '10' in this field. To add a 10% discount, simply type '-10' in this field. An item will only be assessed a discount/surcharge if the **Discount/Surcharge** key (or the **<F7>** key) is pressed at any time during the transaction in Sales Mode. **Discount/Surcharge On** appears in the top right hand corner of the sales screen after this key has been activated.

12. Enter the **Discount Quantity** (the number of meals that must be purchased to receive the discounted price) and press **<TAB>**. If your facility sells non-discounted prepaid meals, enter the value of "1" in this field. See the example above, under **Discount Price**. The Discount Quantity field accepts two numeric characters.

13. If the item you are entering is sold by weight, type **<T>** for TRUE in the Sold By Weight: field, press **<TAB>**, and enter the Tare Weight in the next step.

14. Enter the appropriate weight in pounds (without decimals) in the **Tare Weight:** field. For example, if the item's Tare Weight is 1.16 pounds, it should be entered as 116. If a Tare Weight is entered, the **Sold By Weight:** field must contain a value of TRUE.

An item's Tare Weight is the weight of the container the item comes in. In Sales Mode, the Tare Weight is subtracted from the total weight of the item on the scale, so the patron does not pay for the weight of the container.

Note ✓	*The **Sold By Weight: and the Tare Weight:** fields only appears if a scale was set up in **Terminal Setup**.*

Sold Today: displays the quantity of the currently displayed item sold that day. This field may not be edited.

Sold To Date: displays the quantity of the currently displayed item sold to date. This field may not be edited.

15. Press the **<F5 Save>** to save the changes to the current item or press **<Esc Abandon changes>** to cancel the edit.

16. Repeat steps 3-15 to add additional items.

If you are using **Touch Screen Monitors**, it is necessary to define a category for each item. Items are grouped into categories for onscreen display purposes. You may wish to first edit the category names, and then assign your items to the categories.

To Edit Category Names:

1. Press **<F7 Define Category>** to edit the Category for the currently displayed item. The define category screen appears.

Fifteen fields (categories) are available. Descriptions in these fields will appear in **Sales Mode** on the category keys. Items (meals and à la carte items) will be linked to one of these categories. In **Sales Mode**, when a category key is pressed, a new screen appears which displays keys for all items that were linked to that category.

2. Select **<Edit Category>** to change category descriptions.

3. Type in the desired category description. Press **<TAB>** to move between the fields. (Repeat step three (3) for all category description changes).

4. Select **<Save Changes>** to accept the changes to the Category Names. Select **<Cancel Edits>** to return to the **Item Information Screen** without saving the changes.

5.   To finish saving the changes press **<Save>**. Press **<Cancel>** to abandon the edit.

6.   Press **<Esc>** to return to the **Item Information Screen**.

After the categories' descriptions are entered and saved, all items (meals and á la carte items) must be linked to a specific category.

To Define An Item To A Category:

7.   Display the first item to be assigned (linked) to a category on the screen.

8.   Select **<F7 Define Category>**.

9.   Place a checkmark in the box next to the category for this item.

> **Note** ✔ *You can assign an item to more than one category. Just click on the box(es) next to the categories that you want the item to appear under.*

10.   Select **<Save>** to accept the new category definition for the currently displayed item or press <**Esc**> to cancel.

11.   Continue steps six (7) through nine (9) with the next item in the database until all items have been assigned to a category.

When finished entering or editing items and assigning categories, press **<Esc Exit>** to exit the **Item Information Screen** and return to the FILE MAINTENANCE MENU. Press **<Esc..Return to Main Menu>** to return to Café Terminal's MAIN MENU.

> **Note** ✔ *Remember that anytime information is added or edited to Café Terminal you must repack and rebuild the system's indexes Café Terminal uses to find information. To do this follow the steps outlined in Pack/Index Data Files.*

When finished, select **<ESC Exit>** to return to the FILE MAINTENANCE menu. To return to the **MAIN MENU**, select **<Esc..Return to Main Menu>.**

F3..PACK/INDEX DATA FILES

The Café Terminal database files have indexes that serve the same purpose as the index in a book, to enable the reader (in this case, Café Terminal) to locate needed information. After any significant altering or editing of files to Café Terminal you must repack and rebuild the systems indexes. Any information that has been added or changed in Café Terminal will not be accessible until this procedure is completed.

Several situations can require manual indexing of files:

1. After loading/entering new database records, select **<F3..Pack/Index>** from the FILE MAINTENANCE menu, to rebuild and repack the indexes for these records.

2. After restoring files onto the system from a floppy disk, rebuild indexes with the **<F3..Pack/Index>** function.

3. If experiencing problems finding patrons and/or items in the database, the indexes may have been corrupted. Rebuild indexes to correct this problem.

4. If Café Terminal reports are not printing properly, rebuild indexes to eliminate corrupted indexes as the possible source of the problem.

Problems encountered in Café Terminal can often be solved by rebuilding corrupted indexes. Corrupted indexes are usually the result of power failure during operation of Café Terminal and/or turning off the system without properly exiting the program.

The **PACK** feature of this option clears all of the records previously marked for deletion from the system. Packing frees space to accept additional data.

To Perform Pack/Index:

1. From the FILE MAINTENANCE menu select **<F3..Pack/Index>**.

2. The message *"Operation Complete"* is displayed. Click **<OK>** or press **<Enter ↵>**.

To return to the **MAIN MENU**, select **<Esc..Return to Main Menu>**.

F4..FILE UTILITIES

The options listed on the FILE UTILITY OPTIONS menu perform important basic tasks, including backing up, restoring, purging data and year-end tasks (*Appendix D* contains instructions for carrying out year-end tasks.)

> ⚠ Caution
>
> ***Back up your files each day**. Having backups is particularly helpful in the event that you experience Server failure and have to load files onto a Client Terminal to make it the Server.*

The following is an explanation of the options available when you select **<F4..File Utilities>**, found on the FILE MAINTENANCE menu. To select an option, use the **<↑>** and **<↓>** keys to highlight your choice on the FILE UTILITY OPTIONS menu and press **<Enter↵>** or click on the appropriate button.

File Utility Options

Back Up All Data To Diskette	Delete Journals Older Than 60 Days
Restore All Data From Diskette	Clear Journals
Erase Diskette	Clear Reports
Format Diskette	Backup Photos To Diskette
Back Up Server To This Terminal	Restore Photos From Diskette
Back Up Journal To Diskette	Delete Photos From This Terminal
Restore Journal From Diskette	Import Patron Update File
Poll Uld Device	Esc Close

Back Up All Data To Diskette

This option is normally implemented on the Server in a network installation. When the Back Up All Data to Diskette option is selected Café Terminal will back up the patron files, item files, 45 days of journals, and sales activity reports to the destination drive or folder that you choose. The Data Backup default destination is set to Floppy Drive A: Café Terminal will allow you to modify the backup destination path (See Modifying the Backup Destination Directory below).

When you select **<Back Up All Data To Diskette>**, Café Terminal displays the message *"You have selected to back up the data. If any other user is accessing the data, the backup may be incomplete".* Select **<OK>** to continue or **<Cancel>** to abort the operation. Select **<F1 Begin Data Backup>**. Café Terminal will prompt you to enter a floppy diskette into Drive A: After inserting the diskette, press **<OK>** or **<Enter↵>**. The data backup operation will begin. When backup is complete, press **<OK>** or **<Enter↵>**.

Modifying the Backup Destination Directory

1. Select **<F2 Modify Destination>** from the **Backup/Restore** screen.

2. Select the directory to where you wish to copy the backup information by using the drop down arrow key ▼ located to the right of the destination directory options. Once you

have selected the correct drive highlight the correct directory (folder) by double clicking on it (The folder will appear as open when selected). When you are sure that you have highlighted the proper directory click **<F1..Proceed>**. **<ESC..Cancel>** to return to the **Backup/Restore** screen.

3. The **Backup Destination** in the bottom left hand corner of the **Backup/Restore** screen should now display the path you have specified. To continue, select **<F1 Begin Data Backup>**.

4. Café Terminal will begin the backup process. When the backup is complete, press **<OK>** or **<Enter↵>** to return the FILE UTILITY OPTIONS Menu.

> **Note** ✓ ***It is imperative that you back up your files each day***. *It is recommended that you label two sets of formatted disks for each day of the week, and make two backups each day. Leave one backup on site and take the other to a remote location. This procedure ensures that you have an extra backup in case of fire or other mishap at the site.*

Back Up All Data to Diskette only backs up the users' journals for 45 days and does <u>NOT</u> back up the photos. You can make backups of journals by using the **Back Up a Journal to Diskette** option and backups of photos by using the **Backup Photos To Diskette** option. Both options are described below. If yours is a network system, you should also perform the **Back Up Server to This Terminal** function (described below) on a daily basis. This function copies all files, reports and journals but <u>does not replace the need for backup diskettes</u>.

Restore All Data From Diskette

Café Terminal will restore the backup files to the system when you insert a floppy diskette, tape, zip disk, or CD that you have previously backed up information to, or when you select the directory to where the backup information is stored. The location path of the Backup Set will automatically default to the destination selected when the Backup was last performed. For example if you last backed up the data to a diskette in floppy drive A:, that will be the location of the backup set when you choose to restore the data. Follow the instructions outlined below to restore backup information:

1. **<Restore All Data From Diskette>** option from the FILE UTILITY OPTIONS menu.

2. A message will appear reminding you that ***"All other terminals must be shutdown prior to proceeding"***. If there are terminals still on <u>DO NOT continue until all of them are shut down properly</u>. When all of the terminals are shutdown properly click **<OK>** to continue. Click **<Cancel>** to abort this procedure.

3. The location path of the backup data is automatically set to the path where the data was last backed up. If the Location of the Backup Set path is not correct, select **<F2 Change Backup Set>**, choose the correct drive and directory where the backup information is stored by double clicking on the drive and old directory (folder). Highlight the correct file by clicking once, and select open. When you are sure the correct Location of Backup Set is displayed, select **<F1 Begin Restore>**. A confirmation screen will appear making certain that you have inserted the last diskette of the backup set. When the disk has been inserted into the disk drive press **<OK>**. **<Escape>** to abort the operation.

4. When the Restore is complete a confirmation screen will appear, stating that Café Terminal must restart in order for changes to take effect. Press **<OK>** continue.

5. Café Terminal will restart and bring you back to the **MAIN MENU**, where you will have to login again using your login name and password.

Delete Journals Older Than 60 Days

Frees space on a hard disk that is in danger of being filled to the point of creating problems. This option is a preventive measure rather than a corrective measure. To aid you in monitoring the status of your hard disk's available space, Café Terminal checks the amount of space upon power up. If the system detects that there is less than 1 MB (megabyte) of free space remaining, you

will be alerted and directed to run **Delete Journals Older Than 60 Days** at the end of the day. In most cases, a shortage of space will occur in systems that have no more than 40 megabytes of disk space.

> **Note** ✓ *Back up journals using the* **Back Up a Journal to Diskette** *option before running* **Delete Journals Older Than 60 Days***. You will not be able to regenerate any reports for days prior to the last 60 days, nor will you be able to print participation reports for more than the 60 days remaining in the journal. For this reason, you should make sure that you have any necessary reports from the period to be deleted.*

To Delete Journals Older than 60 Days:

1. Select **<Delete Journals Older Than 60 Days>** from the **File Utilities Options** menu and press **<Enter↵>**.

> **Note** ✓ *If the current user does not have rights to access the selected activity, they are notified and a password override screen appears. This screen displays the onscreen keyboard and prompts for the entry of a valid password.*

2. The message, Delete Journal Entries Prior To ??/??/?? will appear. Type **<Y>** or click **<Yes>** to continue, or type **<N>**, click **<No>** or **<Esc>** to abort the operation.

If you select to proceed, Café Terminal displays a progress indicator progress as the Journal is being clipped. When the message "Operation Complete" is displayed, click **<OK>** or **<Enter↵>** to return to the FILE UTILITY OPTIONS menu.

Erase Diskette
Select this feature for easy, automatic erasure of the data on a floppy inserted into one of the drives, A: or B:. It is recommended that you erase a diskette to be used for a backup before running the **<Backup All Data to Diskette>** option. This procedure ensures that there will be enough room on the diskette to record all of the data. Failure to insert a diskette before selecting this option will result in display of the ***"drive not ready"*** messages.

Format Diskette
Data can be copied onto a floppy diskette only when the diskette has been formatted for the computer. Use the **<Format Diskette>** feature for easy formatting. When you select this option, Café Terminal attempts to format the diskette in the A: Drive. You are prompted to insert your diskette, select **<OK>** to continue, or **<Cancel>** to abort.

If you select to proceed, the disk format screen appears. Select **Start** to format the floppy diskette. After the diskette has been formatted, you may insert another and repeat the process, or select **<Close>** to return to the **File Utilities Options** menu.

If there is no disk in the drive when **<Format Disk>** is selected, you will see the message *"Format Failed"*.

Back Up Server To This Terminal

Copies the Server's files and journals onto a Client terminal in the network in multi-terminal systems. <u>You should perform this backup on one Client terminal on a daily basis.</u> By doing so, operations can proceed smoothly, with current files and no loss of data, in case of Server failure. This option is available on the Client Terminals only. You will receive a *"Cannot Perform This Function On the Server!"* message if you attempt this function on the Server.

To Back Up Server To A Client Terminal:

1. Select **<Back Up Server To This Terminal>** from the File Utility Options menu. Confirm by clicking **<Yes>** or pressing **<Enter↵>**.

2. When finished, the message *"Operation Complete"* is displayed. Press **<Enter↵>** or click **<OK>** to return to the FILE UTILITY OPTIONS menu.

Back Up Journal to Diskette

Café Terminal backs up the journal for the selected user when you select this option.

To Back Up Journal to Diskette or A Specified Location:

1. Select **<Back Up Journal to Diskette>** from the **File Utility Options** menu.

2. The default backup destination is set to Floppy Drive A. If you would like to back up the journal data to Floppy Drive A: select **<F1 Begin Backup>**. The message*, "Label a blank formatted disk as DISK #1 and place it into drive A:"* will appear. Select **<OK>** to continue the backup, or **<Esc>** to abort.

Modifying the Backup Destination Directory

1. Select **<F2 Modify Destination>** from the **Backup/Restore** screen.

2. Select the directory to where you wish to copy the backup information by using the drop down arrow key ▾ located to the right of the destination directory options. Once you have selected the correct drive highlight the correct directory (folder) by double clicking on it (The folder will appear as open when selected). When you are sure that you have highlighted the proper directory click **<F1..Proceed>**. **<ESC..Cancel>** to return to the **Backup/Restore** screen.

3. The **<u>Backup Destination</u>** in the bottom left hand corner of the **Backup/Restore** screen should now display the path you have specified. To continue, select **<F1 Begin Data Backup>**. **<Escape>** to abort the operation.

When the backup is complete, the message *"Journal Backup Complete"* appears. Press **<Enter↩>** or click **<OK>** to return to the **File Utility Options**.

Restore Journal From Diskette

Select this option to restore the terminal's journal from a backup diskette or from another specified drive and directory.

1. Select **<Restore Journal From Diskette>** from the FILE UTILITY OPTIONS menu.

2. The location path of the backup data is automatically set to the path where the journal data was last backed up. If the Location of the Backup Set path is not correct, select **<F2 Change Backup Set>**, choose the correct drive and directory where the backup information is stored by double clicking on the drive and old directory (folder). Highlight the correct file by clicking once, and select open. When you are sure the correct Location of Backup Set is displayed, select **<F1 Begin Journal Restore>**. A confirmation screen will appear making certain that you have inserted the last diskette of the backup set. When the disk has been inserted into the disk drive press **<OK>**. **<Escape>** to abort the operation.

When the restore is complete, the message *"Journal Restore Complete"* appears, press **<Enter↩>** or click **<OK>** to return to the FILE UTILITY OPTIONS menu.

Clear Journals

Normally used at the end of the year, or when moving a terminal to another facility, this option erases the journals from the server.

Note ✓	*If the current user does not have rights to access the selected activity, they are notified and a password override screen appears. This screen displays the full onscreen keyboard and prompts for the entry of a valid password. If necessary, enter a valid password and press* **<Enter↩>**.

1. Select **<Clear Journal>** from the FILE UTILITY OPTIONS menu.

2. The message, *"Delete Journals From the Server?"* appears. Type **<Y>** or click **<Yes>** to clear (delete) the journals, or type **<N>** or click **<No>** to abort the operation.

When the message *"Operation Complete"* is displayed, click **<OK>** or **<Enter↩>** to return to the FILE UTILITY OPTIONS menu.

Clear Reports From This Terminal

Like the preceding option, Clear Reports From This Terminal normally is used at the end of the year or when moving a terminal to another facility.

> **Note** ✓ *If the current user does not have rights to access the selected activity, they are notified and a password override screen appears. This screen displays the full onscreen keyboard and prompts for the entry of a valid password. If necessary, enter a valid password and press **<Enter↵>**.*

1. Select **<Clear Reports>** from the FILE UTILITY OPTIONS menu.

2. The message, Are you sure you wish to delete all of the Sales Reports? is displayed. Type **<Y>** or click **<Yes>** to clear (delete) the journals, or type **<N>** or click **<No>** to abort the operation.

When the message *"Operation Complete"* is displayed, click **<OK>** or **<Enter↵>** to return to the FILE UTILITY OPTIONS menu.

> **Note** ✓ *The reports are cleared immediately. You are not given an opportunity to cancel the process after the password is accepted. Back up reports before clearing them by using **Back Up All Data to Diskette** (described at the beginning of this section).*

Back Up Photos To Diskette

Café Terminal will allow you to back up the students photos to a floppy diskette or to a specified destination. You may also make the backup on a Client terminal if you first back up the Server to the Client with the **Back Up Server to This Terminal** option.

To Back Up Photos to Diskette or A Specified Location:

1. Select **<Back Up Photos To Diskette>** from the FILE UTILITY OPTIONS menu.

2. Select the destination to where you would like to back up the patrons photos to. The default destination is set to Floppy Drive A. If the destination is correct, select **<F1 Begin Backup>**. To change the backup destination directory:

Modifying the Backup Destination Directory:

1. Select **<F2 Modify Destination>** from the **Backup/Restore** screen.

2. Select the directory to where you wish to copy the backup information by using the drop down arrow key ▾ located to the right of the destination directory options. Once you have selected the correct drive highlight the correct directory (folder) by double clicking on it (The folder will appear as open when selected). When you are sure that you have highlighted the proper directory click **<F1..Proceed>**. **<ESC..Cancel>** to return to the **Backup/Restore** screen.

3. The **Backup Destination** in the bottom left hand corner of the **Backup/Restore** screen should now display the path you have specified. To continue, select **<F1 Begin Backup>**. **<Escape>** to abort the operation.

> | Note ✓ | *If you have selected Floppy Drive A: as the backup destination the message*, **"Label a blank formatted disk as DISK #1 and place it into drive A:"** *will appear. During the backup process, you may be prompted to insert another formatted disk, labeled as DISK #2. Continue with this process until the backup is complete.*

When the backup is complete, the message *"Photo Backup Complete"* appears, press **<Enter↵>** or click **<OK>** to return to the FILE UTILITY OPTIONS menu.

Restore Photos From Diskette

Select this option to restore the patron's photos from a set of backup diskettes or from another location that was specified in the section, Backing Up Photos to Diskette.

1. Select **<Restore Photos From Diskette>** from the FILE UTILITY OPTIONS menu.

2. The location path of the backup data is automatically set to the path where the photos were last backed up. If the Location of the Backup Set path is not correct, select **<F2 Change Backup Set>**, choose the correct drive and directory where the backup information is stored by double clicking on the drive and old directory (folder). Highlight the correct file by clicking once, and select open. When you are sure the correct Location of Backup Set is displayed, select **<F1 Begin Restore>**. A confirmation screen will appear making certain that you have inserted the last diskette of the backup set. When the disk has been inserted into the disk drive press **<OK>**. **<Escape>** to abort the operation.

When the restore is complete, the message *"Photo Restore Complete"* appears, press **<Enter↵>** or click **<OK>** to return to the FILE UTILITY OPTIONS menu.

Delete Photos From This Terminal

You may delete photos from your system by selecting **Delete Photos** on each of the terminals. This operation would normally be done when photos become obsolete—children have aged several years; you have had a significant turnover in patrons—or when you move a terminal to a different site. Individual photos are deleted when individual patron records are deleted.

> | Note ✓ | *You are not given an opportunity to cancel the process after. Back up photos with **Back Up Photos To Diskette** before deleting them.*

When the message *"Operation Complete"* is displayed, press **<Enter↵>** or click **<OK>** to return to the FILE UTILITY OPTIONS menu.

Import Patron Update File

Schools which update their patron files on a regular basis must choose this option to implement the update. The **Update File Name**, **Update File Path** and **Database Type** must already be set up in **Set Up Terminal** and the file layout must have been saved.

> **Note** ✔ *This option should only be used if the file name and layout of the update file never changes.*

1. Select **<Import Patron Update File>** from the File Utility Options menu.

2. When the confirmation message box appears, type **<Y>** or click **<Yes>** to continue, or type **<N>** or click **<No>** to abort the operation.

When the operation is complete, press **<Enter↵>** or click **<OK>** to return to FILE UTILITY OPTIONS menu.

F5..ENTER/EDIT USERS

Each user has unique rights assigned by the system administrator. For example, a user may have access to browse patron records, but not edit them. Every time Café Terminal performs an action, the security settings for the currently logged on user are accessed to ensure user authorization. If the current user does not have rights to access the selected activity, they are notified and a password override screen appears. The user security system utilizes the touch screen keyboard feature. This screen displays the full onscreen keyboard and prompts for the entry of a valid password.

To Add A New User:

1. Turn on the terminal. Café Terminal displays the **MAIN MENU**

2. Select **[F2..Log In/Unlock Terminal]**
   The Login screen appears.

3. Enter the **Login Name**, **<TAB>**, enter the **Login Password**. Café Terminal returns to the **MAIN MENU**.

   Your entry is displayed as a string of asterisks (*******) to preserve the confidentiality of the password.

4. Select **[F3..File Maintenance]** from the **MAIN MENU**.

5. Select **<F5..Enter/Edit Users>**.
   The User List screen appears.

6. Select **<F4..Add New User>**.
   The User Information Screen appears.

7. Enter the user's **Last Name** (up to 25 alphanumeric characters).
   <TAB> to move the cursor to the next field.

8. Enter the user's **First Name** (up to 25 alphanumeric characters).
   <TAB> to move the cursor to the next field.

9. Enter this user's **Email** address (if applicable).

10. Assign this user's **Login Name** (up to 6 alphanumeric characters).
    <TAB> to move the cursor to the next field.

11. Assign the user's **Login Password** (up to 6 alphanumeric characters).
    <TAB> to move the cursor to the next field.

12. If you are using a touch screen monitor you must assign each user a **touch screen menu layout** for the appropriate meal-serving period. To assign a menu layout click the drop down arrow under the proper meal-serving period and highlight the menu you wish to use. If **-NONE-** is the only option see **Touch Screen Layouts** in this section.

13. Assign this user's **security access rights**. Click to insert a checkmark in the box (white square) to the right of each function this user will perform. To deselect, click the box so that it appears empty.

14. Select **<F5 Save>** to save the currently displayed information or **<Esc>** to cancel without saving.

You may continue to add users by repeating steps 6-13. When finished **<Esc>** to quit.

F5 Edit Users

To edit existing user information. Select **<F5..Enter/Edit Users>** from the FILE MAINTENANCE menu. Highlight the User whose information you wish to change from the existing list of users, then select **<F5 Edit User>**. The User's information is displayed. Make necessary changes, using the **<TAB>** key to move from field to field, then select **<F5 Save>** to save the changes. Assign a **Touch Screen Layout** for each meal period for this User, if applicable. **<Esc>** to abort the changes without saving.

> **Note** ✓ *If -NONE- is the only option, see* **Touch Screen Layouts** *in the* **INSTALLATION AND SETUP** *section of the User's Guide.*

F3 Delete User

To delete unwanted users from the system. Select **<F5..Enter/Edit Users>** from the FILE MAINTENANCE menu. Highlight the User you wish to delete, then select **<F3 Delete User>**. You will be prompted to confirm that you do wish to delete this user. Type **<Y>** or click **<Yes>** to continue, or type **<N>** or click **<No>** to abort.

> **Note** ✓ *Once a user record has been deleted, the Login Name and Password are no longer valid. You may, however, reuse the old Login Name and Login Password by entering them for another user.*

F10 Reset User

The system tracks all users logging into and out of the system. In the event of an abnormal shutdown while running Café Terminal, required procedures may not occur properly. It may be necessary to reset a user so they may gain proper access to the system.

Select **<F10 Reset User>**. When the confirmation message appears, type **<Y>** or click **<Yes>** to continue, or type **<N>** or click **<No>** to abort.

If the user you choose to reset is not currently logged in, you will be informed that there is no need to reset the user. Press **<OK>** or **<Enter↵>** to return to the **User Information Window**.

```
Yes or No?

  Warning!  This operation will reset the
       highlighted user.  If the user is
  currently logged in and has reported          Yes
       no problems with access, do not
  continue.  Are you sure you wish to
             reset CINDY JONES?
                                                 No
```
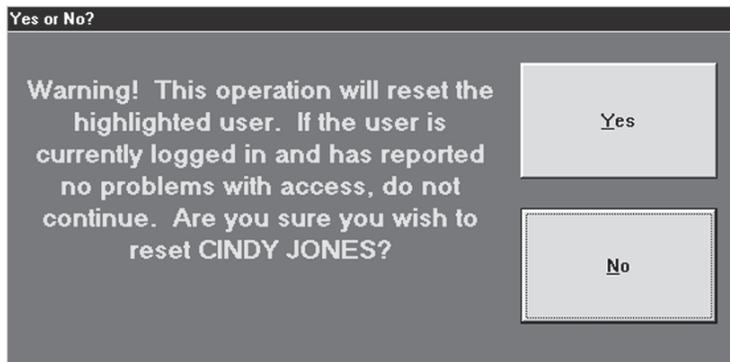
F6..SET UP TERMINAL

Set Up Terminal options are described in more detail in the *INSTALLATION AND SETUP* section, under the heading **System Setup**. You can view and edit the information in **Set Up Terminal** as necessary by selecting this option from the FILE MAINTENANCE menu.

Options in **F6..Set Up Terminal** are restricted. Mistakes made in implementing these functions can result in serious consequences for the operation of Café Terminal. The system does a security check before performing each procedure. If the user who is currently logged on does not have authorization to perform a task, the password override screen appears. This feature allows management to enter a valid password without requiring a new user to log into the system.

F1 Set Up Terminal
Consists of several parameters (explained in more detail in the *INSTALLATION AND SETUP* section), which must be set in order for Café Terminal to work properly.

F2 System Reset
Selecting this option clears meal eaten flags, and restores the <Meal> key in Sales Mode. This option should be used in the case when not all of the terminals were closed after the previous days sales. Check the User Information Screen (F5..Enter/Edit Users on the FILE MAINTENANCE MENU) to see which user is open for the previous day. If System Reset is used while a user remains open for a prior date, today's

```
Yes or No?

  Reset System Values?                          Yes


                                                 No
```

sales figures for that user will be added to his/her sales figures on the prior date, which will result in incorrect sales figures for the current date. For this reason (if time permits), you should always close the user who is open for the prior date before performing a system reset.
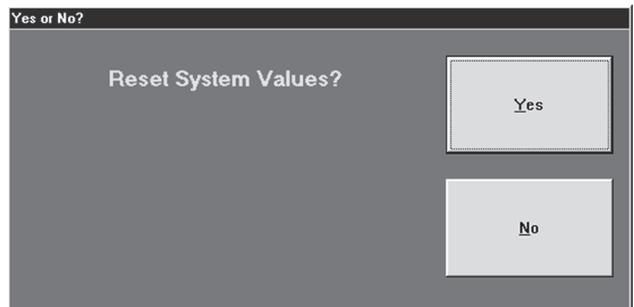
F3 Set Up Update

Used for importing files converted from another database for use with Café Terminal. Set Up Update should be performed on Terminal 1. The procedure for importing files (explained in *APPENDIX C*) is highly technical and should be carried out by qualified personnel only. Normally executed by trained technicians at the time of the Café Terminal installation.

> **Caution**
> *IMPORTED FILES REPLACE ANY EXISTING FILES. BACK UP CURRENT FILES BEFORE IMPORTING NEW FILES! See **Back Up All Data to Diskette** in this section.*

F4 Edit Eligibility Matrix

Alters the meal pricing by category configuration. If the matrix edits are not accompanied by any necessary changes to the item and patron files, the automatic meal pricing according to eligibility feature of Café Terminal will become ineffective. For example, when you attempt to enter the patron's PIN number to use her/his account to process a sale, you may be informed that the patron's status and grade do not match any of the meals defined in the matrix. When this happens, you must process the sale as a No ID sale, even though the patron may have money in an account, have purchased prepaid meals, or be entitled to a free meal.

Proper Eligibility Matrix setup is crucial to the operation of Café Terminal if you are to experience accurate, automatic meal pricing. This option requires detailed knowledge of the matrix functionality. This is explained in detail in the *INSTALLATION AND SETUP* section of the User's Guide. Refer to this information to edit the eligibility matrix.

F5 Custom Fields Setup

Allows users to change various field names as they are displayed in Café Terminal. This is also where you can set up Café Terminal to launch an application from the FILE MAINTENANCE MENU by pressing **<F9>**. In Custom Fields Setup you can also select the Bitmap Image (.bmp) that will appear at the bottom the of the receipts that will be printed out by Café Terminal (if a receipt printer is installed). This setup option is useful for facilities other than schools, which want to change descriptions of certain field headings in Café Terminal.

F6 Touch Screen Layouts

Café Terminal allows for the use of unique layouts, so that different keys may be visible in Sales Mode in each of the sales periods. In addition, each cashier may prefer a specific arrangement of the keys used to process sales. Setup in the **Item File** is required prior to creating or editing Touch Screen Layouts. Setup procedures involve editing the category names, and assigning items to the categories. *(Refer to **F2..Enter/Edit Items** in this section of the User's Guide.)*

> **Note** ✔
> *Remember that in order for the proper touch screen menu layout to appear during Sales Mode you must assign the correct layout to the correct user, for the appropriate meal serving period, in the **User Information Screen**. Refer to the **INSTALLATION AND SETUP** section, under the heading **Touch Screen Layouts** for instructions on customizing layouts.*

F7 System Sounds

Allows you to activate various audio messages that Café Terminal will deliver upon opening the terminal for sales and during sales mode. Consult your hardware manufacturer or technology personnel to determine if your computer has the ability to handle sound. (Refer to **System Sounds** in *INSTALLATION AND SETUP* for instructions on Enabling System Sounds.)

F7..OPEN DRAWER

Open Drawer allows for automatic opening of the serial cash drawer if one is electronically attached to the terminal.

F8..RUN SOFTWARE UPDATE

Run Software Update allows users to install updates without leaving Café Terminal. This is particularly convenient for users who are not familiar with DOS commands or Windows® commands. Follow specific instructions listed in *INSTALLATION AND SETUP* under **Installing Updates**.

F9..USER DEFINED APPLICATION LAUNCH

Use this option to launch the application specified in the **Custom Fields Setup** screen. For example, you might want to use this key to launch the Database Editor (Nantucket Clipper). With proper setup on the Custom Screen, the **<F9>** key would include the title of the application. When you press the button, Café Terminal displays a box asking you to confirm that you want to open the selected application. (See *INSTALLATION AND SETUP* for instructions on how to setup this function.)

ESC..RETURN TO MAIN MENU

To leave the FILE MAINTENANCE menu and return to Café Terminal's **MAIN MENU**.

NOTES:

SALES ACTIVITY

SALES ACTIVITY INTRODUCTION

Enter Items		Lunch		
		ESC	**F12** SnapShot	**ROA**
		F9 St Milk	F10 Ad Milk	No ID Breakfast
		F5 PPB	F6 PPL	No ID Lunch
		Student A la Carte	Adult A la Carte	Beverage
		Snacks	Entrees	Premium Meals
		PLU	↑ Scroll	**Del**
		SubTotal	↓ Scroll	F4 Info
		Meal	**Cash**	**Qty**

ABBOT MELISSA

Dietary Note -
Home Room -   HARRIS
Grade -   4
Account Balance - $2.50
PPB - 5   PPL -   10

Café Terminal processes a variety of transaction types, including:

Standard Meal (packaged items) Sales,
2nd Meal Sales,
À la carte Milk Sales (for documented counts),
À la carte Sales,
À la carte + Standard Meal Sales,
Prepay Purchases of Multiple Discounted (or Non-Discounted) Meals,
Received on Account Payments/Refunds,
Prepays and/or ROA Payments/Refunds in conjunction with other sales, and
Misc Amt transactions, which may be used for handling checks returned for insufficient funds.

All sales are processed as either:

ID sales (patron account debit or charge, credit card, check or cash)
 OR…
No ID sales (cash, check or credit card)

Café Terminal efficiently and accurately handles these various types of sales and methods of payment. Your facility may use all types of transactions, or just some of them, depending on your needs.

Check sales are treated the same as cash sales, unless the options **Track Checks Taken During Sales** and **Record Check Numbers** were checkmarked in **Set Up Terminal**. If these options are used, Café Terminal will keep a record of the checks you enter in Sales Mode when you select **<F7..Pay By Check>** after first pressing the ROA button (if the **ROA** field was marked **True** in **Set Up Terminal**) or after entering an amount tendered.

If the transaction is a patron account debit, and there are not enough funds in the account to pay for the current purchase, the **<F7..Pay By Check>** key will also be visible after pressing the **<Cash>** or **<Meal>** key. At this time, a sale may also be charged to a credit card (if the option to **Integrate PcCharge** was selected in **Set Up Terminal**) by pressing the **<F9..Credit Card>** key, or charged to a patron's account by pressing the **<Charge>** key. This key will only be visible if charge limits were set in the Eligibility Matrix for the patron's grade and status level (see **Editing The Eligibility Matrix** in the *FILE SETUP AND MAINTENANCE* section). If the patron presents cash or check to be deposited into his/her account at this time, press the **<F8 Account>** key after entering the amount of the payment with the numeric keypad. Pressing this key tells Café Terminal to deduct the amount of the current sale from the amount of the payment, and deposit the remaining funds into the patron's account.

All sales activity is recorded for automatic generation of meal counts and other important accounting data. Maneuvering in sales mode and selecting keys can be accomplished by:

    1) touching the key on the screen (if the system includes a touch screen monitor),
    2) pressing the appropriate key on the keyboard, or
    3) clicking on the key (if your system is equipped with a mouse).

While processing these various types of transactions during a meal service period, there is a basic order to follow. This is referred to as the **A.R.M. rule**:

  (A) À la carte items first. This includes the advance purchase of prepaid (discounted or non-discounted) meals, milk, 2nd lunch, and any other items assigned to an à la carte category.

  (R) ROA Transactions next. This includes payments (funds received) and/or refunds on accounts. ROA's may be entered at a time other than during a meal service period or

in conjunction with a sale transaction. ROA's entered during a meal service period can be processed in one of two ways: a) after entering à la carte purchases, and pressing the **<ROA>** key before pressing the **<Meal>** or **<Cash>** key; or b) after pressing **<Meal>** or **<Cash>**, entering an amount which is more than the amount due, and pressing the **<F8 Account>** key. The **<F8 Account>** key appears only if the patron does not have enough account funds account to pay for the items being purchased.

(M) __Meal Purchases last.__ This includes Standard Meals (packaged items), and Premium Meals. If properly set up in the Item File, **<Premium Meal>** keys, as with the standard **<Meal>** key, will appear as yellow keys on the screen. When any yellow meal key is pressed during the course of a ID sale, Café Terminal totals all the entries, adjusts the account balance accordingly, and ends the transaction if the patron has enough funds in his or her account. If the patron does not have enough funds, another screen appears prompting you to select from the following payment methods:

1. Enter the amount of cash or check this patron has presented and press **<Cash>** to display the amount of change due to this patron;
2. Enter the amount of cash or check this patron has presented and press **<F8 Account>** to deposit the remaining funds in the patron's account;
3. Press **<Charge>** to charge the amount due to the patron's account (if charge limits were set in the Eligibility Matrix);
4. Press **<F9 Credit Card>** to process a credit card payment for the amount of the sale (if this feature is installed).

> **Note** ✓ *A meal purchased during a No ID sale will not end the transaction. You must first press* **<Cash>**, *then complete the sale by entering the amount tendered, and selecting the payment method.*

The Item and Patron database files, together with the Eligibility Matrix (*see* ***INSTALLATION AND SETUP***) provide the information necessary to expedite processing.

__In order to process transactions in Sales Mode, you must first:__

1. Turn on the terminal; (In multi-terminal systems, the terminal designated as the server must be started first.)

2. UNLOCK the terminal and Log In with your User Name and Password;

3. Perform any necessary maintenance on Patron Accounts, Item And Category Information, setting up charge limits in the Eligibility Matrix, Custom Fields Setup, User Information, and Keyboard and Touchscreen Layouts before entering Sales Mode. Generally, these tasks are performed by one or two people who have been assigned administrative rights in User Setup.

4. (Optional) Practice processing of various types of transactions used in the daily operations of your facility via Café Terminal's **Training Mode. Practice sales will be included throughout this section of the manual after each type of sale is discussed**;

5. OPEN the terminal, if it is CLOSED;

> **Note** ✓ *Refer to the* **Quick Reference Guide** *for basic instructions on opening the terminal, or the* **MAIN MENU** *section for a more detailed explanation.*

6. Press F1..Sales Mode, then select and confirm the appropriate Sales Period;

7. (Optional) Confirm the layout you wish to use for this session.

SELECTING A KEYBOARD LAYOUT
(For Users NOT Using A Touch Screen)

Café Terminal maintains multiple keyboard layouts, allowing you to select different groups of items to sell with single presses of keyboard keys. (EXAMPLE: key number 44 can sell peaches on the default layout and chocolate cake on a "dessert" layout.) Different terminals in a multi-terminal installation can use different layouts in the same meal period, and layouts can be changed easily and as often as necessary. Instructions for creating your custom keyboard layouts can be found in the *FILE SETUP AND MAINTENANCE* section, under the **Keyboard Mapping** heading.

If you have created layouts in addition to the original (default) layout, you must make sure that the appropriate layout has been selected for your terminal for the current meal period.

Verify the currently selected layout for a terminal and select a new layout, if necessary.

1. Make sure that all items to be included in the new layout have been entered into the Item database. (From the **MAIN MENU**, select **[F3..File Maintenance]**, then **<F2..Enter/Edit Items>**.) If adding additional items, do so prior to attempting to create a new layout. Plan your layout before remapping.

2. Select **<F8..Printer/Barcode/Keyboard>** from the **MAIN MENU**.

3. Select **<F4..Select Keyboard>**.

4. A yellow message names the currently selected layout. The first time you access this screen, DEFAULT is listed as the currently active keyboard layout.

5. To create a new layout, select **<New Layout>**.

6. As instructed by the message box, *"Enter New Keyboard Layout Name"*. Select a name that identifies the type of layout. (EXAMPLE: the name YOGURT might be used

to indicate the layout of a terminal that sells only ice cream and yogurt products.) The name can be up to 20 characters long. Press **<Enter ↵>**.

The new keyboard layout is now set as the currently active keyboard. Press <**Esc**> to return to the **MAIN MENU**.

USING KEYBOARD DECALS

Café Terminal's keyboard features special decals that contain standard keyboard markings as well as the descriptions of the keys' functions in **Sales Mode**. EXAMPLE: The letter *Q* key decal depicts the letter *Q* and the number 49 to show that this key represents item 49 in the item database file. Space is left on the decal for you to add the item name. When a patron purchases this item, a single keystroke records the selection and its price. The keyboard layout can be found in ***APPENDIX A*** of this manual. Café Terminal's **Keyboard Mapping** feature allows you to incorporate multiple layouts in your system. The alphabetical keys are used in the usual way for data entry. In addition, most of the keys serve other purposes.

TOUCH SCREEN LAYOUTS

Café Terminal allows for the use of unique layouts, so that different keys may be visible in Sales Mode in each of the sales periods. In addition, each cashier may prefer a specific arrangement of the keys used to process sales. Setup in the **Item File** is required prior to creating or editing Touch Screen Layouts. Setup procedures involve editing the category names, and assigning items to the categories. *(Refer to the heading titled **"F2..Enter/Edit Items"** in the **FILE SETUP AND MAINTENANCE** section of the User's Guide.)*

> **Note** ✓ *In order for the proper touch screen menu layout to appear during Sales Mode you must assign the layouts to the users, for each meal serving period (select **<F5..Enter/Edit Users>** from the FILE MAINTENANCE menu to assign layouts). Refer to the **INSTALLATION AND SETUP** section, **Touch Screen Layouts** for instructions on creating/editing layouts.*

PRACTICING SALES VIA THE TRAINING MODE

It is highly recommended that you use Café Terminal's **Training Mode** to practice the procedures for processing sales and performing file maintenance procedures. Operations performed during the Training Mode are not recorded as actual sales. The **Training** symbol appears in various places throughout this section of the manual, at the beginning of procedures that may be practiced in Training Mode.

> **Note** ✓ *Before entering the **Training Mode** make certain that the terminal is UNLOCKED and CLOSED. See **[F6..Close Terminal]** in the **MAIN MENU** section for closing instructions.*

To enter the **Training Mode**, press **[F4..Training Mode]** from the **MAIN MENU**. Type **<Y>** or select **<Yes>** to the question *"Restart application in training mode?"* A message notifies you that the system will now copy the data (to a temporary directory) and restart Café Terminal in Training Mode. Café Terminal will close momentarily, and then reopen with the words *"Training Mode On"* appearing in red in the upper left corner of the Café Terminal **MAIN MENU** screen.

To practice processing sales while in Training Mode, you must first Open the Terminal. When the opening has been completed, enter the **Sales Mode** by selecting a sales period and layout (see **Selecting the Sales Period** below). You might also be asked to select the layout you wish to use if this option was selected in **Enter/Edit Users**. Café Terminal displays Sales Mode screen with the words *Training Mode* appearing in red lettering, in the center of the screen.

Follow the instructions under **Processing Sales** to practice processing the various types of sales. If the station is equipped with a touch screen monitor, touch the appropriate keys. If a keyboard is used with decals on the keys, practicing sales will help you become familiar with the keys you will press when processing real sales. At first, you may have to hunt for the appropriate keys and feel slow, but after some practice, you will be much faster.

After you have completed your sales training session, return to the **MAIN MENU** by pressing **<Esc>**. At this point, you can practice other functions, such as **File Maintenance**.

When you have completed the training session, select **[F6..Close Terminal]** from the **MAIN MENU**. Then select **[F4..Training Mode]** to exit the Training Mode. Café Terminal will not allow you to exit Training Mode without first closing the terminal. Complete directions for closing are found at the end of this section and in the *MAIN MENU* section.

<div align="center">

!!! WARNING!!!

</div>

DO NOT MAKE THE MISTAKE OF PROCESSING ACTUAL SALES OR PERFORMING NECESSARY FILE MAINTENANCE IN THE TRAINING MODE. NONE OF THE WORK PERFORMED DURING THIS MODE IS SAVED ON THE DISK.

ENTERING SALES MODE

To perform each of the procedures outlined below, you must first enter the **Sales Mode**. Once in Sales Mode, you can process sales, payments, and/or refunds. You will also want to display the accounting information for the purpose of verifying your data entry. Once you have entered the Sales Mode, you can perform any of these procedures, in any order, by following the appropriate steps.

1. From the **MAIN MENU**, select **[F1..Sales Mode]**. (Terminal must be UNLOCKED and OPEN or this option will not be highlighted).

2. Select a sales period: **<F2..Breakfast>** or **<F3..Lunch>** or **<F4..Snack>**.

3. Type **<Y>** or click **<Yes>** to confirm the Sales Period selection, or type **<N>** or click on **<No>** to select a different sales period.

4. Select the Touchscreen Layout to be used (if asked), and click <Ok>.

UNDERSTANDING SALES TRANSACTIONS

Once you have chosen a sales period, Café Terminal displays the sales transaction screen. The sales period selected appears in the upper right corner of the screen.

(BLANK SALES TRANSACTION SCREEN)
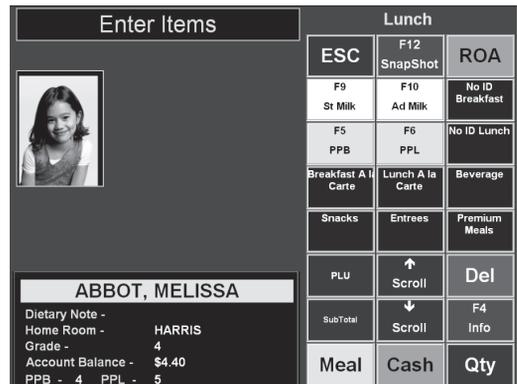
(ID SALE IN PROGRESS)
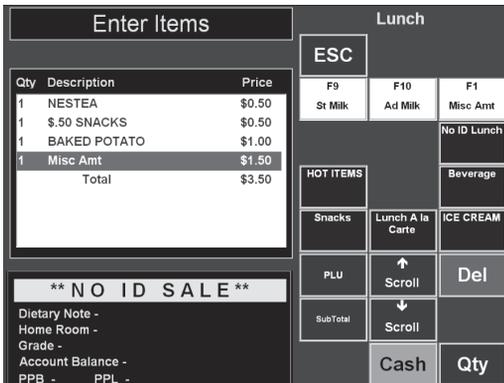
(NO ID SALE IN PROGRESS)
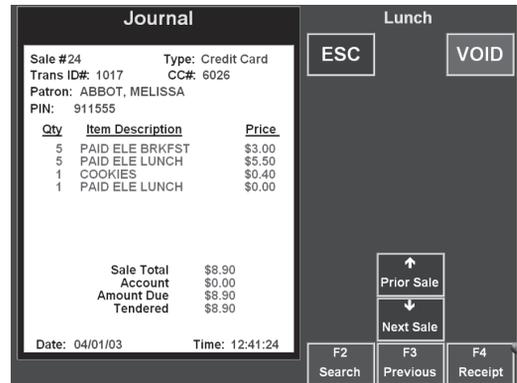
(JOURNAL ENTRY OF COMPLETED SALE)

The exact appearance of these screens and the keys that are visible may vary, depending upon the options selected when the terminal is initially set up, the items and categories used in your

facility, and Keyboard Layouts and Touch Screen Layouts that will be customized to your food service operation.

In addition to these screens, others screens are used for data entry in Sales Mode (for example, the screen which appears after the ROA key is pressed, the screen used for entering multiple purchases of an item using the <QTY> key, or the screen that is displayed after pressing the <Cash> or <Meal> key). Examples of these screens will also be discussed in this section of the User's Guide.

KEY COLOR DEFINITIONS

The **PURPLE** keys are command keys. Pressing one of these keys, or the corresponding function key on the keyboard) tells Café Terminal to perform an action, such as search **<F2 Search>**, or **<F12..Snapshot>** to turn on the camera and take a photo.

DARK BLUE keys represent categories defined during setup. (Selecting one of these keys will display the item(s) you assigned to these categories in Item Setup. Subsequently, pressing an item key will charge the price for that item, according to the price assigned during setup.)

The **WHITE** keys represent á la carte items. With the exception of the **<F1 Misc Amt>** key, Café Terminal automatically enters the price of the item. The **<F1 Misc Amt>** key is slightly different. This key has two main functions. The first is to process the sale of an item not included in the regular item list. The second is to post an account debit amount, such as a check that was returned for insufficient funds. This is necessary because a sale in which the **<F7 Pay By Check>** key was pressed cannot be voided after the terminal has been closed.

> **Note** ✔ *Existing charge limits will be overridden any time the **<F1 Misc Amt>** key is pressed during an ID sale. This is to allow accounts to be debited in cases such as checks which were returned for insufficient funds. Check transactions cannot be voided after the terminal has been closed. This is discussed in greater detail later in this section, under the heading **Voiding Transactions**.*

The **YELLOW** keys are meal item keys. These keys are used to process the sale of standard meals, prepaid meals, and any items that have been defined as premium meals in the item database (see **Setting Up The Item File** in the *FILE MAINTENANCE* section for more information). During an ID Sale, pressing any yellow meal key completes the sale.

LIGHT GREEN keys are accounting keys (such as **<CASH>** or **<ROA>**, **<Refund>**).

RED keys are used for making corrections (**<Bksp>**,**<VOID>**, **<Del>**).

Finally, the **LIGHT BLUE** keys are used for data entry (**<F8 Account>**, **<F7 Pay By Check>** or **<F7 Pay By Cash>**, **<F9 Credit Card>**, **<QTY>**), scrolling items and journal entries, and maneuvering in Sales Mode, from the Sales Transaction screen to the NO ID Transaction screen

or the Journal. These keys, and their corresponding purposes, are explained below in the context of each screen accessible from Sales Mode.

BLANK SALES TRANSACTION SCREEN

Command (Purple) Keys:

F1
No ID

<F1 No ID> is used to process cash transactions for a student or adult customer who is not in the patron database. After pressing this key, you can specify if this No ID sale is for an adult by pressing the **<F3 Toggle No ID Adlt>** key. Otherwise it is recorded as a No ID student sale. (See **No ID Sales Transaction Screen**, later in this section for a more detailed explanation of this key.)

F2
Search

<F2 Search> gives you an alternate method of accessing a patron's account. In most cases, an ID card is scanned or a PIN number is typed in to access the account. When you select **<F2 Search>**, Café Terminal gives you two options to search for a patron, either by typing in their name or by using their picture.

(SEARCH OPTION 1: SEARCH BY NAME)

1. **Search by Name:** When the name list first appears, it is in alphabetical order. This list contains all patrons in the database and includes their account information.

Begin typing the patron's last name. Each keystroke will move the cursor through the database. Simply press the **<↑>** or **<↓>** or key to highlight the desired patron's name on the screen, and then press **<Enter↵>**. The **Sales Transaction Screen** reappears. **<Esc>** to abort the search.

Note ✔	*Pressing **<Enter↵>** while the list is displayed accesses the highlighted patron's account, and displays it on the **Sales Transaction Screen**. The **<↑>** and **<↓>** arrows are used to scroll the list to locate/highlight accounts.*

2. **Search by photo** - From the Search by name screen select **<F2 Thumbnails>**. Next, you will be presented with a list of home rooms contained in the patron database file. Select from the list by highlighting the desired home room and pressing **<ENTER...Select>** or press **<ESC...Cancel>** to return to the name search screen without displaying thumbnail photos. Café Terminal will then display the photos of all patrons in the designated home room, as in the example below.
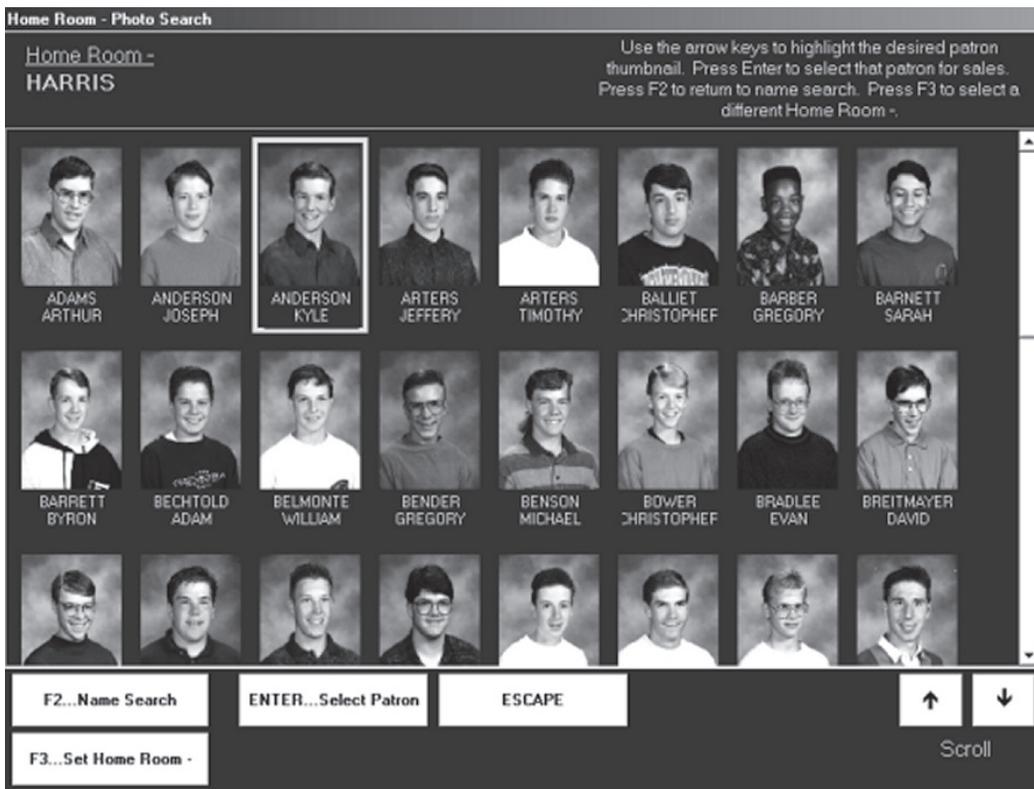
(SEARCH OPTION 2: SEARCH BY THUMBNAIL PHOTOS)

Note ✓ *In order to search for patrons by photo they must be assigned to a home room.
See* **FILE MAINTENANCE** - *Setting Up The Patron File.*

To select the desired patron you can simply touch on his/her photo, or use the arrow keys on the on screen display or the arrow keys located on the keyboard, and then press **<ENTER..Select Patron>**. To display the photos for another home room, select **<F3 Set Home Room>** and repeat the steps. To return to the name search screen, select **<F2 Name Search>**. To exit from the thumbnail screen press **<Escape>** or **<Esc>**. Press **<Esc>** again to leave the name search screen, and return to the Sales Transaction Screen.

F4 Info **<F4 Info>** (Patron Information) displays the patron's photo for identification and information that enables you to check the status of the patron's account. The Patron Information display remains active for subsequent accounts accessed until you cancel the function by pressing **<F4 Info>** again.

F11 Auto **<F11 Auto>** is used to automatically record and price a meal purchase and terminate the sale as soon as the patron's PIN is entered. The **words "Auto Mode On"** will appear just above the patron information section of the Sales Transaction screen. To disable the function, selecting **<F11 Auto>** again. This feature is designed for use in cafeterias selling standard meals only (i.e., an elementary school). There are two types of Auto Meal modes used in Café Terminal. Press the **<F11 Auto>** key at the beginning of the meal period.

A. If you selected **Manual PIN Retrieval** in the Set Up Terminal, the words **Auto Mode On** will appear on the screen in red lettering with a yellow background after the <F11 Auto> key is pressed. When this function is activated, Café Terminal will record and price a meal purchase, and then terminate the sale once the patron's PIN number is entered into the system or **<Get PIN>** is pressed by the cashier.

B. If you selected the **Automatic Pin Retrieval** in the Set Up Terminal, and press the <F11 Auto> key in Sales Mode, a box will appear with the message **<Waiting For PIN>**. The Automatic Pin Retrieval Mode will automatically record a meal and terminate the sale as soon as the pin number is entered into the system. It does not require a response from the cashier. (See **Completing Terminal Setup** in the *INSTALLATION AND SETUP* section of the User's Guide.)

The AUTO MEAL function automatically disables itself when the **<F1 No ID>** key is pressed to process a No ID sale. If an incorrect pin is entered, the auto meal function cannot process the sale, and the message **"PIN Not Found!"** will flash on the screen. The Auto function pauses if a patron does not have enough funds or prepaid meals in his/her account balance. If you sell à la cartes and/or accept account deposits during the meal service, you must manually disable the function by pressing **<F11 Auto>** before entering the patron's PIN. For this reason, it is recommended that this feature NOT be used, unless you sell ONLY standard meals. To reactivate the feature press the **<F11 Auto>** again.

Data Entry (Light Blue) Keys:

ESC

To exit **Sales Mode**, select **<ESC>**. Answer the question ***"Do You Really Want To Exit Sales Mode?"*** Select **<Yes>** to leave and return to the **MAIN MENU**. Select **<No>** or **<ESC>** again to remain in Sales Mode.

Clear

The **<Clear>** key allows you to erase transaction data and return to the Enter PIN: field. To do so, you must press **<Clear>** before pressing **<CASH>**, **<MEAL>**, or **<Charge>**. Pressing these keys completes the sale. If you realize you made a mistake after completing the sale, void the transaction in the journal (see ***Voiding a Transaction*** later in this section) and reenter the sale. This key is not available after the patron's account has been accessed. The **RED <Bksp>** key (or backspace key) can also be used to erase one number at a time, starting with the most recent number entered.

ENTER

Used in data entry. Enter a patron's PIN number, then press **<ENTER>** to access the account so that sales, ROA's and/or refunds can be processed.

← Get PIN

<←Get PIN> is used to access the PIN that was entered on the keypad, hand-held scanner or slot bar code reader on the cashier's left side. (If this key is not displayed on the screen, the feature was not programmed in **Terminal Set Up**.)

→ Get PIN

<→Get PIN> is used to access the PIN that was entered on the keypad, hand-held scanner or slot bar code reader on the cashier's right side. (If this key is not displayed on the screen, the feature was not programmed in **Terminal Set Up**.)

↑ Journal

<↑Journal> is used to view all the sales, payments and/or refunds processed in Sales Mode, and to **<VOID>** transactions. The Journal is where these transaction records are recorded and stored. A separate Journal for each user is kept on file for each day. The onscreen journal may not be accessed for viewing while a sale is in progress. To view today's Journal while in Sales Mode, select **<↑Journal>**. The most recent entry is displayed. To view other entries, press the **<F2 Search>** and enter a PIN# to search for sales for a particular patron, or use the **<Prior Sale ↑>**, and **<Next Sale ↓>** to scroll through the entries. For more information about the journal screen, and viewing/voiding transactions in the journal, see **Viewing the Journal** and **Voiding Transactions** in this section.

Note ✓ *Journals can also be accessed for viewing and/or printing by selecting* **[F7..Print/View Reports]** *from the* **MAIN MENU***, then selecting* **<F7 Sales Journals>** *from the* **Report Options** *menu. (See* **F7 Sales Journals***, in the* **REPORTS/LETTERS/ SPREADSHEETS** *section.)*

ID SALE IN PROGRESS SCREEN

After a patron's account has been accessed (by entering a PIN) to process a sale, the account sale transaction begins. The transaction is then "in progress" until you complete the sale by pressing the standard **<Meal>** key, or **any premium meal** key, or by pressing the **<CASH>** key. This screen, including each area and the keys used for processing sales, is explained below.

The Patron/Account Information Area:

The left side of this screen contains the following information:

- **Photo Area:** If this patron has a photo on file, it is displayed in the upper left area of the screen. If there is no photo for this patron in the database, the words "No Photo" will be displayed. If a Microsoft video-compatible, digital camera is installed on this terminal, you can capture a snapshot of this patron by using the **<F12 SnapShot>** command key. Press **<F12 SnapShot>**, and when you have an acceptable photo on the screen, press **<Enter ↵>**.

- **Item List Area:** When you enter items to be sold to this patron, and then press the **<SubTotal>** key, the area where the photo was displayed becomes the **Item List Area**. The quantity, description and price of each item being purchased will be listed, along with the total amount of the sale.

The following information about the patron is displayed in the lower left area of the screen. The **Name -**, **Dietary Note -** (if this patron has any), **Home Room -**, and **Grade -** fields will contain whatever information you entered for this patron when setting up his/her account. The other three fields display accounting information, and will display this patron's **Account Balance -**, **PPB -** (number of prepaid breakfasts available) and **PPL -** (number of prepaid lunches available). The information in these fields will be visible unless you use the **<F4 Info> "toggle"** command to "hide" it from view. If hidden, it will remain hidden for each subsequent patron until you press **<F4 Info>** again to display it. Any field left blank while setting up this patron's file will also appear blank in Sales Mode. (See **Entering Patrons** in the *FILE SETUP AND MAINTENANCE* section for more detailed information about these fields.)

> | Note | **<F4 Info>** *is useful for checking the status of a patron's account. Hiding the information helps to maintain confidentiality of the patron's status (free, reduced, or denied). The two examples on the next page show the difference between displaying and hiding account information.* |
> | :---: | :--- |
> | ✔ | |

- **Name:** Displays the patron name for identification purposes. This is especially helpful for those facilities that do not use Café Terminal's photo capture feature.

- **Dietary Note:** Displays comments entered in the **Dietary:** field when setting up the patron's account. Dietary restrictions (such as food allergies or diabetic) appear as

yellow lettering within a red box. This is intended to catch your attention, and helps to prevent mistakes that may threaten the health of the patron.

Note ✓	*To see a list of patrons with dietary notes or restrictions, run a Dietary Notes Report (see the REPORTS/LETTERS/SPREADSHEETS section of the User Guide).*

- **Home Room:** Provides additional identification information if anything was entered in this field while setting up this patron's file.

- **Grade:** Provides additional identification information. This is especially helpful when you have accessed an account by patron name and want to differentiate between two patrons who have the same name.

Adifon Joel
Dietary Note
Home Room   Earley Jane
Grade   4
Account Balance - $0.00
PPB - 10   PPL -   10

Adifon Joel
Dietary Note
Home Room   Earley Jane
Grade   4
Account Balance -
PPB -   PPL -

          (F4 INFO ON)   (F4 INFO OFF)

- **Account Balance:** Shows the amount of money in a patron's account, if any. If the patron has deposited money into his/her account to be used for purchases, the current balance is displayed. If a patron has charged, the negative balance amount is displayed in RED letters, surrounded by parentheses. Café Terminal automatically deducts the amount due from a positive account balance when the account holder's purchase is processed through PIN entry.

Note ✓	*A charge sale is only allowed if Charge Limits were set in the Eligibility Matrix for the patron's grade and status, and the current sale will not exceed the limit. If the current sale would exceed the maximum daily or maximum total charge limit, Café Terminal displays the message **"No Charge Allowed"**.*

- **PPB:** Shows the number of prepaid discounted breakfasts available in a patron's account, if applicable. When a patron pays for a quantity of breakfasts in advance, the transaction is recorded in the PPB: field. The number in the PPB: field is then reduced by one each time the patron purchases a breakfast meal.

- **PPL:** Shows the purchase of prepaid discounted lunches, if applicable. The information contained in the preceding paragraph, about the PPB: field, also applies to the PPL: field. If a patron has purchased prepaid discounted lunches, the number in the PPL: field is reduced by one each time a lunch meal is purchased.

Note ✓ *If you have programmed Café Terminal to recognize nutritionally balanced à la carte purchases as meals by entering **TRUE** in the **Premium Meal:** field in **Item Setup**, the purchase of à la carte items (which will appear as yellow keys) may constitute a meal and decrement the PPB: or PPL: field accordingly.*

Command (Purple) Keys:

F4 Info   **<F4 Info>** (**Patron Information**) displays the patron's account balance, and the number of prepaid meals (PPB and/or PPL) available. This information will remain visible for all patrons until you hide the information by pressing **<F4 Info>** again.

F12 SnapShot   If your facility uses photos for identification, and a Microsoft video-compatible camera is installed on this terminal, use the **<F12 Snap Shot>** command to take a photo of a patron while in Sales Mode. You can also capture a patron's photo when his/her account is displayed on the Patron Information Window, with the **<F12 Capture Photo>** command.

Photos may also be imported from a CD-ROM, supplied by a photography company. However, special instructions must be followed. Contact your Café Terminal Technical Support representative for more information.

Data Entry (Light Blue) Keys:

ESC   Selecting **<ESC>** when a sale is in progress will cancel the sale for this patron and return you to the blank Sales Transaction Screen. Select **<ESC>** again to exit Sales Mode and return to the **MAIN MENU**.

PLU   The <**PLU**> (**P**rice **L**ook **U**p) key is used to process the sale of any à la carte item in the item file that is not assigned to one of the terminal's individual à la carte keys. The number of keys on a keyboard that can be assigned to à la carte items is limited. However, you may enter as many à la cartes as you wish into your item file. When a patron selects an item that is not found on the keyboard, you will press the <**PLU**> key, enter the item number, and the item and its price are automatically added to the transaction. An easy way to keep track of these items and their numbers is to print the **List of All Items** report (found on the **Print/View Reports** Menu). This list contains all item names and numbers and other item related information. Laminate or put the list into a protective sleeve and keep it by the terminal.

Qty   The **<Qty>** (quantity) key is used to sell multiples of items at one time. For example, if a patron purchases three slices of pizza, press the pizza item key once, press **<Qty>**, type the number three **(3)**, and press **<Enter ↵>**. Alternatively, you can press the pizza item key three times.

The four screens shown below are all accessible while processing an ID Sale. The figures demonstrate our example purchase of 3 slices of pizza and a beverage (both items are à la carte items). Notice that the account information is visible on the screen (meaning we have selected the **<F4 Info>** key to turn this feature on). The screens are explained as follows: The TOP LEFT figure shows the numeric onscreen keypad which appears after pressing the item's key once, and then pressing the **<Qty>** key. The numeric keypad appears on the right side of the screen, and the instructional words **"Enter Quantity"** appear at the top of the screen. Enter the quantity of the item being purchased (in this example, the patron is purchasing 3 pieces of pizza). Touch, click with the mouse, or use the keyboard to the enter number "3"), and then press **<ENTER>**.

Note ✓ *Alternatively, you may press the item's key 3 times, then press the **<Subtotal>** key. When you use the **<Qty>** key to enter multiple item purchases, the Subtotal information is displayed automatically when you press **<Enter>** after entering the number of items being purchased.*

After the **<ENTER>** key is pressed, the subtotal screen (TOP RIGHT) is displayed. Notice the quantity has been adjusted to reflect the purchase of 3 pieces of pizza instead of 1. The transaction can now be completed by pressing the **<Cash>** key (or...if this patron also purchases a standard meal, we would complete the sale by pressing the **<Meal>** key). However, in our example, before we press the **<Cash>** key, this patron has changed her mind and informs us she wishes to purchase only 2 slices of pizza instead of 3 slices. If she had waited until after we pressed the **<Cash>** key, it would have been necessary to **<Void>** the transaction in the **<↑Journal>** and reenter the entire transaction. Since she informed us before we completed the transaction, we can edit the quantity and adjust the transaction before we finally press the **<Cash>** key.

The **<Qty>** key is also used to **edit** the quantity of an item purchased. If the patron decides (prior to your completing the transaction) that he/she wants to put back one of the slices of pizza and purchase two slices instead of three, you must highlight the pizza selection on the screen (if not already highlighted) by using **<Scroll ↑>**, press **<Qty>**, type in the number two **(2)**, and press **<Enter ↵>**. The transaction data is adjusted (as shown on the BOTTOM LEFT figure). We are now ready to complete the transaction by pressing the **<Cash>** key.

If the patron has enough funds in her account to pay for this purchase, when the **<Cash>** key is pressed, her account is debited instantly. Café Terminal then reverts to the Sales Transaction Screen, with the words "Enter PIN:" displayed in the upper left corner of the screen. This tells you that Café Terminal is now ready to process another sale. In our example, however, this patron does NOT have enough funds in her account to pay for this purchase (a quick look at the account information on the left side of the screen shows her current account balance is $0.00). In this example, when we press the **<Cash>** key, the screen on the BOTTOM RIGHT is displayed. This screen prompts the cashier to continue by selecting one of the following methods of payment:

1. **<Charge>** the amount of this purchase to the patron's account. The **<Charge>** key is only visible if **Charge Limits** were set up in the **Eligibility Matrix** for this patron's grade and status (See the ***INSTALLATION AND SETUP*** section of the User's Guide for information about setting charge limits).

2. Accept a payment for the amount of the current purchase (if this patron does not wish to deposit funds into his/her account at this time) and proceed by doing one of the following:

    a. If the patron presents cash, enter the amount tendered using the numeric keys, then press the **<Enter (Cash)>** key. The amount of change due (if any) will be displayed.

    b. If the patron presents a check, press the **<F7 Pay By Check>** key before entering the amount of the check using the numeric keys, and finally pressing the **<Enter (Check)>** key. You will then be prompted to enter the check number (if the option to **Record Check Numbers** was selected during Terminal Setup).

The **<F7 Pay By Check>** key is a "toggle" key. Pressing this key once tells Café Terminal this is a check transaction. The **<Enter (Cash)>** key is then changed to read **<Enter (Check)>**. If you press **<F7 Pay By Check>** mistakenly, press the same key, which now reads **<F7 Pay By Cash>**, to record this as a cash transaction. The **<F7..Pay By Check>** key will only be visible in Sales Mode if the *Track Checks Taken During Sales* and *Record Check Numbers* options were selected during Terminal Setup. One advantage these options offer is the ability to reconcile checks when closing the terminal.

c. If the option to **Integrate PcCharge** was selected in **Set Up Terminal**, the **<F9 Credit Card>** key will also appear on this screen. Pressing this key will display the Credit Card entry screen. With this screen displayed, swipe the accepted card, then press **<Process Credit Card>** and wait for PcCharge to approve the charge. When the card is approved, a receipt will be printed, and Café Terminal will return to the Sales Transaction Screen.

Note ✓ *In order to process credit card transactions, you must first have entered your Merchant Account information during the installation and setup of PcCharge.*

Note ✓ *A receipt printer must be also be installed and assigned as the default receipt printer in Café Terminal. This is accomplished by selecting **F8..Printer/ Barcode/Keyboard** from the **MAIN MENU**, and then selecting **F3 Assign Printers**.*

Note ✓ *Only the amount of the current sale may be charged to the credit card on this screen. To put additional funds on a patron's account using the **<F9 Credit Card>** key, you must press the **<ROA>** key when the patron's account is displayed, and after first entering à la carte items. If the sale includes a meal, you must reaccess the patron's account after processing the credit card transaction, and then press the **<Meal>** key.*

3. Another option available to you on this screen is the **<F8 Account>** key. If the patron presents a cash or check payment (which exceeds the amount due for this purchase), and wishes to deposit the remaining amount into his/her account, press the **<F8 Account>** key instead of pressing the **<Enter (Cash)>** or **<Enter (Check)>** key.

F8 Account Using our sale example, the amount due for the purchase of 2 slices of pizza and 1 soda pop is $3.55. Let's say she presents a check in the amount of $10.00. When the **<Account>** key is pressed, Café Terminal calculates the difference between the amount of the payment and the amount due (in this case, $6.45) and deposits that amount into the patron's account.

SubTotal The **<Subtotal>** key serves as a way for the operator to check the quantity and description of each item selected during a transaction. This is a good way for the operator to double check against input errors before completing a sale. This will reduce the mistakes that result in an operator having to void out a sale and completely reenter a sale. It is good practice to select **<Subtotal>** before each sale is terminated with the **<MEAL>** or **<CASH>** keys.

↑ Scroll

↓ Scroll View the list of items purchased during the sales transaction in progress. After you press **<F1 No ID>** to process a No ID sale or access an account to process a sale, pressing **<Subtotal>** will allow you to use the **<Scroll ↑>** or **<Scroll ↓>** keys to scroll through the list of items sold to this patron. Items entered appear on the screen above the patron information area. The **Quantity**, **Description** and **Price** are displayed on the screen. For items sold by weight, the quantity shown is the total number of pounds the item weighs. It may be necessary to view/scroll the items for any of the following reasons:

1. If you are interrupted during the course of item entry and want to check to verify the items entered, use the **<Scroll ↑>** key to move back through the items to the beginning of the transaction.

2. You may delete an item from a transaction by highlighting the item and pressing **<Del>**.

3. If you need to correct the quantity of the last à la carte item entered (2 slices of pizza). For example, to change the quantity to 1 slice of pizza, with the pizza item highlighted, press **<Qty>**, type the number **1**), and press **<Enter ↵>**. To change the quantity of previous items in the sale, you will need to first delete the item from the sale, then reenter it. For example, to change the quantity of the first item (1 soda pop) to 2 soda pops, scroll the list to highlight the item, press the **<DEL>** key to delete the item from the sale, then press the soda pop key two times to record the sale of 2 soda pops. Alternatively, you could press the soda pop key once, press **<Qty>**, then press the number **2** and press **<Enter ↵>**.

Correction (Red) Keys:

Del

The only red key on this screen is the **<Del>** (delete) key. This key is used when a sale transaction is in progress. To delete an item (before completing the sale by pressing the **<Cash>** key), press the **<SubTotal>** key to display the items for this sale, highlight the item by using **<Scroll ↑>** or **<Scroll ↓>** until the item you wish to delete is highlighted, then press **<Del>**. If you delete an item by mistake, simply press the key for that item again to reenter it. To delete a unit (or units) from an item purchased in quantity (such as reducing a purchase of three (3) slices of pizza to just one (2) slices of pizza), you must use the **<Qty>** (quantity) key to adjust the purchase amount.

Item Category (Dark Blue) Keys:

Item Category keys, which appear on the Sales Transaction screen, are determined by the layout assigned to the current user, and for the current meal period. However, before custom layouts can be assigned to users, items and categories must be added and/or edited in **Item Setup**, and the layout must be set up in **Touchscreen Layout** configuration.

Refer to **Setting Up The Item File** in the *FILE SETUP AND MAINTENANCE* section and **Touchscreen Layouts** in the *INSTALLATION AND SETUP* section.

After all items and categories have been entered and defined, the Touchscreen Layout configured, and layouts for each meal period assigned to users in **User Setup** (Refer to User Setup in the *INSTALLATION AND SETUP* section.), the category keys will then appear on the Sales Screen. Clicking on a category Key will display all the à la carte items assigned to that category. (See the examples below under the heading À La Carte.)

More Items in Category

In any one particular item category, if there are more items than there is room on the screen, the *<More Items in Category>* key will appear on the bottom of the screen. Select this key to see the rest of the items in that category. Select it again to see the first page of items.

Milk/À la carte (White) Keys:

Keys that are in white represent à la carte items. When you press the white item keys during a sales transaction, Café Terminal will charge the price that you have set for that item. These keys are one touch access keys, and allow you to ring in a frequently sold item by pressing only one key.

Thirteen Keys (items 1-13, see Appendix A) can be used as meal keys to reference breakfast, lunch and snack/dinner meals (or other packaged items) with different pricing schedules for different customers (e.g., meals served in school cafeterias to students paying full price or reduced price or receiving free meals; meals served in facilities that offer free or reduced priced meals to employees, another price to residents and guests, etc.).

Two keys (see *APPENDIX A*) can be used for milk sales (where such sales are routine) or for other items that could qualify for different pricing schedules for different customers.

Note ✓

You do not have to use all of the keys, only those that your facility needs for daily operation of your food service program.

F9
St Milk

F10
Ad Milk

<F9 St Milk> is used to record the purchase of milk by **student** patrons. If you routinely sell milk and have two separate pricing schedules for students and adults and/or must keep counts of milks sold for government reimbursement, **<F9 St Milk>** is used for easy processing of student milk sales.

Milk counts sold via the **<F9 St Milk>** and **<F10 Ad Milk>** keys are tracked separately from other à la carte items, and are included in the **Sales Activity Report** (See **REPORTS/ LETTERS/ SPREADSHEETS**).

The **<F9 St Milk>** key will be defined in your item file as the student milk key. This key references three item numbers in the item file: number 14 for the first sales period's student milk sale; number 29 for the second sales period's student milk sale; and number 214 for the third sales period's student milk sale. All three of these item numbers <u>MUST</u> be specified as

"student" milk in order for the key to process student milk sales for all three periods. (See **Setting Up the Item File** in **FILE SETUP AND MAINTENANCE**.)

<F10 Ad Milk> is used to record the purchase of milk by adult patrons. Just as **<F9 St Milk>** records a youth milk sale, **<F10 Ad Milk>** records an adult milk sale, and displays the price accordingly. This key references items 15, 30 and 215 in the item file. These items must be specified as **"adult"** milks in order for **<F10>** to process milk sales for all three sales periods.

À la carte items are represented by keys numbered 31 and higher (excluding keys 201 - 215) on the Café Terminal keyboard. These keys, as well as the meal keys mentioned above, can be hand-labeled to reflect the item description. Refer to the **Keyboard Layout** in *APPENDIX A* of this manual for the location of these keys as well as the keys described below.

The three figures above are examples of how categories and items might appear on the screen during a sale. The top figure shows that a category has been named "Beverage". Pressing the Beverage category Key reveals that ten (10) items were added, priced, and then defined (assigned) to the Beverage category. The figure on the lower left shows the ten (10) items. The item's name and price are displayed when the item's key is pressed (lower right).

> **Note** ✓ *While configuring your Touchscreen Layout, it is a good idea to include à la carte items that are sold more frequently (i.e. french fries, candy, pretzels, etc.) to appear as white (one touch access keys) in Sales Mode. Doing this will save time and reduce the number of keystrokes in order to sell that item. Items that are not sold as frequently should be assigned under a blue category key.*

F1
Misc Amt

Another good idea to include the **<F1 Misc Amt>** key in the Touchscreen Layout. This key has two primary purposes:

1. To enter in a miscellaneous amount for an item that is not represented by another key, or an item that has not been added to the item database; and

2. To debit a patron's account when it is necessary to override the existing **Charge Limit**. For example, when a patron presented a check to deposit funds in his/her account on Monday, and used these account funds during the rest of the week, but on Friday the check was returned from the bank for insufficient funds. This is necessary if the check was reconciled in the **Close Terminal** process on Monday. This is the only type of transaction that cannot be voided at any time after the terminal has been closed.

Note ✔	*The* <*F1 Misc Amt*> *key will only be visible if it is included in the Layout. Regardless of whether it is visible or not, it will still work, but ONLY after you have gained access to a patron's account, or after you have already pressed* <*F1 No ID*> *to begin a No ID sales transaction.*

Note ✔	*Pressing the* <*F1 Misc Amt*> *key at any time during a sale, regardless of the type of sale tells Café Terminal to allow the existing* ***Charge Limit*** *to be exceeded.*

2ND LUNCH

When a patron wants to purchase a second lunch during a single sales period, you must use **<2nd Meal>** to process this transaction. Use this key to record the second meal as an à la carte purchase rather than a standard meal purchase.

Facilities that receive government reimbursement for patron meals (i.e., schools, nursing homes, etc.) are reimbursed for only one meal per patron per sales period. Café Terminal contains features that ensure compliance with government regulations and provides proper documentation for reimbursement.

Standard/Prepaid/Premium Meal (Yellow) Keys:

The yellow keys can represent the standard **<Meal>** key, **<PPB>** (Prepaid Breakfast) or **<PPL>** (Prepaid Lunch) keys, and any other items that have been defined as **premium meals**. Different prices can be assigned to patrons in each eligibility status group, and for different grade levels with proper setup in the Item File, and if those parameters are defined in the **Eligibility Matrix**. When the patron's account is used to process meal sale, Café Terminal looks at the patron's status and grade, and compares that information to the Eligibility Matrix to determine the price of the patron's meal. (See **Editing the Eligibility Matrix** in *INSTALLATION AND SETUP*.)

Note ✔	*If your facility sells only à la carte items, and has no need for the* <*Meal*> *key, you have the option of disabling this feature, using the* ***Disable Meal Key*** *option in* ***Set Up Terminal***. *If you select this option, the* <*Meal*> *key will not be visible in Sales Mode.*

Pressing the **<Meal>** key or any **Premium Meal** key during a transaction in Sales Mode will automatically total all of the items that you have entered and complete the transaction if the patron has enough funds in his/her account. If the patron does not have enough funds, another screen appears prompting you to select from the following payment methods:

1. Enter the amount of cash or check this patron has presented and press **<Enter(Cash)>** or **<Enter(Check)>** (after first pressing the **<F7 Pay By Check>** key) to display the amount of change due to this patron;

2. Enter the amount of cash or check this patron has presented and press **<F8 Account>** to deposit the remaining funds in the patron's account;

3. Press **<Charge>** to charge the amount due to the patron's account (if charge limits were set in the Eligibility Matrix);

4. Press **<F9 Credit Card>** to process a credit card payment for the amount of the sale (if this feature is installed).

> **Note** ✔ *A meal purchased during a No ID sale will not end the transaction. You must first press <Cash>, then complete the sale by entering the amount of cash or check presented by the patron, or pressing the <F9 Credit Card> key to process a credit card transaction. The <F9 Credit Card> key will not appear if this feature is not installed and set up.*

Meal Press **<Meal>** to record the sale of a standard meal or other packaged item (e.g., items grouped together for a set price) to a patron whose account is accessed to process the transaction. The **<Meal>** key is not used in *processing No ID sales*. When the standard **<Meal>** key is pressed, the patron is charged the price you set in Item Setup, and according to that patron's eligibility status (Free, Reduced, or full-price).

> **Note** ✔ *If the **Track Checks Taken During Sales** option was selected in **Set Up Terminal**, and the <F7 Toggle Check On> key is pressed after pressing <ROA> or entering an amount tendered while processing a sale, the <Meal (Cash)> key is changed to read <Meal (Check)>. Pressing this key will record the purchase of a standard meal and record the sale as a check sale. If **Record Check Numbers** was also selected in **Set Up Terminal**, you will then be prompted to enter the check number.*

Premium Meals A **Premium Meal** is a complete meal that has a different price than the standard meal. Any of the à la carte keys can be designated as Premium Meals. You may have multiple Premium Meals in your system. Full-price paying patrons pay the full price of the meal, patrons whose status is Free will pay nothing, and patrons whose status is Reduced will pay the same reduced price that they pay for the standard meal.

If you have: 1) marked an item as **TRUE** in the **Premium Meal:** field during Item Setup; 2) included that item in one of the categories and/or; 3) included the category (or the item itself) on the current Touchscreen Layout (see **Entering Items** and **Touchscreen Layouts** in the *FILE SETUP AND MAINTENANCE* section), it will appear as a yellow key in Sales Mode.

Premium Meals are counted as reimbursable meals. If a patron purchases a second Premium Meal, the purchase is recorded as an à la carte and is not included in the reimbursable meal counts. All patrons would pay full price for the additional meal. No ID Premium Meal sales are also treated as à la carte sales.

F5	F6
PPB	PPL

The **<F5 PPB>** and **<F6 PPL>** keys are used to process the purchase of prepaid breakfasts and prepaid lunches, respectively (if your facility sells prepaid/discounted meals and offers a discount when a certain number of meals is purchased in advance). Often processed at times other than a sales period, the sale of prepaid/discounted meals is accomplished through the **Sales Mode**. See sales examples below and **Entering Account Data** in *FILE SETUP AND MAINTENANCE*.

To process the purchase of prepaid breakfasts or prepaid lunches (discounted or non-discounted), begin by pressing the **<F5 PPB> or <F6 PPL>** key. Press either key once to purchase the number of meals required to receive the discount. (Example: If the number "10" was entered in the **Discount Quantity** field for Item #25, Paid Secondary Lunch, press the **<F6 PPL>** key once to purchase 10 meals.) To purchase a number of prepaid meals greater than the **Discount Quantity**, press **<F6 PPL>**, then press **<Qty>** to enter the correct number of prepaid meals for this purchase, then press **<Enter↵>**.

> **Note** ✔ *If the quantity of prepaid meals purchased is fewer than the quantity that must be purchased to receive the discounted price, the money collected is treated as a Received On Account (ROA) transaction and is added to the **Account Balance:** field. Counts of meals purchased are not recorded.*

> **Note** ✔ *Whether your facility sells discounted prepaid meals or non-discounted prepaid meals, proper setup of the Item file is required. Refer to **Setting Up The Item File** in the **FILE SETUP AND MAINTENANCE** section for a more detailed explanation of these options.*

If the amount of this prepaid meal purchase is available in the patron's account balance, the amount will be deducted from the patron's account balance by simply pressing the **<Cash>** key. After doing so, the number (or quantity) of meals he/she purchased will appear in the **PPB:** or **PPL:** field in the patron information area (if the **<F4 Info>** key has been activated). If the patron has cash, check or credit card in hand to pay the purchase of prepaid meals, complete the sale by doing one of the following:

1. If the **ROA Key:** field was marked **FALSE** in **Set Up Terminal**: Using the number pad keys, type the amount of cash, check or credit card payment, (enter the numbers without a decimal, i.e., enter $10.00 as 1000) and then proceed to step 3. Or...

2. If the **ROA Key:** field was marked **TRUE** in **Set Up Terminal**: First press the **<ROA>**, then enter the amount of cash, check, or credit card, then proceed to step 3.

3. Press the **<Meal (Cash)>** (or **<Meal (Check)>** key if this is a check transaction and you have first pressed the **<F7 Pay By Check>** key) to include the purchase of a "standard" meal, OR press the **<Premium Meals>** key and select from items you have designated as premium meals in the Item File, to include the purchase of a "premium" meal.

4. To process this sale as a credit card transaction, press the **<F9 Credit Card>** key, swipe the card or manually enter the card number and expiration date, then press **<Process Credit Card>**. If the sale also includes a meal, you will need to access the account a second time and press **<Meal>** or **<Premium Meals>** to record the meal sale.

> **Note** ✓ *The **<Premium Meals>** key will not be visible unless you have designated at least one item as a premium meal in the Item File. The **<F9 Credit Card>** key will not be visible unless **PcCharge** is installed and **Integrate PcCharge** is selected in Set Up Terminal.*

When any yellow **Meal** key is pressed, Café Terminal totals all the items being purchased, adjusts account balances (including the **PPB:** and **PPL:** counts, and terminates the transaction. The Sales Transaction Screen is now ready for you to enter another PIN to process another transaction.

Accounting (Green) Keys:

The **<Cash>** key is used to complete item entry for all **No ID** sales and for those account processed à la carte sales that do not require the use of the standard **<Meal>** key **<PPB>** or **<PPL>**, or any item designated as a **Premium Meal**. After entering the selected items, simply press **<CASH>**. Café Terminal will then display the ***Amount Due*** and prompt you to enter the ***Amount Tendered***.

Cash **Check** The **<Cash>** (or **<Check>** key if the **<F7 Pay By Check>** key is pressed to record a check transaction) is also used when processing payments on account, after first pressing the **<ROA>** key. If the amount tendered exceeds the amount due, and you do not want to mentally calculate the change, type in the amount tendered and then press **<Enter ↵>**. Café Terminal will calculate and display the change due the patron.

If the amount tendered (Paid) exactly equals the amount due, or you do not need to have change computed by Café Terminal, you can press **<Enter ↵>** to complete the transaction.

> **Note** ✓ *If your facility has installed a receipt printer, always let Café Terminal calculate the change.*

If there are enough funds in the patron's account for this purchase, the amount due will be deducted from the existing account balance, and the transaction will be completed when you press **<Cash>**.

If there are insufficient funds in this patron's account, another screen appears prompting you to select the method of payment and enter the amount tendered. Enter the amount of cash or check this patron has presented and press **<Enter(Check)>** (after first pressing the **<F7 Pay By Check>** key) or **<Enter(Cash)>** to display the amount of change due to this patron. Enter the amount of cash or check this patron has presented and press **<F8 Account>** to deposit the remaining funds in the patron's account. Press **<F9 Credit Card>** to process a credit card payment for the amount of the sale (if this feature is installed). When the Credit Card screen is displayed, swipe the card and press **<Process Credit Card>**. A receipt will be printed automatically.

Charge Press **<Charge>** to charge the amount due to the patron's account (if charge limits were set in the Eligibility Matrix for this patron's grade and status). A negative amount will be displayed in the **Account Balance** field on the screen, unless the information is hidden using the **<F4 Info>** key.

ROA The **<F8>** or **<ROA>** (Received On Account) key is used to add funds to patron accounts, record the purchase of prepaid/discounted meals, and issue refunds. ROA's can be processed during meal periods, but are most often processed at a time other than when sales transactions are being processed. If ROA was marked TRUE in terminal setup, you must press the **<F8>** or **<ROA>** key before entering the amount of the payment/refund.

When you press the **<F8>** or **<ROA>** key, the right side of the screen displays the numeric keypad for entering the amount of the payment. To complete the ROA transaction (if a meal sale is not included), enter the amount of the payment (if cash is presented) and press the **<Cash>** key, press the **<F7 Pay By Check>** toggle key to tell Café Terminal this is a check transaction, or press **<F9 Credit Card>** to process a credit card transaction. When you press the **<F7 Pay By Check>** key, the **<Cash>** key is converted to read **<Check>** and the **<F7>** key has been changed to read **<F7 Pay By Cash>**. If you press this key by mistake, press **<F7 Pay By Cash>** to process this sale as a cash transaction.

If a meal is also being purchased, to complete the sale you would press the **<Meal (Cash)>** or **<Meal (Check)>** key for a standard meal purchase, or press the **<Premium Meal>** key to select from the items you have designated as premium meals in the Item File. This key is only visible if you have set up items as premium meals. When any meal key is pressed, Café Terminal totals the sale of all items, adjusts the account balance accordingly (including the ROA payment on account), and terminates the sale. You are returned to the Sale Transaction Screen with the words "Enter PIN" displayed in the upper left corner of the screen. You can then enter another PIN to process another transaction.

Note ✓ *The <F7 Pay By Check> key will not be displayed on the screen unless you selected the option to* **Track Checks Taken During Sales** *in* **Set Up Terminal**. *If you also selected the* **Record Check Numbers** *option in Set Up Terminal, you will then be prompted to enter the check number before the transaction is concluded.*

NO ID SALE IN PROGRESS SCREEN

The **<F1 No ID>** key is used to process cash transactions without first entering a PIN. No ID sales are processed as cash or credit card sales. **<Meal>** key, **<F5 PPB>** and **<F6 PPL>** keys are not used on this screen. The only No ID sale that requires any special activity is the standard meal sale. (See **Processing No ID Sales**.) Other keys not used during a No ID sale are the **<F12 SnapShot>** key, **<ROA>** key, and **<F4 Info>** key.   All other keys on this screen, and their uses are identical to the keys used during an ID Sale, and are explained under the heading **The ID Sale In Progress Screen**. The figure shows that three (3) items have been purchased during a No ID Sale. The **<SubTotal>** key was then pressed to display the items purchased, their prices, and the total amount due for this sale. Then the **<Cash>** key was pressed to display the payment options screen.

You will be able to specify if this No ID sale is for an adult by using the **<F3 Toggle No ID Adult>** key (this key is available only after you press the <Cash> key). If this key is not pressed, Café Terminal will automatically record this as a No ID student transaction.

If the option to **Track Checks During Sales** was selected in **Set Up Terminal**, after pressing the **<Cash>** key, press **<F7 Pay By Check>** to record this as a check transaction. The **<Enter (Cash)>** key will then read **<Enter (Check)>**. If the option to **Record Check Numbers** was also selected in **Set Up Terminal**, you will be prompted to enter the check number.

If the option to **Integrate PcCharge** was selected in **Set Up Terminal**, the **<F9 Credit Card>** key will also appear on this screen. Pressing this key will display the Credit Card entry screen

(below). With this screen displayed, swipe the accepted card, then press **<Process Credit Card>** and wait for PcCharge to approve the charge. When the card is approved, a receipt will be printed, and Café Terminal will return to the Sales Transaction Screen.

Note ✓	*In order to process credit card transactions, you must first have entered your **Merchant Account** information during the installation and setup of **PcCharge**. A receipt printer must be also be installed and assigned as the default receipt printer in Café Terminal. This is accomplished by selecting **F8..Printer/ Barcode/Keyboard** from the **MAIN MENU**, and then selecting **F3 Assign Printers**.*

SALES JOURNAL SCREEN

All sales transactions, ROA's, and refunds are recorded in the terminal's journal. Journal data is processed to generate the Café Terminal reports (see the ***REPORTS/LETTERS/ SPREADSHEETS*** section). You can also view the journal for the current day's transactions (and void transactions if necessary) on the terminal screen in Sales Mode.

Viewing The Journal

To access the Journal while in Sales Mode:

1. Press **[F1.Sales Mode]** from the **MAIN MENU**.

2. Select a sales period. Press **<F2..Breakfast>**, **<F3..Lunch>**, or **<F4..Snack>**. Confirm your selection by typing **<Y>** or pressing **<YES>**, or typing **<N>** or pressing **<No>** to reselect if you have selected the wrong period.

If you are planning to process sales at this time, choosing the appropriate period is important. If you are viewing the journal at a time other than a sales period, you can select any period.

3. Press the **<↑ Journal>** key to access the Journal. The most recent transaction is then displayed.

The Journal can be accessed only when the cursor is in the **Enter PIN:** field, meaning you have not yet accessed a patron's account by entering a PIN or pressed **<F1 No ID>** to process a No ID sale. If you have begun a sale and have not pressed **<CASH>** or **<MEAL>**, you can press **<Esc>** to abort the transaction and return to the **Enter PIN:** field.

The Journal screen contains transaction information and lists function keys across the bottom to aid you in using the journal. The following is an explanation of the information on the Journal screen:

Sale (Number) refers to the sale's place in the order of the current day's transactions. For example, in the figure on the previous page, sale #24 is being viewed. This was the 24th sale processed on 4/1/03 (the date shown at the bottom left of the screen).

Type denotes whether the sale was a **Cash**, **Charge**, **ROA** (received on account only), **Combo** transaction, Credit Card, or **Void**. A Combo transaction refers to the purchase of à la carte items and/or an ROA in addition to the purchase of a paid, standard meal.

Patron displays the patron's name.

PIN displays this patron's PIN number.

Name and PIN are especially helpful when you have questions about a patron's account after viewing a transaction. You can note the PIN and use it to access the patron's record in the patron file, or print an Individual Patron Participation Report (See *REPORTS/LETTERS/ SPREADSHEETS*).

The next line of the screen displays headings for the columns of data that detail the actual transaction:

Qty lists the quantities purchased of each item selected. If a transaction consisted of an ROA only, the QTY is zero (0).

Item Description shows the items or meals purchased. ROA's are displayed here only if the payment was a lone transaction and not made in conjunction with a purchase. If made at the same time as a purchase, the ROA is not listed among the items but is shown in the Account field below.

Price shows the per unit price of the item selected as opposed to the total price of the item based upon the quantity purchased. R0A's do not display a price. The ROA amount appears in the Account field below. Below the items selected and their prices, Café Terminal displays the transaction accounting in the following fields:

Sale Total shows the total price of the sale.

Account shows what, if anything, happened to a patron's account balance as a result of the transaction. If the account was debited to pay for the purchase, the amount of the debit appears here in parenthesis. If the transaction includes an ROA, the amount credited appears here. In facilities that allow charging, a charged amount appears in the Account field in parenthesis. When you view the patron's account information, the charged amount is displayed as a negative account balance as RED letters in parentheses.

Amount Due shows the amount that the customer owed as a result of the sale. If the account was debited to cover all of the sale price, the Amount Due field would show a price of 0.00. If the account balance covered part of the purchase price, the field would show the remainder of the Sale Total minus the amount covered by the account.

Tendered shows the amount, if any, collected from the customer. If the transaction includes both a sale and a payment on account (processed with either the <ROA> key or with the <Account> key, the amount displayed in the Account field, plus the amount displayed in the Amount Due field, will be equal to the amount displayed in the Amount Tendered field.

Date displays the calendar date on which the transaction occurred.

Time displays the time of day the transaction occurred (in 24-hour format).

The remaining information on the journal screen lists keys that enable you to accomplish several journal-related tasks:

F2
Search

<F2 Search> is used to locate the last transaction for a particular patron. Press **<F2 Search>** and then enter the patron's PIN to locate the patron's last transaction. If the displayed transaction is not the desired transaction, see **<F3 Previous>** below.

F3 Previous

<F3 Previous> is used solely to locate the previous transactions for the patron whose transaction is currently displayed. Café Terminal will search backwards to find the currently displayed patron's previous transaction. Continue to press **<F3 Previous>** to view all of the patron's transactions for the current day. You will receive the message **No More Transactions** when you have seen the last transaction stored in the journal for that patron, and Sale #1 will be displayed on the screen.

If you wish to return to the last transaction in the journal (the most recent transaction processed), you can either use the **<↓ Next Sale>** key to scroll through all the journal entries for the day from the first to the last, or press **<Esc>** to exit the journal, and reenter it by pressing the **<↑ Journal>** key again, which will display the last transaction processed.

You can begin anywhere in the transaction record to review a patron's transactions. However, to begin with the most recent transaction and view all of a patron's transactions for the current day, you should use the **<F2 Search>** command, type in the patron's PIN and press **<Enter ↵>** to display the most recent transaction. Then press **<F3 Previous>** to move backwards through the transactions.

F4 Receipt

<F4 Receipt> appears on the journal screen in systems equipped with receipt printers only. Press <**F4 Receipt>** to print a receipt for the transaction displayed on the screen.

F5 Table Receipt

<F5 Table Receipt> will appear on the journal screen if you have enabled the **batch receipt** printing feature **Set Up Terminal**. This will print multiple transactions on one receipt. To print a table receipt, process all of the transactions that you would like to include, after the last transaction that you would like to include on the receipt is finished press the **<F5-Table Receipt>** key. Café Terminal will print one receipt that will include multiple transactions.

↑ Prior Sale

↓ Next Sale

<↑ Prior Sale> and **<↓ Next Sale>** keys are used to move backward and forward through the individual journal entries.

VOID

This key is used for voiding of transactions (if necessary), quickly and easily. (See **Voiding Transactions** below.)

ESC

<ESC> is used to leave the journal and return to the sales transaction screen. Simply press **<ESC>** and the journal clears the screen. The cursor is in the Enter PIN: field of the sales transaction screen waiting for PIN entry. To exit the **Sales Mode** and return to Café Terminal's **MAIN MENU**, press **<ESC>** again.

When you press **<ESC>** while the sales transaction screen is displayed, Café Terminal asks, ***Do You Really Want To Exit Sales Mode?*** Sometimes operators mistakenly press **<ESC>** and return to the **MAIN MENU** when they are still processing transactions. This question appears to allow the operator to continue processing sales without having to reenter the Sales Mode. To answer NO and continue with sales, press **<N> or <No>**. To confirm that you do wish to leave the Sales Mode and return to the **MAIN MENU**, press **<Y> or <YES>**.

Voiding Transactions

Café Terminal provides for easy voiding of any of the current day's transactions through the use of a single keystroke. The **<VOID>** key marks transactions in the cashier's journal as **Void**, records the date and time the transaction was voided, and adjusts all accounting data accordingly. Pressing the **<VOID>** key will void the entire transaction, the sale of meals, à la carte items, the purchase of prepaid meals, payments, or ROA's (Received On Account transactions) and refunds from patron accounts.

To void a transaction, access the journal while in the Sales Mode by pressing the **<↑ Journal>** key when there is no transaction in progress. The most recent entry (the last transaction) appears. Press **<↑ Prior Sale>**, if necessary, to move back through the entries and locate the transaction to be voided. When the transaction you wish to void is displayed, press the **<VOID>** key (in the upper right corner of the Journal screen). Only the transaction displayed on the screen will be voided.

> **Caution** *If the terminal was opened for a date other than the current date, and transactions were voided or new sales were recorded, you must regenerate the Sales Activity Report for the non-current date after closing the terminal.*

> **Note** ***Once the terminal has been closed, a sale recorded as a check transaction can no longer be voided,*** *whether the terminal is opened again on the current date or a prior date. This is because checks that were reconciled during the close terminal process cannot be unreconciled. Use the **<F1 Misc Amt>** key to post a debit to the patron's account in the amount of the check. The **<F1 Misc Amt>** key allows the charge limit to be exceeded.*

To Void A Transaction:

1. Press the **<↑ Journal>** key to access the journal. Café Terminal displays the most recent transaction.

The Journal can be accessed only when the cursor is in the **Enter PIN:** field, meaning you have not yet accessed a patron's account by entering a PIN or pressed **<F1 No ID>** to process a No

ID sale. If you have begun a sale and have not pressed **<CASH>** or **<MEAL>**, you can press **<Esc>** to abort the transaction and return to the **Enter PIN:** field.

2.   Locate the transaction to be voided.

If the currently displayed transaction is not the one you wish to void, scroll back through the transactions with the **<↑ Prior Sale>** key until the transaction to be voided is displayed on the screen.

3.   When the transaction to be voided is displayed, press **<VOID>**.

Note ✔	*Only the transaction displayed on the screen when the **<VOID>** key is pressed will be voided. The transaction remains on the screen and the <VOID> key disappears. Café Terminal marks the transaction **Void** (in the **Type:** field) on the single journal entry, records the date and time of the transaction was voided, and automatically adjusts the journal accounting.*

Caution !	*A VOID cannot be undone. If you mistakenly void a transaction you did not wish to void, that transaction will need to be re-keyed.*

PROCESSING PREPAYS, PAYMENTS, AND REFUNDS

ROA's (Received On Account funds), discounted meal purchases and refunds are all processed in **Sales Mode**. Some facilities handle advance meal sales, ROA payments and refunds at times other than the meal period. When processing purchases, payments, and/or refunds during a meal service period, in conjunction with other transactions, the selection of a scanning mode may be required and the proper selection of a sales period is important. Some sales may be as simple as pressing the appropriate **<Meal>** key, others may require additional steps, such as à la carte sales, prepaid meal sales, depositing funds in the patron's account, and refunding account funds or prepaid meals. If the patron presents some form of payment which is more than the amount due for the sale, asking if he/she wants change or wishes to deposit the remaining amount on account before beginning to process the transaction will save time.

When processing different types of transactions at the same time, it is good practice to remember and implement the **A.R.M. rule**: **(A)** Process à la carte items first (including the purchase of prepaid meals); **(R)** ROA Transactions next (including payments and/or refunds on accounts); **(M)** process meal purchases last. When any yellow meal key is pressed during the course of a ID sale, Café Terminal totals all the entries, adjusts the account balance accordingly, and ends the transaction if there are enough funds in the patron's account to pay for the current purchase. If there are insufficient account funds for the current purchase, another screen will prompt you to enter the amount tendered, and select the payment method.

Note ✓	*ROA's do not apply to No ID sales since No ID sales are cash only sales. An amount tendered must be entered first, and the <Cash> key pressed, to complete the cash sale.*

Before you can begin to process prepays, payments, refunds, and/or sales transactions, you must do the following:

1. Turn on the terminal; (In multi-terminal systems, the terminal designated as the server must be started first.)

2. Unlock the terminal. Select **[F2..Log In/Unlock Terminal]** from the **MAIN MENU** and enter a valid login name and login password;

3. Open the terminal. Select **[F5..Open Terminal]** from the **MAIN MENU**;

4. Optionally select a keyboard layout; or Optionally set up Touch Screen Layouts and assign them to Users.

5. Select **[F1..Sales Mode]** from the **MAIN MENU**;

6. Select/confirm the appropriate sales period, **<F2..Breakfast>, <F3..Lunch>** or **<F4..Snack/Dinner>**. The **Sales Transaction Screen** is displayed.

The right side of the screen displays touch screen keys. <u>If your facility has a **touch screen monitor**, simply touch the desired key on the screen</u>.

PROCESSING PREPAID MEAL SALES

Prepaid, discounted purchases apply to those facilities that sell multiple meals (packaged items), in advance and, in most cases, at a discounted price with the purchase of a specific number of meals. Adjustments of account funds are recorded in the **Account Balance:** field in the patron information file.

<F5 PPB> Prepaid Breakfasts) references items one (1) through thirteen (13) in the item database file. **<F6 PPL> (Prepaid Lunches)** references items sixteen (16) through twenty-eight (28) in the file. These items are meals whose prices are set for different pricing categories. When you define these meals in the item file, you can set a discount price and the quantity that must be purchased to receive the discounted price for each meal, with the obvious exception of free meals.

When you press **<F5 PPB>** or **<F6 PPL>** to record the purchase of prepaid meals, Café Terminal checks the patron's file to determine her/his pricing category and prices the purchase accordingly. For example, if a patron who is eligible for reduced-price meals purchases prepaid breakfasts, Café Terminal will automatically price the meals according to the data entered for this patron's meal number in the item file.

Prepaid, discounted meal purchases and prepaid, non-discounted meal purchases are recorded in the fields labeled **PPB: (Prepaid Breakfast)** and **PPL: (Prepaid Lunch)** and can only be processed following proper setup of the **Item File**. Following is an explanation of the fields and values that will need to be setup in the Item File if your facility plans to sell prepaid, discounted (or non-discounted) meals. (Refer to the information in *FILE SETUP AND MAINTENANCE* under the heading **F2..Enter/Edit Items** for complete instructions on setting up the item file.)

> **Note** ✓ *Prepaid (discounted) purchases cannot be made for the third sales period (dinner or snack).*

Prepaid, Discounted Meal Item Setup:

1. In the **Price:** field, enter the regular price of the meal.
2. Enter the **Discount Price:** offered if a specific number of meals are purchased in advance.
3. In the **Discount Quantity:** field, enter the number of meals that must be purchased in order to receive the discount price.
4. Select **<F5 Save Current Item>**.

Prepaid, Non-Discounted Meal Item Setup:

1. In the **Price:** field, enter the regular price of the meal.
2. In the **Discount Price:** field, enter the same price listed in the Price: field.
3. In the **Discount Quantity:** field, enter the number 1 (one).
4. Select **<F5 Save Current Item>**.

To Process Prepaid Meal Purchases:

1. Enter the patron's PIN by scanning the patron's card or by entering the number and pressing **<Enter ↵>**. Or select **<F2 Search>**, and do one of the following:

   a. Type the first few letters of the patron's last name, use the **<↑>** or **<↓>** keys to highlight the correct patron and press **<Enter↵>** or
   b. Select **<F2 Thumbnails>** to search by photo.

> **Note** ✓ *In order to search by photo, all patrons must be assigned a Home Room. See* **F2..Enter/Edit Patrons** *in FILE SETUP AND MAINTENANCE*.

   The selected patron's account information is now displayed (with photo if this patron has a photo), and the words **Enter PIN:** field at the top of the Sales Transaction Screen are replaced by the message **Enter Items**.

2. Select **<F5 PPB>** to record the purchase of **Prepaid Breakfasts** or **<F6 PPL>** to record the purchase of **Prepaid Lunches**.

> **Note** ✓ *The number entered in the __Discount Quantity__ field in Item Setup will be entered automatically by pressing **<F5 PPB>** or **<F6 PPL>** once. (Example: If the number "10" was entered in the __Discount Quantity__ field for Item #25, Paid Secondary Lunch, press the **<F6 PPL>** key once to purchase 10 meals.) To purchase a number greater than the Discount Quantity, proceed to step 3.*

3. Press **<Qty>**, enter the number of meals purchased (using the number pad keys) and press **<Enter↵>**. Alternatively, you can also press the selected key repeatedly until the correct number shows in the list area, then press **<Enter↵>**. (Example: to purchase eleven (11) prepaid lunches at the discounted price, you would press the **<F6 PPL>** once for the initial 10 prepaid meals, then press the key again to add 1 more meal for a total of 11).

> **Note** ✓ *If the quantity of prepaid meals purchased is fewer than the quantity that must be purchased to receive the discounted price, the money collected is treated as a Received On Account (ROA) transaction and is added to the __Account Balance:__ field. Counts of meals purchased are not recorded.*

> **Note** ✓ *If the purchase includes more than one type of prepaid meal (such as prepaid breakfasts and prepaid lunches), perform steps 2-3 a second time before proceeding to step 4.*

With Other À La Carte Purchases:

4. If the sale includes the purchase of other à la carte items, press the appropriate category and item keys now. Otherwise, continue by selecting a payment situation from steps 5-7 below.

Situation 1 (Use existing account funds):

5. If the patron has not presented cash, check or credit card and has sufficient funds to pay for the purchase, simply pressing **<Cash>** or **<Meal>** (if the sale includes a meal) completes the transaction. The **Account Balance -** field in the Account Information reflects the adjustment. The **PPB –** or **PPL –** field will contain the number of prepaid meals this patron now has available. If a meal was included in the purchase, the PPB or PPL field is adjusted accordingly.

Situation 2 (Cash, Check or Credit Card WITHOUT an ROA):

6a. If the sale includes a meal, press the **<Meal>** key. If it does not, press **<Cash>**. A new screen is displayed with the words **Amount Due** displayed at the top of the screen. Proceed by selecting one of the following payment methods:

6b. Cash - If the amount presented is exactly the same as the amount due, simply press **<Enter (Cash)>** to complete the transaction. If the patron presented a cash amount greater than the amount of the purchase and wants to receive change, enter the amount presented using the numeric keys, and press **<Enter (Cash)>** to complete the transaction.   The amount of **Change Due** this patron is displayed on the screen, and Café Terminal is ready to process another sale.

6c. Check - If the **<F7 Pay By Check>** key is not visible on this screen, checks are processed the same as cash. Refer to step 6b to complete the sale. Otherwise, enter the amount of the check using the numeric keys, press the **<F7 Pay By Check>** key, then press **<Enter (Check)>**. If check numbers are being recorded, you will be asked to enter the check number at this time. Enter the check number and press the **<ENTER>** key.

> **Note** ✓ *The **<F7 Pay By Check>** key will only be visible if the option to **Track Checks During Sales** is selected in **Set Up Terminal**. You will not be asked to enter the check number in Sales Mode, however, unless the option to **Record Check Numbers** is also selected.*

6d. Credit Card - If the **<F9 Credit Card>** key is visible on this screen, and the patron has presented an accepted card to pay for the amount of this purchase only, press **<F9 Credit Card>** to display the Credit Card screen, swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** to print a receipt and complete the transaction.

> **Note** ✓ *In order to use this feature, **PcCharge** must be properly installed, and the option to **Integrate PcCharge** must be selected in **Set Up Terminal**. A receipt printer must be assigned in Café Terminal.   Refer to the **INSTALLATION AND SETUP** section of the manual for complete instructions for installing this feature.*

Situation 3 (Cash, Check or Credit Card WITH an ROA:

7a. Account Key - This key is only visible after pressing **<Meal>** or **<Cash>** during a sale when an Amount Due is displayed, indicating that the patron does not have sufficient account funds to pay for the current purchase. If the patron presents cash or check for an amount **greater than the Amount Due** to be deposited on account at this time, enter the amount tendered and press the **<F8 Account>** key. When you press this key, Café Terminal subtracts the amount due from the amount tendered and deposits the remaining funds on account. The <u>**Account Balance**</u> field reflects the adjustment accordingly.

> **Note** ✓ *If the patron presents a credit card after the **<Meal>** or **<Cash>** key is pressed, and wishes to use the card to charge an additional amount to be deposited on account, you would have to process the **<ROA>** payment as a separate credit card transaction (See step 7d below). Only the amount due for this purchase*

*may be charged to a credit card on this screen. The **<F8 Account>** key is not available with a credit card purchase.*

7b. <u>Cash</u> - If the patron presents a cash amount greater than the amount due and wishes to deposit the remaining funds on account, first enter prepaid meal and other à la carte sales, then press the **<ROA>** key. On the screen that is displayed, enter the amount tendered using the numeric keys, then press **<Meal (Cash)>** or **<Premium Meal>** (if the sale includes a meal) or press **<Cash>** to complete the sale. The **<u>Account Balance</u>** field reflects the new balance. Alternatively, if **ROA** was marked **FALSE** in **Set Up Terminal**, you can type the amount tendered using the keyboard (Type the numbers without the decimal. For example, enter $20.00 as 2000) without pressing the **<ROA>** (or F8) key, then press **<Meal>** or **<Cash>**.

7c. <u>Check</u> - If the patron presents a check for an amount greater than the amount due and wishes to deposit the remaining funds on account, first enter prepaid meals and other à la carte sales, then press the **<ROA>** key. If the **<F7 Pay By Check>** key is not visible on this screen, checks are processed the same as cash. Refer to step 7b to complete the sale. Otherwise, enter the amount of the check using the numeric keys, press the **<F7 Pay By Check>** key, then press **<Meal (Check)>** or **<Premium Meal>** (if the sale includes a meal) or press **<Check>** if the sale does not include a meal. If check numbers are being recorded, you will be asked to enter the check number at this time. Enter the check number and press the **<ENTER>** key.

> **Note** ✓ *The **<F7 Pay By Check>** key will only be visible if the option to **Track Checks During Sales** is selected in **Set Up Terminal**. You will not be asked to enter the check number in Sales Mode, however, unless the option to **Record Check Numbers** is also selected.*

7d. <u>Credit Card</u> - If the patron presents an accepted credit card, and wishes to include an additional amount to be deposited on account, first enter prepaid meals and other à la carte items, then press the **<ROA>** key. Enter the amount of the payment using the numeric keys, press **<F9 Credit Card>**, swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** to print a receipt and complete the transaction.

> **Note** ✓ *If the transaction also includes the sale of a meal, you will need to access the patron's account a second time and press the appropriate **<Meal>** or **<Premium Meal>** key.*

PREPAID MEAL PURCHASE WITH A REFUND OF ACCOUNT FUNDS

1. First process the prepaid meals sales and any additional à la carte sales (refer to steps 1-4 above), then proceed as follows:

2. A **refund** of account funds is processed in the same way a payment/deposit is processed, with one exception: After pressing the **<ROA>** key, instead of entering 2000 to deposit $20.00, you would first press the minus sign **(-)** or the **<Refund>** key, and then the amount. Enter –2000 to refund (subtract) $20.00 from the patrons account. The word Refund (-) is displayed next to the amount to be refunded.

3. Press **<Meal>** or **<Premium Meal>** if the sale includes a meal or press **<Cash>** to complete the transaction.

9. Look at the account data at the bottom of the screen to verify the number of prepaid meals this patron now has on account. If **<F4 Info>** is not active, this information will be hidden. Press **<F4 Info>** to display account information.

REFUNDING PREPAID MEALS

Café Terminal contains a feature that lets you refund **non-discounted** prepaid meals. (The item file must be setup properly to record the numbers of prepaid meals to be refunded). When such a refund is processed, the meal counts recorded in the **PPB:** and **PPL:** fields in the patron information file are reduced by the number of meals refunded. The monetary value of the refund is displayed on the screen, and the transaction is recorded in the journal.

To refund prepaid meals, follow the steps outlined above for processing purchases of prepaid meals. The only difference is **Step 3** changes as follows:

3. After pressing the **<Qty>** key, press the minus sign **(-)** or the **<Refund>** key <u>before</u> entering the number of Prepaid Meals to be refunded to this patron. Press **<Enter↵>**, then **<Cash>** to complete the transaction. Café Terminal displays the amount of cash to be refunded to the patron.

> **Note** ✔ *Discounted prepaid meals may also be refunded, but only a number equal to or greater than the number entered in the **Discount Quantity** field in the **Item File** (the number of meals they must have purchased to receive the discount). Example: If the Discount Quantity is 10 meals, only a refund of 10 or more meals is allowed.*

PROCESSING OTHER TRANSACTIONS IN CONJUNCTION WITH THE REFUND OF PREPAID MEALS

<u>Multiple Prepaid Refunds:</u> If processing a refund of both PPB and PPL meals, press the **<PPB>** key, press **<Qty>**, press **<Refund>**, enter the number of meals to be refunded, and press **<Enter↵>**, then press **<PPL>** and repeat the process before pressing the **<CASH>** key to complete the refund transaction.

Prepaid Refund + Refund of Account Funds: Follow the instructions for refunding prepaid meals, but before pressing the <Cash> key, do the following:

1. Press **<ROA>**, press the **<(-) Refund>** key, enter the amount of account funds to be refunded, then press **<Cash>** to complete the transaction.

Prepaid Refund + À la carte and/or Meal Purchases:

Follow steps for Refunding Prepaid Meals, above. Then add the following steps:

1. If processing the sale of à la carte item(s), enter those items by pressing the appropriate key(s), then press **<SubTotal>**. To enter items not found on the keyboard, press **<PLU> (Price Look Up)**. Using the number pad keys, type the item number and press **<Enter ↵>**. *In scale-equipped systems, place an item sold by weight on the scale before pressing the item number.*

2. If no meal is being purchased by this patron, press **<Cash>** to complete the transaction. If a meal is also being purchased, press the appropriate **meal key** to complete the transaction.

Café Terminal displays any amount due the patron, or any amount owed by the patron.

> **Note** ✔ *If the refund leaves insufficient funds to cover the cost of the purchase, an* **Amount Due** *appears on the screen instead of the* **Amount of Refund.** *The sale will not be complete until you: a) press* **<Charge>** *(if charge limits were set in the Eligibility Matrix), b) enter an amount of cash or check and press* **<Enter>** *(for the amount due only) or c) enter an amount of payment and press* **<Account>** *to pay for the current purchase and deposit remaining funds into the patron's account.*

PROCESSING PAYMENTS (ADDING FUNDS) TO PATRON ACCOUNTS

Processing Received On Account Payments (ROA's) Alone:

1. Enter the patron's PIN by scanning the patron's card or by entering the number and pressing **<Enter ↵>**. Or select **<F2 Search>**, and do one of the following:

    a. Type the first few letters of the patron's last name, use the **<↑>** or **<↓>** keys to highlight the correct patron and press **<Enter ↵>** or
    b. Select **<F2 Thumbnails>** to search by photo.

> **Note** ✔ *In order to search by photo, all patrons must be assigned a Home Room. See* **F2..Enter/Edit Patrons** *in* **FILE SETUP AND MAINTENANCE**.

The selected patron's account information is now displayed (with photo if applicable), and the words **Enter PIN:** field at the top of the Sales Transaction Screen are replaced by the message **Enter Items**.

2. If **ROA** was marked **True** in **Set Up Terminal**, **press the <ROA> key, or press the function key, <F8>**, then proceed to step 3. If **ROA** was marked **False** in **Set Up Terminal**, proceed to step 3.

3. Using the number pad keys, enter the amount you have been given by the patron. Enter the numbers without the decimal. For example, to deposit ten dollars ($10.00), type 1000. If a Touch Screen is installed on your system, simply touch the appropriate keys on your screen. Proceed by selecting one of the payment methods in step 4.

4a. Cash - After entering the amount of cash to be deposited on account, press **<Cash>** to complete the transaction.

4b. Check - Press the **<F7 Pay By Check>** key, then press **<Check>**. If check numbers are being recorded, you will be asked to enter the check number. Enter the number and press the **<Enter>** key to complete the transaction. If the **<F7 Pay By Check>** key is not visible on the screen, then a check is treated the same as cash. Refer to step 4a to complete the transaction.

> **Note** ✓ *The <F7 Pay By Check> key will only be visible if the option to Track Checks During Sales is selected in Set Up Terminal. You will not be asked to enter the check number in Sales Mode, however, unless the option to Record Check Numbers is also selected.*

> **Note** ✓ *The <F7 Pay By Check> key is a toggle key. Pressing the key changes the key to <F7 Pay By Cash> and changes the <Cash> key to <Check>. If you press the <F7 Pay By Check> key by mistake, simply press the key again, <F7 Pay By Cash>, to record this as a cash transaction.*

4c. **Credit Card** - If the **<F9 Credit Card>** key is visible on this screen, and the patron has presented an accepted card to pay for the amount of this purchase only, press **<F9 Credit Card>** to display the Credit Card screen, swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** to print a receipt and complete the transaction.

> **Note** ✓ *In order to use this feature, PcCharge must be properly installed, and the option to Integrate PcCharge must be selected in Set Up Terminal. A receipt printer must be assigned in Café Terminal. Refer to the INSTALLATION AND SETUP section of the manual for complete instructions for installing this feature.*

5. Look at the **Account Balance:** field at the bottom of the screen to verify the patron's new Account Balance. If **<F4 Info>** is not active, this information will be hidden. Press

<F4 Info> to display account information.

6. Repeat steps 1-5 to record additional ROA's.

PROCESSING REFUNDS OF ACCOUNT FUNDS

A refund of account funds is processed in the same way as a payment (ROA). Simply enter a negative amount in **Step 3** by pressing the minus sign **(-)** or the **<(-) Refund>** key <u>before</u> entering the amount to be refunded to the patron.

PROCESSING PAYMENTS IN CONJUNCTION WITH OTHER TRANSACTIONS

Remember the **A.R.M. rule** (process à la carte sales first, process the ROA payment, then process the meal if the transaction includes the purchase of a meal).

<u>**To Process Received on Account (ROA) Payments During A Sale:**</u>

Any time you process an ID sale by entering an amount of cash <u>before</u> pressing **<Cash>** or **<Meal>**, Café Terminal adds the money to the patron's account. This makes it easy to process deposits in conjunction with sales. However, if the patron does not have enough funds in his her account to pay for the current purchase, you can still add funds to the patron's account AFTER pressing the **<Cash>** or **<Meal>** key, by pressing the **<F8 Account>** key after first entering the amount of the payment.

1. Enter the patron's PIN by scanning the patron's card or by entering the number and pressing **<Enter ↵>**. Or select **<F2 Search>**, and do one of the following:

   a. Type the first few letters of the patron's last name, use the **<↑>** or **<↓>** keys to highlight the correct patron and press **<Enter ↵>** or
   b. Select **<F2 Thumbnails>** to search by photo.

> **Note**
> *In order to search by photo, all patrons must be assigned a Home Room. See* **F2..Enter/Edit Patrons** *in* **FILE SETUP AND MAINTENANCE**.

   The selected patron's account information is now displayed (with photo if this patron has a photo), and the words <u>**Enter PIN:**</u> field at the top of the Sales Transaction Screen are replaced by the message **Enter Items**.

2. Process à la carte items first. Press the keys that represent the items selected. To enter items not found on the keyboard, press **<PLU>**. Using the number pad keys, type the item number and press **<Enter↵>**. *In scale-equipped systems, place an item sold by weight on the scale before pressing the item number.*

Note ✓	*If a patron selects multiples of an item, such as two slices of pizza, you can enter the quantity by first pressing the item key, then pressing <**Qty**>, and typing in the quantity of the item, and pressing <**Enter↵**>. Or you can press the item key twice to record the sale. To enter multiples of items entered by the <**PLU**> key, after typing the item number and pressing <**Enter↵**>, press <**Qty**>, type the number selected and press <**Enter↵**>.*

2. If **ROA** was marked **True** in **Set Up Terminal**, <u>**press the <ROA> key, or press the function key, <F8>**</u>, then proceed to step 3. If **ROA** was marked **False** in **Set Up Terminal**, proceed to step 3.

3. <u>Using the number pad keys</u>, enter the amount you have been given by the patron. Enter the numbers without the decimal. For example, to deposit ten dollars ($10.00), type 1000. If a Touch Screen is installed on your system, simply touch the appropriate keys on your screen. Proceed by selecting one of the payment methods in step 4.

4a. <u>Cash</u> - After entering the amount of cash to be deposited on account, press **<Cash>** to complete the transaction.

4b. <u>Check</u> - Press the **<F7 Pay By Check>** key, then press **<Check>**. If check numbers are being recorded, you will be asked to enter the check number. Enter the number and press the **<Enter>** key to complete the transaction. If the **<F7 Pay By Check>** key is not visible on the screen, then a check is treated the same as cash. Refer to step 4a to complete the transaction.

Note ✓	*The <**F7 Pay By Check**> key will only be visible if the option to **Track Checks During Sales** is selected in **Set Up Terminal**. You will not be asked to enter the check number in Sales Mode, however, unless the option to **Record Check Numbers** is also selected.*

Note ✓	*The <**F7 Pay By Check**> key is a toggle key. Pressing the key changes the key to <**F7 Pay By Cash**> and changes the <**Cash**> key to <**Check**>. If you press the <**F7 Pay By Check**> key by mistake, simply press the key again, <**F7 Pay By Cash**>, to record this as a cash transaction.*

4c. <u>**Credit Card**</u> - If the **<F9 Credit Card>** key is visible on this screen, and the patron has presented an accepted card to pay for the amount of this purchase only, press **<F9 Credit Card>** to display the Credit Card screen, swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** to print a receipt and complete the transaction.

Note ✓	*In order to use this feature, **PcCharge** must be properly installed, and the option to **Integrate PcCharge** must be selected in **Set Up Terminal**. A receipt printer must be assigned in Café Terminal. Refer to the **INSTALLATION AND SETUP** section of the manual for complete instructions for installing this feature.*

5. If the transaction includes the purchase of a meal, press the appropriate **meal** key (**<Meal>** or **<Premium Meal>**) to complete the sale.

Café Terminal credits the amount collected to the patron's account and then debits the account for the amount of the purchase.

PROCESSING CAFÉ PREPAY PAYMENTS ON ACCOUNT

If **Integrate Café Prepay** was selected on the **Set Up Terminal** screen, Café Terminal imports credit card payments directly from the Café Prepay website each time Café Terminal is started, and adjusts account balances automatically. The website is contacted again when you Exit Café Terminal to upload current account balances for viewing by parents who are enrolled to use the service. With proper set up, the entire process is entirely automatic. No further data entry is required. The Café Prepay service is FREE to school districts.

Imported payments are recorded as ROA's and are listed as such on the **Sales Activity Report**. When Café Prepay is integrated, a user is created with the name **"Prepay, Café"**, and appears in the list of users on the **Enter/Edit Users** screen. This allows you to view and print the **Journal** for the user from the **Reports** menu. Never delete this user from the list. If you accidentally delete this user name, Café Terminal will recreate the user when it performs the next import of payments made via the Café Prepay web site.

> **Note** ✓ *Internet access is required to use this feature, and the school district must have enrolled for the Café Prepay service. (Refer to* **OVERVIEW OF OPERATIONS***, **"Integrating Café Prepay"** *for a detailed explanation.)*

> **Note** ✓ *Each school site is assigned a Program ID number, login and password. This information is assigned when the district enrolls for the Café Prepay service, and must be entered on the* **Set Up Terminal** *screen. (See* **INSTALLATION AND SETUP** *for complete instructions.)*

If the district is enrolled for the Café Prepay service, but does not have access to the internet, ROA's received through the Café Prepay website must be entered in the same manner as all other ROAs and discounted or prepaid meal purchases, while in **Sales Mode**. The school receives a list each day (via fax and/or email) of all credit card payments received through the website at **www.CafePrepay.com**.

ADDING FUNDS TO PATRON ACCOUNTS BY POLLING THE PAY4LUNCH ULD

If your facility has installed **Pay4Lunch ULD (Unattended Loading Device)**, Café Terminal will import transaction information from the ULD, and adjust patron account balances accordingly.

This procedure, called **polling** (importing) the ULD data, is completely automated by Café Terminal. The option to poll the ULD is found on the **File Utilities Menu**.

The terminal must be OPEN before polling the ULD.

To Poll The Pay4Lunch ULD:

1. Select **[F3..File Maintenance]** from the **MAIN MENU**.

2. Select **<F4..File Utilities>**.

3. Select **<Poll Uld Device>**. You are prompted with the question, **"Are you sure you would like to poll the ULD device?"** Type **<Y>** or select **<Yes>** to proceed. Café Terminal displays the following message:

When you select **<Poll Uld Device>**, Café Terminal retrieves the data, which is stored on the ULD device until the data is sent (imported) to the patron database, and automatically adjusts account balances.

Upon retrieving the data from the ULD, Café Terminal then creates a **Journal** (or adds to the existing journal) for the user on the polling terminal. This information is included in the **closing figures**, on the "Coins and Bills" line under REGISTER. The actual cash removed from the ULD must be included with the **polling user's cash receipts** for that day. Polling the ULD also creates an **Import Summary** report. If a PIN (Personal Identification Number) was entered that does not match a PIN in the patron database, an **Exception** report is created.

PROCESSING REFUNDS

Café Terminal allows for easy processing and documentation of refunds from patron accounts, including standard refunds of account funds and refunds of prepaid meals. See **Refunding of Account Funds** and **Refunding Prepaid Meals** for detailed instructions. As with other types of transactions, you are encouraged to practice processing refunds in **Training Mode**.

Make sure that the **<F4 Info>** is active so that account information is displayed on the screen when you are processing refunds. By viewing this information, you can easily verify the transaction and the updated status of the patron's account. A transaction that is processed incorrectly can be fixed quickly by voiding (see Voiding Transactions) and then starting over to process the transaction correctly.

To process a refund of account funds, either separately or during an ID sale, you must always press the **<ROA>** key and the **<(-) Refund>** key <u>before</u> entering the amount to be refunded and completing the transaction. Likewise, with the refund of prepaid meals, you must always press the **<Qty>** key and the **<(-) Refund>** key <u>before</u> entering the number of meals to be refunded and completing the transaction.

PROCESSING SALES

PRACTICE SALES TRANSACTIONS

All sales are processed as either **ID Sales** (patron account sales) or **No ID Sales** (cash only sales). The following examples are presented to give you more detailed directions for processing different types of sales. Included in the instructions are explanations of what happens to the patrons' account(s) when various procedures are performed.

If patrons have cash or prepaid meals on account, a sale may be as simple as pressing a single key (the <Meal> key), or may require additional steps to include prepaid meal sales, à la carte sales, payments on account, or refunds. The types of transactions and the steps involved may vary, depending on the needs and set up at your facility, as well as the hardware being used (such as scales, bar code readers, printers, and credit card reader). With a little practice, you will quickly become proficient in the types of transactions at your facility.

When you see this symbol, the procedure may be practiced in the **Training Mode**. Practicing the procedures listed for each type of transaction will help you process sales more quickly and efficiently when it's time to process real sales.

Processing No ID Sales

All No ID sales are processed in the same way. No ID Sales are processed as cash or credit card (if **PcCharge** is installed) sales. No ID sales do not affect patron accounting. There are no sales of prepaid discounted meals without PIN entry.

The only No ID sale that requires any special activity is the standard meal sale. To process such a sale, you normally select one of the item meal keys that best represents the pricing category of the customer. Although there are three meal periods per day, and each meal for each period is defined separately in the item file, one key processes the sale of a particular pricing category meal for all three periods.

For example, in a school system, if you have defined item 10 in the item file as a full-priced, high school student's breakfast, you then define item 25 (the number 15 greater than 10) as the full-priced high school student's lunch and define item 210 (the number 200 greater than 10) as the full-priced high school student's snack. When a high school-aged individual (without a PIN) purchases a meal for either of the two periods, press the number 10 item key (labeled Paid Student) on the keyboard to process the sale. *The Standard <Meal> key, located above the <CASH> key is not used and does not function in a No ID sale.*

To Process A No ID Sale:

1. Press **<F1 No ID>**.

2. Enter selected à la carte items by pressing the corresponding keys. To enter items not found on your keyboard, press the **<PLU>** key, type the item number and press **<Enter ↵>**. *In scale-equipped systems, place an item sold by weight on the scale before pressing the item number.*

3. Press **<SubTotal>**, then press **<CASH>**.

4. Press the **<F3-Toggle No ID Adlt>** key if this is an adult No ID transaction. Adult No ID Sale will now appear in red letters to the left of the toggle key. To record this transaction as a student No ID sale, press **<F3 Toggle No ID Adlt>** again before continuing.

5. Collect money (cash or check) or credit card from this patron, and proceed by selecting the payment method in step 6.

6a. Cash -   If the amount of cash presented is greater than the **Amount Due**, use the numeric keys to enter the amount tendered then press **<Cash>** to complete the transaction. If the amount of cash presented is exactly equal to the **Amount Due**, simply press <Cash> to complete the transaction.

6b. Check - Press the **<F7 Pay By Check>** key, then press **<Check>**. If check numbers are being recorded, you will be asked to enter the check number. Enter the number and press the **<Enter>** key to complete the transaction. If the **<F7 Pay By Check>** key is not visible on the screen, then a check is treated the same as cash. Refer to step 6a to complete the transaction.

> **Note** *The **<F7 Pay By Check>** key will only be visible if the option to **Track Checks During Sales** is selected in **Set Up Terminal**. You will not be asked to enter the check number in Sales Mode, however, unless the option to **Record Check Numbers** is also selected.*

> **Note** *The **<F7 Pay By Check>** key is a toggle key. Pressing the key changes the key to **<F7 Pay By Cash>** and changes the **<Cash>** key to **<Check>**. If you press the **<F7 Pay By Check>** key by mistake, simply press the key again, **<F7 Pay By Cash>**, to record this as a cash transaction.*

6c. **Credit Card** - If the **<F9 Credit Card>** key is visible on this screen, and the patron has presented an accepted card to pay for the amount of this purchase only, press **<F9 Credit Card>** to display the Credit Card screen, swipe the card or key in the card number and expiration date, then press **<Process Credit Card>** to print a receipt and complete the transaction.

> **Note** ✓ *In order to use this feature, **PcCharge** must be properly installed, and the option to **Integrate PcCharge** must be selected in **Set Up Terminal**. A receipt printer must be assigned in Café Terminal. Refer to the **INSTALLATION AND SETUP** section of the manual for complete instructions for installing this feature.*

7. Café Terminal displays the amount of change due to the patron, and a receipt is printed (if a receipt printer is installed). If using a receipt printer, always key in the amount tendered before completing the sale.

Processing ID Sales

Meals are priced according to a patron's grade and eligibility status. In order for this process to work properly, the **Item File** and **Eligibility Matrix** must be set up correctly at each facility (see the **INSTALLATION AND SETUP** section for instructions on setting up the Eligibility Matrix and the Item File). With the Café Terminal system, the purchase of these meals debits a patron's account balance or prepay count and/or results in the display of an amount due, unless the patron has a free eligibility status.

If a patron wishes to pay cash for a standard meal rather than have her/his account used for payment, you may want to process the sale as a No ID sale. However, to do so you must be aware of the patron's eligibility status in order to select the proper meal key.

If your cafeteria serves **Premium Meals** and you have designated items as such in the **Item File** by entering TRUE in the **Premium Meal** field, you may substitute the appropriate **<Premium Meal>** key for the **<MEAL>** key in any of the following examples. If the patron purchases a Premium Meal instead of a Standard Meal, press the correct **<Premium Meal>** key when instructed to press the **<MEAL>** key.

> **Note** ✓ *If you are selling Standard Meals ONLY, you may want to press **<F11 Auto>** at this point to activate the **AUTO MEAL** feature. This feature records the purchase of a standard meal immediately after entering a patron's PIN. The feature is **automatically deactivated** when the **<F1 No ID>** key is pressed to process a No ID sale, then reactivated when the next PIN is entered or scanned. **<F11 Auto>** should not be used if you will be processing à la carte sales (including prepay purchases), ROA's or refunds.*

While processing ID sales when the purchase may also include à la carte sales, milk sales, the purchase of a 2nd lunch, or processing payments/refunds on accounts, remember the **A.R.M.** rule. After accessing a patron's account, enter **à la carte items first**, **ROA's (payments/ refunds) next**, and **meals last**. The steps for processing ID sales are described in detail on the pages that follow. However, these steps are summarized as follows:

- Press **<PPB>** or **<PPL>** to process prepaid meal sales or refunds (if applicable)
- Press the keys for à la carte items being purchased (if applicable)
- Press **<ROA>** (if the sale includes a payment or refund on account)
- Press **<Meal>** if the sale includes a meal OR press **<Cash>**
- If an **Amount Due** is displayed, enter the amount and method of payment

To Process An ID Sale:

1. Enter the patron's PIN by scanning the patron's card or by entering the number and pressing **<Enter ↵>**. Or select **<F2 Search>**, and do one of the following:

    a. Type the first few letters of the patron's last name, use the **<↑>** or **<↓>** keys to highlight the correct patron and press **<Enter ↵>** or
    b. Select **<F2 Thumbnails>** to search by photo.

> **Note** *In order to search by photo, all patrons must be assigned a Home Room. See* **F2..Enter/Edit Patrons** *in* **FILE SETUP AND MAINTENANCE**.

If the **<F4 Info>** toggle key has not been pressed to hide the selected patron's account information (account balance, PPB and PPL balances), it is now displayed (with photo if applicable), and the words **Enter PIN:** field at the top of the Sales Transaction Screen are replaced by the message **Enter Items**. If the patron's account information is not displayed, press **<F4 Info>** to display it. This information will be displayed for all patrons until you press **<F4 Info>** again to hide it. If this patron has no photo, and there is a camera attached, you may take a picture, using the **<F12 SnapShot>** key at this time.

> **Note** *See special instructions for* **Patron Scanning PIN Entry** *immediately following this sequence.*

Enter À La Carte Sales First

2. If this transaction includes any à la carte sales (including the advance purchase of **prepaid**, discounted or non-discounted meals, **2nd meal**, **milk** purchase or other **à la carte items**), enter the items by pressing the appropriate key(s), then press **<SubTotal>**. To enter items not found on the keyboard, press **<PLU> (Price Look Up)**. Using the number pad keys, type the item number and press **<Enter ↵>**. *In scale-equipped systems, place an item on the scale before pressing the item number.*

> **Note** *Multiple purchases of one item can be entered one of two ways: 1) press the item key the same number of times as the amount being purchased before pressing* **<Subtotal>** *(i.e., to purchase 3 rolls, press the roll item key 3 times); or 2) press the* **<Qty>** *key, use the number pad keys to enter the number 3, then press* **<Enter ↵>**.

All items purchased up to this point will appear in the Item Information area on the screen (just above the patron's name). The **Account Balance -** field in the Account Information area reflects the adjustment. The **PPB –** or **PPL –** field will contain the number of prepaid meals this patron now has available.

3. If the patron wishes to use existing account funds to pay for this purchase, press either **<Cash>** if the sale does not include a meal or an ROA transaction. The patron's account will be debited for the amount of the sale, and the sale is concluded. If the patron is presenting cash or check to pay for this purchase or also wants to deposit funds in his/her account at this time, proceed to step 4, or if the sale includes a meal, proceed to step 5.

> **Note ✓** *If there are not enough funds in this patron's account to pay for the purchase, when you press the **<Cash>** or **<Meal>** key, the amount due will be displayed. The sale will not be complete until you: a) press **<Charge>** to charge the amount due to the patron's account, resulting in a negative balance (if charge limits were set up in the Eligibility Matrix), b) Collect the amount of cash or check (press **<F7 Pay By Check>** if this key is visible) presented by the patron and press **<Enter>**, c) Press **<F9 Credit Card>** to process a credit card transaction for the amount due, or d) Collect an amount greater than the amount due and deposit the remaining funds into the patron's account by keying in the amount of the cash or check, and pressing the **<F8 Account>** key.*

Enter ROA's (Payments/Refunds On Account)

4a. If the **ROA Key** field in **Set Up Terminal** was marked **FALSE**, and the patron has money in hand for this transaction and wishes to pay cash for the purchase rather than use her/his account funds, use the number pad keys to type in the amount tendered (for example, enter $20.00 as 2000). Keying in the tendered amount before pressing **<Cash>** or **<Meal>** prevents Café Terminal from using the patron's existing account funds to pay for the purchase. Press the appropriate key(s) to indicate the method of payment (Cash, Check, or Credit Card). If the **ROA Key** in **Set Up Terminal** was marked **TRUE**, you must first press the **<ROA>** key or **<F8>** key prior entering the amount tendered and selecting the payment method.

4b. If the sale does not include a meal, press **<Enter>** to complete the sale. If the **ROA Key** in **Set Up Terminal** was marked **TRUE**, you must first press the **<ROA>** key or **<F8>** key prior entering the amount tendered and selecting the payment method as described in step 4a. If this purchase includes a meal sale, proceed to step 5.

> **Note ✓** *The **<F7 Pay By Check>** key will only be visible if the option to **Track Checks During Sales** is selected in **Set Up Terminal**. You will not be asked to enter the check number in Sales Mode, however, unless the option to **Record Check Numbers** is also selected.*

> **Note ✓** *If the **<F9 Credit Card>** key is pressed, the sale will be concluded after you swipe the card (or key in the card number and expiration date) and press*

<Process Credit Card>. You will need to access the patron's account again before proceeding to step 5 to process the meal sale.

Note ✓	*PcCharge must be properly installed, and the option to Integrate PcCharge must be selected in Set Up Terminal. The <F9 Credit Card> key will not be visible unless the option to Integrate PcCharge is selected in set up terminal. A receipt printer must be assigned in Café Terminal. Refer to the INSTALLATION AND SETUP section of the manual for complete instructions for installing this feature.*

4c. A **refund** from an account is processed in the same way a payment/deposit is processed, with one exception: Instead of entering 2000 to deposit $20.00, you would first press the minus sign **(-)**, and then the amount. Enter –2000 to refund (subtract) $20.00 from the patrons account. Complete the sale by pressing **<Cash>** or **<Meal>**.

Process the Meal Purchase Last to complete the sale.

5. If a standard meal is included in this sale, press the **<Meal>** key, or press **<Premium Meals>** to select from items you have designated as premium meals in the Item File. If a meal is not included in this sale, press **<Cash>**.

Note ✓	*If the <Meal> key is not visible, it either means the terminal was not closed properly on the previous day or the <Meal> key was disabled during Terminal Setup. See Installation And Setup for more information.*

The amount the patron owes, if any, appears on the screen as *Amount Due*. This amount is determined by the patron's eligibility (pricing category). Café Terminal automatically determines cost based upon your data entry in the patron and item databases. For example, if you are operating in a school, the purchase of a meal by a student who qualifies for free meals will result in an amount due sum of 0.00 when a standard meal only is selected. Students who qualify for reduced-price meals and full-priced meals will be charged prices appropriate for their statuses. The same applies to employees and other pricing categories.

Note ✓	*If there are not enough funds in this patron's account to pay for the purchase, when you press the <Cash> or <Meal> key, the amount due will be displayed. The sale will not be complete until you: a) press <Charge> to charge the amount due to the patron's account, resulting in a negative balance (if charge limits were set up in the Eligibility Matrix), b) Collect the amount of cash or check (press <F7 Pay By Check> if this key is visible) presented by the patron and press <Enter>, c) Press <F9 Credit Card> to process a credit card transaction for the amount due, or d) Collect an amount greater than the amount due and deposit the remaining funds into the patron's account by keying in the amount of the cash or check, and pressing the <F8 Account> key.*

Amounts Due do not reveal a patron's eligibility status. All non-free patrons who have positive account balances or who have purchased prepaid discounted meals may show an amount due of 0.00 when their purchases are processed.

> **Note** ✓ *If a full or reduced-price paying patron has a positive account balance, the price of the meal is automatically deducted from the account. Or, if the patron has purchased prepaid discounted meals, the number of meals in the patron's account decreases by one. Meal purchases paid for with account funds do not result in the display of an amount due and request for amount tendered <u>unless</u> there are insufficient funds in the account to cover the transactions. When you press <Meal> and the funds are adequate, the account is debited, and the cursor returns to the __Enter PIN:__ field for processing the next transaction.*

6. Look at the account information on the left side of the screen to verify the adjustments to the account balance and/or PPB and PPL fields. If **<F4 Info>** is not active, this information will be hidden. Press **<F4 Info>** to display account information.

You can review accounts at any time to track the status of the account. Café Terminal also generates Positive or Negative Balance reports and Account Status Letters for collection purposes (See ***REPORTS/LETTERS/SPREADSHEETS***).

Repeat steps one (1) through six (6) to record other ID sales.

Patron Scanning PIN Entry

The Patron Scanning Mode allows patrons to enter their own PIN numbers. If your system includes this feature, it may incorporate one or two patron card scanners or keypads. Each scanner/keypad is connected to the terminal. The **<← Get PIN>** key controls the device on the operator's left, and the **<Get PIN →>** key controls the device on the right.

Each time a card is scanned or a number keyed by a patron, the number is stored in entry order on a stack for the scanner/keypad. When you press the **<← Get PIN>** or **<Get PIN →>** with the cursor in the __Enter PIN:__ field of the sales transaction screen, the next available number for that arrow's scanner/keypad is entered into the system for transaction processing. If the stack for the arrow pressed is empty, nothing happens; an account is not accessed. The operator keypad can also be used to enter a PIN or to process a No ID sale at any time without disrupting the order of the patron scanning operation.

The following is an example of patron scanning operation in a system that includes dual patron scanners or keypads:

1. Press **[F1..Sales Mode]** from the **MAIN MENU**.

2. Press **<F2..Breakfast>** to select the breakfast period, **<F3..Lunch>** to select the lunch period or **<F4..Snack>** to select the snack period.

3. Confirm your sales period selection. Press **<Y>** if you have chosen the correct period; press **<N>** to reselect the period.

The Sales Transaction Screen appears with the cursor in the __Enter PIN:__ field.

4. Allow patrons to begin PIN entry.

When using patron scanners, patrons swipe cards through a slot card reader or hold the cards in front of a laser reader. Numbers are automatically read/entered and queued in order of entry for account access. When keypads are used, a patron types in her/his PIN and then presses **<Enter ↵>** to enter the number into the entry order queue. Several patrons can enter their numbers and move forward in the line. Their accounts will not be accessed until the cashier presses the corresponding **<Get PIN>** key to display the next account. This process keeps lines moving more quickly.

5. Press **<← Get PIN>** to access the account of the first patron on your left, or **<→ Get PIN>** to access the account of the first patron on your right.

6. Press appropriate keys to record the patron's purchase and complete the transaction. *See basic instructions above and Sales Examples below.*

7. Press the appropriate arrow key or **<Get PIN>** key to access the next patron's account and process his/her purchases.

Continue pressing the arrow keys to access accounts and process transactions. For *No ID* sales, press **<F1 No ID>** on the terminal keyboard to process. You can also key in PIN numbers with the terminal keyboard number pad when necessary. Processing *No ID* sales and entering PIN numbers on the terminal keyboard number pad will not interfere with the patron scanning mode. Resume entering patron scanned/keyed PIN numbers with the **<← Get PIN>** and **<→ Get PIN>** keys.

2nd Meal Sale

Facilities that receive government reimbursement for patron meals can be reimbursed for only one meal per patron per sales period. Café Terminal provides proper documentation for reimbursement and contains features that ensure compliance with government regulations.

When a patron wants to use her/his account to purchase a second meal during a single sales period, you must press **<2ND MEAL>** to process the transaction. ***Pressing the <2ND MEAL> key records the meal as an à la carte purchase rather than a standard meal purchase.***

The patron account information fields (displayed on the sales transaction screen when you press **<F4 Info>**) shows whether or not a patron has used her/his account to purchase meals for the day's sales periods. In addition, if you attempt to sell a second meal to a patron by accessing her/his account and pressing the standard **<MEAL>** key, Café Terminal displays the message *Meal Already Served*.

To process 2nd Meal sales, follow the instructions for processing À La Carte and À La Carte + Standard Meal Sales.

Milk Sale

Some facilities receive government reimbursement for milk sales (excluding milk sold as part of a standard reimbursable meal) and/or have different pricing schedules for youth and adult milk. The Milk keys, **<F9 St Milk>** and **<F10 Ad Milk>** on the Café Terminal keyboard, are used to process milk sales and record data necessary for substantiating reimbursement claims. (See the description of the milk keys under the explanation of **The ID Sale In Progress Screen**.)

Milk is treated as an à la carte item by the Café Terminal system. To process ID milk sales, whether singly or in conjunction with other items, including standard meals, follow the directions below for processing à la carte sales.

À La Carte Sale

Everything you sell (with the exception of standard meals sold with the **<Meal>** key) is treated as an à la carte item when processing transactions. This includes the purchase of second meals, advance purchase of prepaid meals, and milks.

The following is a brief description of the steps involved in processing à la carte sales, without a meal purchase or with a meal purchase. Refer to previous descriptions of No ID Sales or ID Sales for a broader explanation of these steps.

To Process An À La Carte Sale (without a meal):

1a. Access a patron's account by: 1) scanning the patron's ID card, 2) typing the PIN or 3) using the **<F2 Search>** command to search by name or photo, OR...

1b. Press **<F1 No ID>** to begin processing a No ID sale.

2. Enter the selected à la carte items by pressing the appropriate key(s). Use the **<PLU>** key to enter items not listed. If a scale is used, place the item on the scale before pressing the item's key or number. Enter multiple purchases of an item by pressing the item's key the same number of times as the purchase or pressing the **<Qty>** key, entering the number, and pressing **<Enter ↵>**. Press **<SubTotal>** to display all items purchased up to this point.

3a. If a meal is not included in this purchase, press the **<Cash>** key. If an amount due is displayed, enter the amount tendered and select the method of payment.

To Process An À La Carte Sale (with a meal):

3b. If a meal is being purchased by this patron, press the **<Meal>** key or **<Premium Meal>** key. Café Terminal will total all items and complete the transaction. If an amount due is displayed, enter the amount tendered and select the method of payment.

Note ✓	*If there are not enough funds in this patron's account to pay for the purchase, when you press the **<Cash>** or **<Meal>** key, the amount due will be displayed. The sale will not be complete until you: a) press **<Charge>** to charge the amount due to the patron's account, resulting in a negative balance (if charge limits were set up in the Eligibility Matrix), b) Collect the amount of cash or check (press **<F7 Pay By Check>** if this key is visible) presented by the patron and press **<Enter>**, c) Press **<F9 Credit Card>** to process a credit card transaction for the amount due, or d) Collect an amount greater than the amount due and deposit the remaining funds into the patron's account by keying in the amount of the cash or check, and pressing the **<F8 Account>** key.*

EXITING SALES MODE

When you have completed processing the purchase of prepaid, discounted meals, ROA's (payments), refunds, and voids you can leave the **Sales Mode** and return to Café Terminal's **MAIN MENU** by pressing **<ESC>**. When you press **<ESC>** while the sales transaction screen is displayed, Café Terminal asks **"*Do You Really Want To Exit SALES Mode?"*** To answer YES, type **<Y>** or select **<YES>**. To answer NO, type **<N>** or select **<No>**.

CLOSING THE TERMINAL

Close Terminal is used when you have completed the day's sales activity or when exiting from the Training Mode. At multi-terminal sites, it is important to close all client terminals before closing the server.

To Close the Terminal:

1. Return to Café Terminal's **MAIN MENU**.

2. Select **[F6..Close Terminal]**.
   The Closing screen appears.

3. Enter drawer counts of pennies, nickels, dimes, quarters, half dollars and dollars.

   Café Terminal displays monetary denomination fields for entry of drawer counts. The fields are labeled **Penny QTY:**, **Nickel QTY:**, **Dime QTY:, Quarter QTY:**, **½ DLR QTY:**, **Bill Amount:**, and **Check Amount**.

4. Type in the number of coins in the drawer for the first denomination. If you enter an incorrect count in a coin field and the cursor is no longer in this field, or you mistakenly bypass a field, continue to press **<TAB>** to move the cursor back to the field requiring data entry or correction. To erase the incorrect count and move the cursor to the first digit, use the **<←>** (the backspace key on your keyboard) or the **<Bksp>** key. Type in the correct count.

5. Type in the total dollar amount. If you enter an incorrect amount here, **<←>** (backspace key) to erase the figure and type in the correct amount.

> **Note** ✓ *If **Track Checks Taken During Sales** and **Record Check Numbers** were checkmarked in Terminal Setup, skip to step 6b (Reconcile checks).*

6a. Enter checks in the register.

To Enter Checks Via The register:

  a. Select **<F2 Enter Checks>**. The check register screen appears. Checks may be entered into the check register according to denomination. For example, you may enter 6 checks @ 10.00.
  b. Enter the number of checks for a single denomination. **<TAB>** to move the cursor to the next field.
  c. Select **<F1 Add>** to add this line in the register. Continue to add checks received in this manner.
      To clear a single line from the register, use the **<↑>** or **<↓>** key to highlight the line to clear from the list, then select **<F2 Clear>**. To clear the entire list, select **<F3 Clear All>**.
  d. Verify the information is correct, then select **<F5 Save Total>** to save the check register totals and return to the closing screen.
  e. **<Esc>** to leave without saving the check register totals.

6b. Reconcile checks.

  a. **<F2 Enter Checks>**. The check register screen appears.
  b. **<F4..Reconcile By #>**. A list of all checks recorded in Sales Mode with the **<F7 Pay By Check>** key.
  c. Place a checkmark next to each check on the list, matching them up one by one with the checks in your cash drawer. Use the **<↑>** or **<↓>** key to highlight the check, then select **<F1 Mark Entry>**. Use **<F2 Unmark Entry>** to unmark an entry. When finished, select **<F3 Save>**.
  d. Verify the information is correct, then select **<F5 Save Total>**.

7. Credit Card Amount - This line is used for **PcCharge** credit card payments processed with the **<F9 Credit Card>** key in Sales Mode. Café Terminal totals all credit card

transactions, and enters the information for you. PcCharge must be installed and set up properly with your merchant account information. The option to **Integrate PcCharge** must also be selected in **Set Up Terminal**.

8. From the closing screen, select **<F1 Run Totals>** to continue with the closing.

The first 4 fields in the **Closing Drawer Report**, in the **TILL** section — **Coins**, **Bills**, **Checks,** and **Credit Card** — show the figures you have entered on the previous screens, indicating what you actually have in your cash drawer. **Opening Amount:** shows the amount entered during the terminal opening that preceded this closing. The **Total In Till** field is the sum total of the first 4 fields **minus** the opening amount.

> **Note** ✔️ *If the User who opened the terminal does not have **Access Rights** to **View Till Amounts** in **Enter/Edit Users**, the rest of the closing screen totals will be hidden from view. None of the fields in the REGISTER section, described below will be visible. This is known as a "blind" close. All closing information will be printed on the closing receipt.*

The **REGISTER** section, if visible, displays the total amount of **Coins & Bills** (cash), **Checks**, and **Credit Card**, as calculated by Café Terminal from the transactions processed during this open to close period. The sum total of these 3 fields is listed in the **Total In Register** field.

The remaining field is labeled **Balanced**, **Shortage:** or **Overage**: depending upon the difference, if any, between the Total In Till and Total Amount Received figures.

> **Note** ✔️ *When these two sums are the same, the field is labeled **Balanced**. If the Total In Till is less than the Total In Register, the **Shortage** field displays the difference. Likewise, when the Total In Till exceeds the Total In Register, the field is labeled **Overage** and reflects the difference. For example, if the Total In Till comes to $75.00 and the Total In Register stands at $50.00, the Overage amounts to $25.00.*

Shortages and Overages indicate terminal operator mistakes. Miscalculating drawer counts and/or errors in count entry during the closing are common mistakes. Failure to enter the opening amount during opening will result in an overage if this amount is included in data entry of drawer counts. Also, during a busy sales period, the operator may have taken money and forgotten to process the transaction before placing the money in the drawer. Or change may have been made incorrectly. Mistakes will occur less often as operators become comfortable with the system.

If you notice a discrepancy (such as an incorrect check amount or an overage or shortage), you may wish to abort the close, return to Sales Mode, locate and correct transactions before returning to the closing screen.   In such cases you might search for and Void transactions in the Journal and reenter the transactions correctly. When you return to the closing screen, you must start over by entering your closing till totals again. If you have decided not to close at this time, press **<Esc>** to abort the closing and return to the **MAIN MENU**.

9. Press **[F3..Close Terminal]** to complete the closing. Or press **<Esc>** to abort the closing and return to the **MAIN MENU**.

When you select to complete the closing, Café Terminal processes the Journal for this open-close period. In multi-terminal installations, each user is notified that the last terminal to close will process the Journal.

10. You are prompted *"Do you wish to print a receipt with the closing totals?"*. Select <**Yes**> to print a closing totals receipt. Select <**No>** to close without printing a receipt or <**Esc**> to cancel the Close.

Caution	*This is the only opportunity you will have to print the closing totals receipt. Once you select <No> when asked this question, the information is not stored and cannot be retrieved. Because the closing receipt is printed for each user, and includes all the fields on the closing totals screen (including till amounts entered during the close), it may be useful for tracking down errors if an overage or shortage occurs. For this reason, it is highly recommended that you always answer <Yes> and print the closing receipt.*

Caution	*If there are other users still OPEN for the day Café Terminal will tell you which user remains OPEN. As long other users remain OPEN, a **Sales Activity Report** cannot be generated for that day. When the last open user closes the terminal, a message appears to inform you that Café Terminal is now" **Counting Eligibles"**. As instructed, **"Please Wait"**. The system returns to the MAIN MENU.*

If you have been practicing sales, don't forget to exit Training Mode when you have completed the training session. Select **[F6..Close Terminal]** from the **MAIN MENU**. Then select **[F4..Training Mode]** to exit the Training Mode. If you try to exit **Training Mode** before closing the terminal, a message appears, informing you that you must first close the terminal before exiting the Training Mode. Café Terminal momentarily shuts down and restarts normally. You may either log in or exit Café Terminal at this time.

<div align="center">

!!! WARNING!!!

</div>

Caution	Do not shut off power to the terminal while the journal processing and counts are underway. Wait until the terminal returns to the MAIN MENU. Verify that the closing has been completed by checking to see if the word "CLOSED" appears at the bottom of

the MAIN MENU screen. An operator can mistakenly press **<Esc>** on the closing screen instead of **<F3>** to complete the closing. If the status line on the bottom of the MAIN MENU screen reads "OPEN" with the date, the closing was not completed. Always select [Esc..Exit Café Terminal] and shut down the computer properly.

NOTES:

REPORTS, LETTERS & SPREADSHEETS

REPORTS/LETTERS/SPREADSHEETS INTRODUCTION

Café Terminal generates various reports to provide you with sales activity data including income totals and meal and eligibility counts. Other Café Terminal reports contain patron account and item file information. You may print all the pages of a report, or only a single page. All reports can be printed at the sales site if a standard, Windows compatible printer is connected to the terminal. Reports can also be retrieved and viewed/printed at a remote location equipped with a PC-compatible computer with Café Central. Café Central User's Guide explains this feature.

The **<F12 State Forms>** feature on the Reports menu generates and prints your completed State claim forms for monthly counts and cash receipts. The Reports menu also includes a feature for automatic generation of **Account Status Letters** to patrons with low account balances and/or a limited number of prepaid, discounted meals. You can edit the body of the letter, set the limits to determine which patrons will receive letters, and even email them instantly to the parent/guardian if they have provided an email address. **Patron Participation Reports**, which list transactions for individual patrons, may also be emailed instantly.

BASIC PRINTING INSTRUCTIONS

To print/view reports at the terminal, a printer must first be installed on your system. After installing your printer(s), you must also **Assign Printers** for the various tasks that you want Café Terminal to perform, one of which is printing reports. If the report printer is capable of printing on 14" paper (legal size), you may wish to put a checkmark next to the option *"Use 14" Sales Reports"* on the **Set Up Terminal** screen. If this option is selected, Sales Activity reports will be printed on 14" paper, and will include some extra columns, containing breakdowns of à la carte items and quantities.

Assigning Printers For Café Terminal Tasks

In order for Café Terminal to print properly, printer(s) must be assigned for printing **reports**, **receipts**, **ID cards**, and **bar code labels**. If you don't assign a printer for each of these tasks, Café Terminal will use the default printer as long as one or more printers are installed on your system.

1. Select **[F8..Printer/Barcode/Keyboard]** from the **MAIN MENU**.

2. Select **<F3..Assign Printers>**.
    The Café Terminal printer setup screen appears.

If the printer assignments are correct, **<ESC..Close>** to exit this screen without making changes.
OR, to change the printer assignments…

3. Select the **<F1..Setup>** to change the Report Printer.
    A list of the installed printers is displayed.

4. Use the **<↑>** or **<↓>** key to highlight the correct printer in the list.

5. Select **<F1..Select>** to set the report printer and return to the printer setup or **<Esc>** to
    cancel.

6. Repeat steps 3-5 above for each printer selection.
    Select **<F2..Setup>** to change the Receipt printer.
    Select **<F3..Setup>** to change the ID Card printer.
    Select **<F4..Setup>** to change the Bar Code Label printer.

7. **<Esc Close>** to return to the **MAIN MENU**, when selection is complete.

Selecting the 14" Sales Reports Option In The Set Up Terminal Screen:

1. Select **[F3..File Maintenance]** from the **MAIN MENU**.

2. Select **<F6..Set Up Terminal>** from the FILE MAINTENANCE menu.

3. Select **<F1 Set Up Terminal>** from the **Terminal Setup Options** menu.

4. Place a checkmark in the box next to the option ***Use 14" Sales Reports (includes à la
    carte quantity breakdowns)***.

REPORT PRINT PREVIEW SCREEN

Select **[F7..Print/View Reports]** from Café Terminal's **MAIN MENU**. The **Report Options**
menu is displayed. The following is an explanation of the options available on the **Reports
Options** menu. To select an option, touch the option (if the system includes a touch screen
monitor), press the appropriate function key on your keyboard (i.e., F1, F2, F3…), click on the
option with a mouse, or use the **<↑>** and **<↓>** arrows to highlight your choice on the Report
Options menu, then press **<Enter ↵>**.

Some report selections display a second menu that allows you to tailor the report generation to your specific needs. These menus are detailed in the individual report explanations below. Each report is displayed on the screen. The following is a description of the commands used while viewing the report on screen, and printing options.

```
Print Preview
┌──────────────┐
│  F1 Back     │        REPORTS WILL BE DISPLAYED IN THIS AREA...
└──────────────┘
┌──────────────┐        When you select to view/print a report, it is displayed in "Print
│  F2 Next     │        Preview" form on the screen. On the left side of the Print Preview
└──────────────┘        window are the command buttons and Print Options used for
┌──────────────┐        reports. If the report contains more than one page, <F1 Back>
│  Esc Close   │        may be used to view previously viewed pages and <F2 Next> may
└──────────────┘        be used to view subsequent pages of the displayed report. When
                        viewing reports on the screen, use the scroll bars (see below) or
                        the arrow keys (↑↓) to see columns and rows that extend beyond
┌──────────────┐        the screen's preview area. After you have completed viewing,
│  F3 Print    │        press <Esc Close> to return to the Report Options menu. Press
└──────────────┘        <Esc Close> again to return to the MAIN MENU.

Print Options           To print the displayed report, simply press <F3 Print>. The report
☑ All Pages             will be sent to the default printer. If you would like to only print the
☐ Current Page          currently displayed page put a checkmark in the Current Page
                        option located under the Print Options and then select. All
                        Pages is the default print option.

Page 0 of 0        HORIZONTAL SCROLL BAR ↑    VERTICAL SCROLL BAR ↗
```

REPORT OPTIONS MENU

Select [F7..Print/View Reports] from the MAIN MENU. The Report Options Menu is displayed. Below is an explanation of the each option on this menu, and all of the reports Café Terminal can generate.

F1 SALES ACTIVITY REPORTS

Café Terminal Report Options

F1 Sales Activity Report	F7 Sales Journals
F2 Patrons With Pre Paid Meals	F8 Account Status Letters
F3 Today's à la Carte Sales	F9 List All Items
F4 Patrons with +/- Balance	F10 Patron Participation Report
F5 Account/Drawer Adjustments	F11 Emergency Roster
F6 Other Patron Reports	F12 State Forms

Esc Close

Sales Activity Reports contain information relating to your sales. In addition to accounting data, this information also includes the numbers of meals sold (per pricing category) along with the numbers of patrons eligible for each pricing category. When you select these reports, Café Terminal generates a separate report for each user on the LAN and a comprehensive facility report. The Sales Activity Reports menu allows you to print/view reports for the current day, a specific month or a range of dates.

Sales Activity Reports are processed from the Journals recorded from the individual users, written to disk on the Server. All of these options generate consolidated reports for the facility as a whole with the exception of **Individual User Report** and **All Individual User Report**, which print separate reports for each user.

> **Note** ✓ *All users must be closed to generate a Sales Activity Report. You are notified if a user is still open. When you select to print Sales Activity Reports, Café Terminal displays a menu that allows you to choose the specific report to be printed.*

Following is a description of the columns and information on the Sales Activity Report. The title of the report appears in the top center. The Facility ID appears centered below the title. The dates to the left of the title show the period covered by the report. Below the date is the page

number of the page currently being viewed. The report printing date and time appear below the page number.

All Sales Activity Reports contain the same types of headings, no matter which option you choose from the **Sales Activity Report Options** menu. Depending on the option you choose, the number counts and amounts will vary.

Columns On The Sales Activity Report

ITEM DESCRIPTION
The **ITEM DESCRIPTION** column contains the names (descriptions) of items sold as they are recorded in the item file. These items are grouped under common headings. For example, all items sold that are defined as breakfast meals in the item file appear under the heading **BREAKFAST MEALS**. Total Student and total Adult milks sold with the special milk keys during the breakfast sales period are listed under the heading **BREAKFAST MILKS**.

Meals and Milks sold during the second sales period of the day are recorded in the **LUNCH MEALS** and **LUNCH MILKS** sections. All à la carte purchases are recorded under the heading **OTHER ITEMS**.

Meals and Milks sold during the third sales period of the day are recorded in the **DINNER MEALS** and **DINNER MILKS** sections. All à la carte purchases are recorded under the heading **OTHER ITEMS**.

Each group listing ends with the words **SubTotal**. The final entry in the **ITEM DESCRIPTION** column reads **Totals**.

All other columns contain data relating to the sale of these items.

ITEMS SERVED QTY
The second column, **ITEMS SERVED QTY**, contains the quantities served of each item. Numbers of meals served are especially important for those facilities that submit claims for government reimbursement.

Subtotals are included for each of the item groupings. The subtotal of breakfast meals and lunch meals generally equals the tray count of standard meals served for each period.

Note ✓	*The figures in this column (and the remaining columns) that reflect the subtotals and totals appear one line below the **SubTotal** and **Totals** headings*.

APPROVED FOR MEAL TYPE
The **APPROVED FOR MEAL TYPE** column contains the eligibility counts necessary for substantiating government reimbursement claims. In this column, Café Terminal lists the numbers of patrons eligible for each meal type sold.

PREPAID MEAL QTY
The **PREPAID MEAL QTY** column is a count of meals that were eaten during this sales period; however, were previously purchased by using the prepayment keys (**<F5 PPB> Prepay Bkfst** or **<F6 PPL> Prepay Lunch**). Money for these meals was received at the time of purchase and may not be reflected during this sales period.

TOTAL SERVED AMOUNT
The **TOTAL SERVED AMOUNT** column shows the monetary value of all meals and items served. This amount does not equal the amount taken in (recorded in the next column).

RECEIVED AMOUNT $$$$$$
The **RECEIVED AMOUNT $$$$$$** column shows the amount of money recorded by the register as money tendered except for the figures in **OTHER TOTALS** and **Totals**. The **OTHER TOTALS** amount in this column shows any shortage or overage computed during the closing. The **Totals** amount in this column shows the actual amount in the till minus the opening amount.

Figures appearing next to the variously priced standard meals reflect the amounts tendered by the patrons eligible for those pricing categories. They do not mean that the displayed amount of money was tendered for that particular meal only. They do mean that the amount of money displayed was tendered by patrons with that pricing eligibility for all purchases including meals, à la cartes, advance discount sales, and received on account payments. Any taxes paid by patrons are also included.

The figures appearing next to the other items show money received for these items during No ID sales only. Money received for these items during patron ID sales is recorded in the meals sections.

ACCOUNT DEBIT AMOUNT
The **ACCOUNT DEBIT AMOUNT** column displays figures in the breakfast meals and lunch meals rows only. These figures, grouped by pricing category, show how much money was debited from the accounts of patrons of varying eligibilities to pay for purchases.

ADVANCE MEAL SALES
The **ADVANCE MEAL SALES** column records the dollar amounts received for prepaid meal sales. These figures are displayed next to the pricing categories of the patrons who purchased the meals.

RECEIVE ON ACCOUNT
The **RECEIVE ON ACCOUNT** column shows the amounts added to patron accounts, grouped by pricing category.

TAXES RECEIVED
The **TAXES RECEIVED** column shows the amount of any taxes collected. These figures appear in the rows of the items taxed.

SURCHRG/DISC AMT
The amount of any surcharge (positive amount) or discount (negative amount) for each item. If an item was priced at $1.00 with a surcharge/discount of 10%, the SURCHRG/DISC AMT would be .10. Likewise, if the surcharge/discount amount was -10% the SURCHRG/DISC AMT would be -.10. This column is generally not used by schools. It was added for military cafeterias.

SURCHRG/DISC $$$ SERVED
This column reports the actual amount charged for an item that was surcharged/discounted. If an item was priced at $1.00 with a surcharge/discount amount of 10%, the SURCHRG/DISC $$$ SERVED would be 1.10. Likewise, if the surcharge/discount amount was -10%, the SURCHRG/ DISC $$$ SERVED would be .90. This column is generally not used by schools.

> **Note** ✓ *The last seven (7) columns, detailing à la carte sales, will be printed ONLY if you have selected the **Use 14" Sales Reports** option in Set Up Terminal.*

ALA CARTE DEBIT AMOUNT
The amount of money debited from a patron's account to purchase à la carte items. This amount is included in ACCOUNT DEBIT TOTAL AMOUNT.

ADULT ALA-CARTE BRKFST QTY
Cash value of à la carte items sold to adults during the breakfast meal period.

ADULT ALA-CARTE LUNCH QTY
Cash value of à la carte items sold to adults during the lunch meal period.

ADULT ALA-CARTE DINNER/SNACK QTY
Cash value of à la carte items sold to adults during the 3rd meal period (Dinner or Snack).

STUDENT ALA-CARTE BRKFST QTY
Cash value of à la carte items sold to students during the breakfast meal period.

STUDENT ALA-CARTE LUNCH QTY
Cash value of à la carte items sold to students during the lunch meal period.

STUDENT ALA-CARTE DINNER/SNACK QTY
Cash value of à la carte items sold to students during the 3rd meal period (Dinner or Snack).

OVER/UNDER AMOUNT
Although this is not a column heading on the Sales Activity Report, the **OVER/UNDER AMOUNT** is very important. This amount represents the difference between the total sales and the amount reported in the cashier closing. This amount is used to balance the Sales Activity Report.

CHARGED SALES

CHARGED SALES simply shows the number of times the **<CHARGE>** key was pressed in Sales Mode. Purchases may have been standard meals, à la carte items or a combination of the two. The data shows the number of patrons who charged a purchase, not the nature of the purchase. This number appears in the **Items Served Qty** column.

CHARGED SALES statistics are useful for bookkeeping purposes. When charged sales appear on the Sales Activity Reports, you can check the journal to locate the specific charged transactions, review the patron's account information, and generate **Account Status Letters** or **Send Email** to inform the student's parents that a payment is needed.

VOIDS

The **VOIDS** line shows the number of voids performed by the cashiers. As with Charged Sales, the Voids number shows only the number of times the **<VOID>** key was pressed in Sales Mode, and does not include information about what types of transactions were voided. Check user journals to locate specific voided transactions.

The number of **VOIDS** can be a useful tool for management. For instance, if a particular user has voided transactions every day or a large number on a particular day, you may want to observe the user when they are processing sales to see if there's a problem with a particular type of transaction. A user who has frequent or recurring voids may require some additional training.

Balancing The Sales Activity Report

Balancing the Sales Activity Report is a simple process, but does require some manual calculations on your part.

To Balance The Sales Activity Report:

1. Multiply the number in the **Prepaid Meal Qty** column (if applicable) times the price of that item.
2. Add the total cash value of all prepaid meals served. (This is **TOTAL A**)
3. Add the total lines for the following columns: (This is **TOTAL B**)
   a) **Total Served Amount**
   b) **Advance Meal Sales**
   c) **Receive On Account**
   d) **Over/Under** (if the amount is a **"positive"** number)
4. Add the total lines for the following columns: (This is **TOTAL C**)
   a) **Account Debit Amount**
   b) **Over/Under** (if the amount is a **"negative"** number)

Calculate As Follows: **TOTAL B minus TOTAL A minus TOTAL C.** This amount should equal the total line for the **Received Amount $$$$$$** column (which should also equal the amount of your **deposit)**.

Sales Activity Report

Item Description	Items Served Qty	Approved For Meal Type	Prepaid Meal Qty	Prepaid $$$$$$$	Total Served Amount	Received Amount $$$$$$$	Account Debit Amount	Advance Meal Sales	Receive On Account	Taxes Received
BREAKFAST MEALS										
REDUCED SEC BRKFST	8	12	0		3.20	3.20	0.00	0.00	0.00	0.00
PAID SEC BREAKFAST	21	55	1	1@1.10=1.10	23.10	26.40	1.10	5.50	0.00	0.00
FREE BREAKFAST	5	17	0		0.00	0.00	0.00	0.00	0.00	0.00
Sub Totals	34				26.30	29.60	1.10	5.50	0.00	0.00
LUNCH MEALS										
REDUCED SEC LUNCH	8	12	2	2@.40=.80	3.20	2.40	0.00	0.00	0.00	0.00
PAID SECONDARY LUNCH	17	55	6	6@1.10=6.60	18.70	16.50	1.10	5.50	0.00	0.00
FREE LUNCH	9	17	0		0.00	0.00	0.00	0.00	0.00	0.00
Sub Totals	34				21.90	18.90	1.10	5.50	0.00	0.00
OTHER ITEMS										
2ND LUNCH	2	0	0		2.20	2.20	0.00	0.00	0.00	0.00
HAMBURGER MEAL	10	0	0		15.00	15.00	0.00	0.00	0.00	0.00
LASAGNA MEAL	9	0	0		13.50	13.50	0.00	0.00	0.00	0.00
ORANGE JUICE	30	0	0		22.50	22.50	0.00	0.00	0.00	0.00
PEPSI	20	0	0		10.00	10.00	0.00	0.00	0.00	0.00
ICE CREAM	9	0	0		6.75	6.75	0.00	0.00	0.00	0.00
Sub Totals	80				69.95	69.95	0.00	0.00	0.00	0.00
OTHER TOTALS										
OVER/UNDER AMOUNT	0	0	0		0.00	0.55	0.00	0.00	0.00	0.00
Sub Totals	0				0.00	0.55	0.00	0.00	0.00	0.00
VOIDS	1									
CHARGED SALES	2									
TOTALS				8.50	118.15	119.00	2.20	11.00	0.00	0.00

TO BALANCE THE SALES ACTIVITY REPORT:
Total A = Prepaid Meal Qty X price of meal (1.10+.80+6.60=8.50)
Total B = Total Served Amount + Advance Meal Sales + Receive On Account + Overage (118.15+11.00+0.00+.55=129.70)
Total C = Account Debit Amount + Shortage (2.20+0.00=2.20)
Calculate As: Total B minus Total A minus Total C = Received Amount $$$$$$$ (129.70-8.50-2.20=119.00)
    This total should also equal your Deposit Amount = $119.00

Sales Activity Report Options Menu

F1..Today's Activity Report
Generates a report for the current day's sales.

To view all of the report onscreen, you must use the scroll bars or the arrow keys. After viewing, press **<Esc Close>** to return to the Print/View Reports menu, or press **<F3 Print>** to send the report to the default printer. Press **<Esc Close>** again to return to the **MAIN MENU**.

F2..Monthly Activity Report
Allows you to print a specific month's sales activity report. When you select this option, Café Terminal displays the **Select Month** menu. Use the arrow keys ↑↓ to highlight the month, or click on the circle next to the month to select it, and press **<Enter ↵>** or select **<OK>**.

F3..Activity For A Range Of Dates
Generates a sales activity report for a specified period. When you choose this option, the onscreen calendar is displayed for you to *Enter Starting Date* and then *Enter Ending Date* for the report. Use the **<** and **>** keys to move forward and backward one month at a time, and use the **<<** and **>>** keys to move forward and backward one year at a time.

1. Select **<F3 Activity For A Range Of Dates>** to display the onscreen calendar.
2. Click on the square that represents the **Starting Date** and press **<Enter ↵>**.
3. Click on the square that represents the **Ending Date** and press **<Enter ↵>**, or Click **<ESC..Cancel>** to return to the **Sales Activity Report Options** menu.

F4..Regenerate Report For A Date
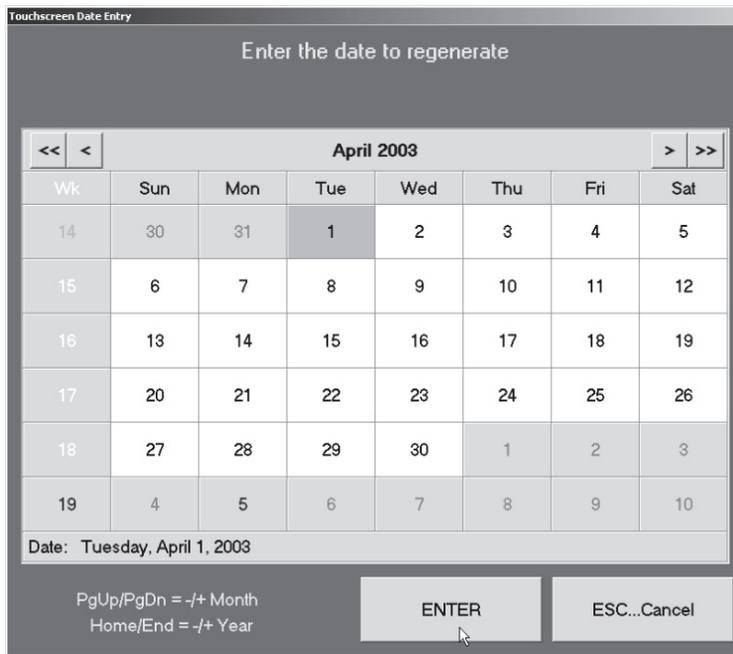
Provides a means of recovering Sales Activity reports that have been erased. It might also be used if a user closes the terminal, then reopens it to process some transactions that were missed before. The report will then need to be regenerated in order to update the figures for that day.

Note ✓ *Reports are generated through journal processing. To regenerate a report for a particular date, the journal for that date must be present in the system. If you are performing the **Back Up All Data to Diskette**, **Back Up a Journal to Diskette**, and **Back Up Server to This Terminal** operations on a daily basis, you are prepared to restore information and regenerate reports when necessary.*

When you select **<F4 Regenerate Report>**, the on screen calendar appears. Enter the date of the report to regenerate.

1. When selected, the onscreen calendar is displayed.
2. Click the square for the desired report date and press **<Enter ↵>**.

F5..All Individual User Report
Generates Sales Activity Reports for each user in the system and then generates a Sales Activity Report for all of the users, displayed individually, and also a consolidated reports for the facility as a whole. After making your selection, you are asked to specify a report date. The reports for each user will be displayed on the screen, one at a time. Use the **<F1 Back>** and **<F2 Next>** key to view other pages (if applicable), and use the scroll bars to view parts of the report not currently visible on the screen. After viewing the first user's report, you must either select **<Print>** to send the currently displayed report to the printer, or **<Esc Close>** before the next user's report is displayed.

1. When selected, the onscreen calendar is displayed.
2. Click the square on the desired report date and press **<Enter ↵>**.

F6..Individual User Report
Generates Sales Activity Reports for a single user in the system. All other Sales Activity Reports options generate consolidated reports for the facility as a whole. After making your selection, a user list appears.

1. When selected, the User List is displayed.
2. Use **<↑>** and **<↓>** keys to highlight a user in the list. Press **<F1 Select>**.

After selecting a user from the list, you are asked to specify a report date.

3. Click the square on the desired report date and press **<Enter ↵>**.

F2 PATRONS WITH PREPAID MEALS

Patrons With Prepaid Meals reports provide lists of all patrons whose accounts show the purchases of prepaid meals. These lists contain the numbers of prepaid breakfasts and prepaid lunches remaining in the accounts along with any account balances. When you select the **F2 Patrons With Prepaid Meals** report, Café Terminal displays a **Printing Order** menu. To select an order, highlight the order with the **<↑>** and **<↓>** keys and press **<Enter ↵>**.

F1 Patrons By Name
Prints an alphabetized list of all patrons who currently have prepaid meals in their accounts.

F2 Patrons By ID Number
Prints a listing of all patrons, sorted by ID Number, in numerical order.

F3 Patrons By Home Room
Prints an alphabetical list of patrons grouped by home rooms (if home rooms were entered in Enter/Edit Patrons).

F4 Patrons By Status
Prints an alphabetical list of patrons having a particular meal status. When you select this option, you are directed to *Enter Status to Print*. Type in the letter that represents the status in your patron file (e.g., **A** for Adult, **R** for Reduced, and so on) and press **<Enter ↵>**.

F5 Single Home Room
Prints a list of patrons for a specified home room. When you select this option, you are directed to *Enter Home Room to Print*. Highlight the desired home room and press **<Enter ↵>**.

F6 Single Grade
Prints a list of patrons in a specified grade. When you select this option, you are directed to *Enter Grade to Print*. Type the grade and press **<Enter ↵>**.

F7 Not Active
Prints an alphabetized list of all patrons who are not currently active (the **Active** field on the **Patron Information Screen** contains the word "FALSE").

After you have selected the printing order, Café Terminal displays the report on the screen.

The printed Patron With Prepaid Meals report contains the patrons' ID numbers and names, the numbers of prepaid breakfasts and lunches remaining in the patrons' accounts and any account balances, positive or negative.

F3 TODAY'S À LA CARTE SALES

Today's à la carte sales reports include the names and quantities of items sold during the current day's sales periods. Also included are the numbers of these items sold since you first began selling the item (Sold-To-Date count).

Today's à la carte Sales reports include the item descriptions along with the quantities of these items sold, both for today's date (SOLD TODAY) and since you first began selling the item (SOLD TO DATE). If you **Clear Reports**, the SOLD-TO-DATE counts are reset to zero (0). The **<Clear Reports>** command button is found on the File Utilities Menu, and is generally executed during **Year-End Processing** (See Appendix D).

After you select the **<F3 Today's À La Carte Sales>** report from the reports menu, the onscreen report displays all of the information recorded in the item file for the *items sold today*.

F4 PATRONS WITH +/- BALANCE

F1 Patrons With Negative Balance
Lists patrons with negative (-0.00) account balances and sorts by name, ID or PIN number, home room, status, a single home room, single grade, or not active. These reports are particularly useful for preparing patron statements. The Patrons With a Negative Balance report contains the patrons' ID numbers and names, the negative balance amounts and the numbers of any prepaid breakfasts and lunches in the patrons' accounts.

F2 Patrons With Positive Balance
Lists patrons with positive balances (+0.00) and the amount in the account, and sorts by name, ID or PIN number, home room, status, a single home room, single grade, or not active. This report is especially useful when processing refunds at the end of the school year. The Patrons

With a Positive Balance report contains the patrons' ID numbers and names, the positive (above zero) balance amounts and the numbers of any prepaid breakfasts and lunches in the patrons' accounts.

When you select either **<F1 Patrons With Negative Balance>** <u>OR</u> **<F2 Patrons With Positive Balance>**, Café Terminal displays a Printing Order menu.

F1 Patrons By Name
Prints an alphabetized list of all patrons who currently have prepaid meals in their accounts.

F2 Patrons By ID Number
Prints a listing of all patrons, sorted by ID Number, in numerical order.

F3 Patrons By Home Room
Prints an alphabetical list of patrons grouped by home rooms (if home rooms were entered in Enter/Edit Patrons).

F4 Patrons By Status
Prints an alphabetical list of patrons having a particular meal status. When you select this option, you are directed to *Enter Status to Print*. Type in the letter that represents the status in your patron file (e.g., **A** for Adult, **F** for Free and so on) and press **<Enter ↵>**.

F5 Single Home Room
Prints a list of patrons for a specified home room. When you select this option, you are directed to *Enter Home Room to Print*. Highlight the desired home room name and press **<Enter ↵>**.

F6 Single Grade
Prints a list of patrons in a specified grade. When you select this option, you are directed to *Enter Grade to Print*. Type the grade and press **<Enter ↵>**.

F7 Not Active
Prints an alphabetized list of all patrons who are not currently active (the **<u>Active</u>** field on the **Patron Information Screen** contains the word "FALSE").

After you have selected the printing order, Café Terminal displays the report on the screen.

F5 ACCOUNT/DRAWER ADJUSTMENTS
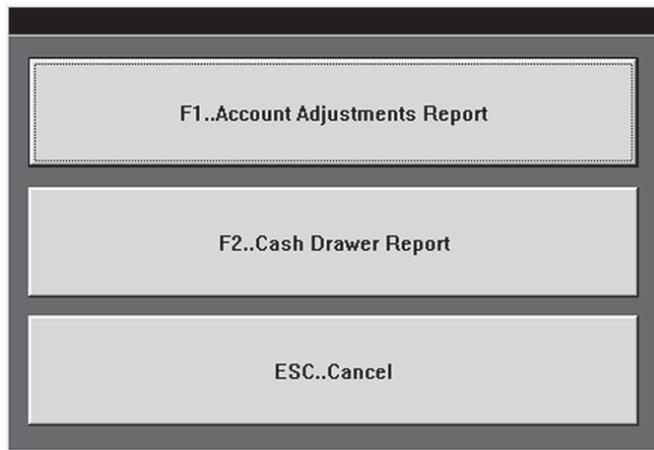
F1 Account Adjustments Report
Lists all adjustments to accounts, including amount received on account (ROA), and amounts deducted in sales mode. When you select this report, the **Users To Include** menu appears, presenting two options. You can either print a report which includes all users or select an individual user to include.

F2 Cash Drawer Report
Lists adjustments made to the cash drawer for a particular user or cashier. The Cash Drawer Report contains a list of all patrons who tendered cash for a selected user on the date designated. The report includes the *PIN#, Student Name, Amount Due, Amount Tendered, Journal Transaction# and Date*. When you select the Cash Drawer Report, Café Terminal displays the user list.
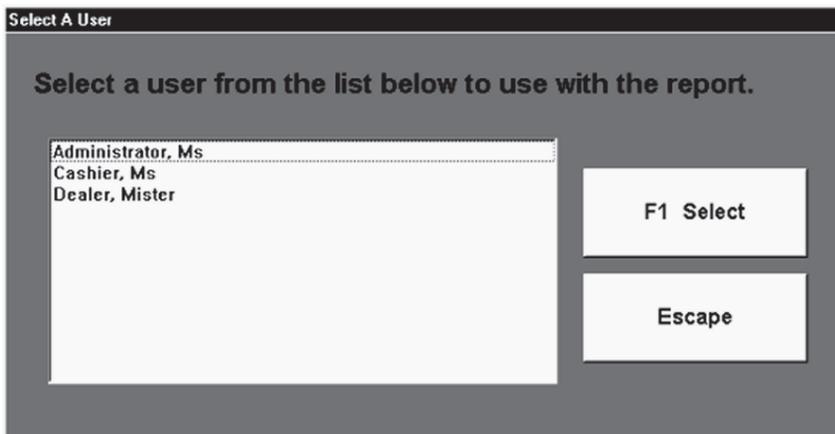
F6 OTHER PATRON REPORTS

F1..All Patrons
This report contains the ID numbers, names, and account information for all patrons in the patron database file.

F2..Patrons With No Photos
Lists patrons who do not currently have photos.

F3..Dietary Notes Report
Lists patrons with data in the Dietary Notes field in the patron file.

When you select any of these three reports, Café Terminal displays the Printing Order menu with the following options:

F1 Patrons By Name
Prints an alphabetized list of all patrons who currently have prepaid meals in their accounts.

F2 Patrons By ID Number
Prints a listing of all patrons, sorted by ID Number, in numerical order.

F3 Patrons By Home Room
Prints an alphabetical list of patrons grouped by home rooms (if home rooms were entered in Enter/Edit Patrons).

F4 Patrons By Status
Prints an alphabetical list of patrons having a particular meal status. When you select this option, you are directed to *Enter Status to Print*. Type in the letter that represents the status in your patron file (e.g., **A** for Adult, **F** for Free and so on) and press **<Enter ↵>**.

F5 Single Home Room
Prints a list of patrons for a specified home room. When you select this option, you are directed to *Enter Home Room to Print*. Highlight the desired home room name and press **<Enter ↵>**.

F6 Single Grade
Prints a list of patrons in a specified grade. When you select this option, you are directed to *Enter Grade to Print*. Type the grade and press **<Enter ↵>**.

F7 Not Active
Prints an alphabetized list of all patrons who are not currently active (the **Active** field on the **Patron Information Screen** contains the word "FALSE").

After you have selected the printing order, Café Terminal displays the report on the screen.

The List of All Patrons report contains the patrons' ID numbers and names, the account balances, prepaid counts, pricing category statuses and grades. Scroll the onscreen report with the arrow keys. After viewing, press **<F3 Print>** to send the report to the default printer, or press **<Esc Close>** to return to the Print/View Reports menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F7 SALES JOURNALS

Sales journals contain the sales mode activity records and can be viewed on the terminal screen or printed. This report lists prepaid meals, cash sales, charges, and amount received on account (ROA) for all patrons who purchased meals or made payments at a particular user's terminal. Print the journal for the current day, a selected day, or for a range of dates. When you select the Sales Journal report, Café Terminal displays the user list.

1. Use **<↑>** and **<↓>** keys to highlight the user in the list. Press **<F1 Select>** to select.

    After selecting a user from the list, you are asked to enter the starting and ending dates for the journal report, the onscreen calendar is displayed.

2. Click on the square that represents the **Starting Date** and press **<Enter ↵>**.

3. Click on the square that represents the **Ending Date** and press **<Enter ↵>**, or Click **<ESC..Cancel>** to return to the **Report Options** menu.

When generating a printed report, you will receive a separate report for each user's journal you select to print. Each page of a printed Sales Journal report contains the name of the User whose journal has been printed, the facility code, the page number of the report, the report title, facility name, *JOURNAL TRANSACTIONS*, and the date of the report. Sales Journal reports displayed on the screen contain the same information that appears in the Journal when you are in Sales Mode.

In a multi-terminal (network) site, the Server can generate journal reports for each user who has **closed** their Client terminal. The user journals are written to the Server's hard disk. If integrating Café Prepay, a user with the name "Prepay, Cafe" is added to your list of users. A journal is created for this user name to record Café Prepay transactions, which are imported each time Café Terminal is started. The Café Prepay journal can be viewed and printed just as all other journals.

If **PcCharge** is integrated, the **Type** column is listed as **Credit Card**, and the last four (4) digits of the credit card number are listed in the **Credit Card Number** column.

A Client terminal can also print journals for each user on the network who has **closed** their terminal. The generating terminal and Server do not have to be closed to perform this function.

F8 ACCOUNT STATUS LETTERS

The Café Terminal Reports menu also includes a feature for the automatic generation of letters to patrons whose account balances are below a certain level and/or whose prepaid meal counts are low. If the patron's account information includes an email address, and the user who is logged in also has listed an email address in the user database, the letters will be automatically emailed to the address listed in the patron file. You can also limit the printing to exclude those individuals in the database who have not purchased a standard meal in a specified period of days. You may use the letter already provided, edit the body portion of the letter, or create your own letter. In addition, you will set limits for the account balance or the number of prepaid meals to determine which patrons will receive letters when automatic selection is used or select one or more individual patrons to receive letters. When you select to print Account Status Letters, the menu presents three (3) options for filtering the account status letters: **<F1 Automatic Selection>**, **<F2 Print to Individual Patrons>**, and **<F3 Reprint Starting At...>** Specific instructions for each operation follow this brief description of each option.

```
Account Status Letter Options

    ┌──────────────────────────────────────┐
    │       F1  Automatic Selection        │
    └──────────────────────────────────────┘
    ┌──────────────────────────────────────┐
    │     F2  Print To Individual Patrons  │
    └──────────────────────────────────────┘
    ┌──────────────────────────────────────┐
    │       F3  Reprint Starting At...     │
    └──────────────────────────────────────┘
    ┌──────────────────────────────────────┐
    │   F4  Edit Low Balance Notifications │
    └──────────────────────────────────────┘
    ┌──────────────────────────────────────┐
    │            Esc  Close                │
    └──────────────────────────────────────┘
```
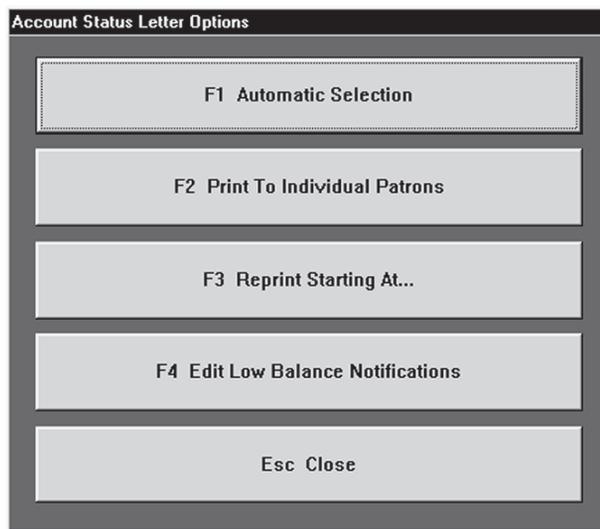
F1 Automatic Selection
Prints letters based on the information entered into the Eligibility Matrix. This option allows you to make changes to the filtering criteria prior to printing which do not affect the permanent matrix setup. Once that information is entered, Café Terminal prints a letter for each patron that has met the criteria.

F2 Select Individual Patrons
Prints letters to one or more patrons you have manually selected. You are presented with a list of available patrons, sorting options, and a selection list. Café Terminal prints a letter for each patron added to the selection list.

F3 Reprint Starting At...
Allows you to restart a letter printing. You can specify a point in the patron list to begin reprinting letters. This option displays the selection criteria and the list of patrons from the last letter printing. Reprint is useful when printer problems arise and eliminates unnecessary waste by reducing duplicate letter printing.

F4 Edit Low Balance Notifications
Create or edit the text you would like to appear on the Low Balance Notification that is printed during Sales Mode. To set the criteria that must be met in order for the Low Balance Notification to be printed, see instructions below under the **F4 Edit Low Balance Notifications** heading.

F1 Automatic Selection

Automatic Selection and **Select Individual Patrons** both present the Select Letter To Print menu. This menu presents a set of options used to select, edit, and create new account status letters. The Account Status Letter is simply a text file, which can be edited by any text editor. Café Terminal provides one sample letter *(see examples of the body section below)*. The name of the file is LETTER.TXT.

Select Letter To Print

Letter Currently Selected

C:\CAFETERM\Letter.txt

| F1 Select | F2 Edit | F3 Create New |

Select the letter you wish to use in the current printing. When the letter is selected and ready, press F4 to proceed with the printing. To cancel, press ESC.

| F4 Proceed | ESC Cancel |
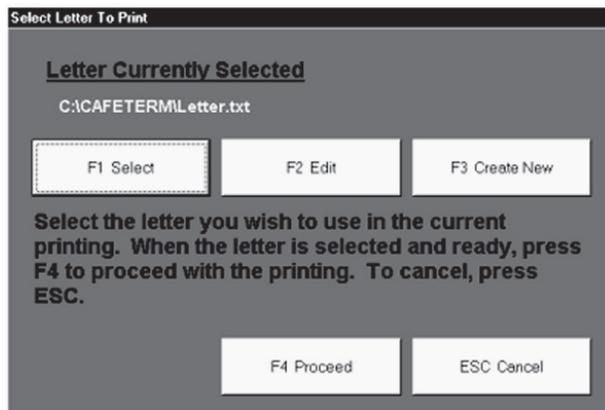
SELECTING, EDITING, AND CREATING NEW ACCOUNT STATUS LETTERS

The Account Status Letter consists of three (3) sections. The top and bottom sections consist of accounting data, which is pulled from the databases. These two blocks of information cannot be edited. The bottom portion of the letter also displays a logo or coupon (either the default logo or that of a sponsor), which may be changed in Custom Fields Setup, the third section is the BODY of the letter. This section can be edited or created from scratch. Below are examples of each section of the letter.

EXAMPLE OF THE TOP SECTION: The section at the **top of the page** includes the patron's name, ID number, home room, current account balance (positive or negative), and the number of prepaid breakfasts and prepaid lunches remaining in the account, and the current **date**. If your facility does not sell prepaid, discounted or non-discounted meals, the **Prepaid Breakfast Qty:** and the **Prepaid Lunch Qty:** will always read "0".

_____

SMITH, JANE   **941301**

Account Balance: **2.50**
Prepaid Breakfast Qty: **0**
Prepaid Lunch Qty: **0**

1/15/03
_____

EXAMPLES OF THE BODY SECTION: Below are several examples of the body of the letter, which is the only section that can be edited or created from scratch. The first example is the letter provided by Café Terminal (LETTER.TXT). Some facilities use separate letters for different situations, or at specific times of the year, such as a welcome letter for explaining the meal program and prices to new patrons, one that is sent as a 1st notice of low balance, another that is used as a 2nd or final notice and which might possibly detail action that will be taken if the account is not brought current, and still another for end of the year.

> *The first time you print low balance notices, you will need to either edit the existing letter or construct your own. Once you have done this, if you use the same letter each time you print low balance notices, all you will have to do is select **<F4 Proceed>** to move past this screen.*

_____

Example 1 — Letter.txt Body: Below is the default letter body provided by Café Terminal. The body of the file LETTER.TXT can be edited to include the requirements of your facility for minimum balance or a minimum number of prepaid meals, and to include your name in the closing of the letter.

Dear Parent/Guardian:

We are pleased that your child is eating with us in the Penny Lane School Cafeteria. The information at the top of this letter shows the current status of your child's account.

Please send payment to purchase prepaid meals (see prices below) and/or to add to your child's account. Payment may be made in the form of cash, check or credit card. Checks should be made payable to Penny Lane School. Please write your child's ID# on the check. Credit card payments are accepted for amounts of $20.00 or more. Provide the necessary information in the blanks below and return this letter with the proper remittance to: Penny Lane School, 123 Main Street, Anytown, US 00000.

Sincerely,
Mary Jones, Food Service Director

Payment toward balance due: $_____   Type of payment: Cash__   Check__
Prepaid breakfast payment: $_____   Credit Card: MasterCard__   Visa__
Prepaid lunch payment: $_____   Card# _ _ _ _-_ _ _ _-_ _ _ _-_ _ _ _
Prepaid à la carte payment $_____   Expiration Date __ __ - __ __

Total Payment $_____   Card Holder's Signature:_____

Body Example 2 — (where the facility sells prepaid meals, and prints notices when the child has less than 3 meals available):

Dear Parent/Guardian:

We are pleased that your child is eating with us in the Washington School Cafeteria. This letter is to inform you that your child has fewer than 3 prepaid meals left in his/her account.

Please send cash or a check tomorrow to purchase additional meals. Prices are listed below. You must purchase 10 meals to receive the discounted price.

You are always welcome to join us for breakfast or lunch. Thank you for your continuing support.

Sincerely,
Mary Jones, Food Service Director

Body Example 3 – (where the facility prints notices when an account balance falls below $3.00):

Dear Parent/Guardian:

We are pleased that your child is eating with us in Washington School Cafeteria. This letter is to inform you that your child has $3.00 or less in his/her account.

Please send cash or a check tomorrow to add funds to your child's account.

You are always welcome to join us for breakfast or lunch. Thank you for your continuing support.

Sincerely,
Mary Jones, Food Service Director

Body Example 4 – (welcome letter):

Dear Parent/Guardian:

Welcome to the food service program at Washington School. This purpose of this letter is to explain our meal program.

Washington School Cafeteria sells breakfast and lunch to students. Each student has a meal account and a unique identification number which he/she will use each time a meal is purchased.   Your child's ID number is listed at the top of this letter, just to the right of his/her name. Meals, milk, and à la carte items are purchased with funds you have previously deposited into your child's account. The prices and discount prices are listed at the bottom of this letter, along with the minimum number of meals you must purchase to receive the discounted price. Any amount under or over the amount required to purchase discounted meals will be deposited into your child's meal account.

You will receive a printed notice when your child has less than 3 prepaid meals, or less than $5.00 in his/her account, and will be asked to send cash or check to replenish the account.

Also enclosed with this letter is an application for free and reduced meals. You are encouraged to complete and return this application as soon as possible. Information concerning your child's eligibility for free or reduced meals is kept confidential.

You are also welcome to join us for breakfast or lunch. The cost of an adult breakfast is $1.15, and the cost of an adult lunch is $2.15.   If you have any questions concerning the food service program, please do not hesitate to contact me. I will be happy to assist you in any way possible.

Sincerely,
Mary Jones, Food Service Director

Body Example 5 – (end of year):

Dear Parent/Guardian:

Your child's final meal account balance is listed above. If the amount shown is a negative amount, please send the amount due to bring the account current. If the amount shown is a positive amount, that amount is enclosed.

Thank you for your support of the food service program at Washington School. It has been a pleasure serving you this year.

Sincerely,

Mary Jones, Food Service Director

_____

EXAMPLES OF THE BOTTOM PORTION: The information at the **bottom of the page** lists the separate meal and prices for the patron. The Price is based upon the patron's eligibility. If your

facility sells prepaid, discounted meals, the letter displays the Prepaid Quantity Price and Prepaid Minimum Purchase (the number of meals that must be purchased in order to receive the discount). If your facility does not sell prepaid, discounted meals, the letter simply shows the values in these fields will be 0.00 and 0, respectively. Example A, below, shows the bottom portion for a patron whose facility sells prepaid meals, and offers a discount for the purchase of five (5) lunches purchased in advance, but offers no discount for prepaid breakfasts. Example B, below, shows the bottom portion for a patron whose facility does not sell prepaid meals.

—————————————————————————————

Example A:

Meal Type	Price	Prepaid Quantity Price	Prepaid Minimum Purchase	
Breakfast	0.90	0.90	1	
Lunch	1.75	1.50	5	

www.CafePrepay.com

CONVENIENTLY PAY
FOR SCHOOL MEALS AND FEES

Example B:

Meal Type	Price	Prepaid Quantity Price	Prepaid Minimum Purchase	
Breakfast	0.90	0.00	0	
Lunch	1.75	0.00	0	

www.CafePrepay.com

CONVENIENTLY PAY
FOR SCHOOL MEALS AND FEES

—————————————————————————————

On the **Select Letter To Print** menu, **F1 Select** is pressed to use to a letter other than the **Letter Currently Selected**. Café Terminal's default letter (C:\CAFETERM\Letter.txt) is listed until you change it by selecting another letter. **<F1 Select>** will display the a window allowing you to choose a text file (.txt) from the current directory or another location.

To Select an Account Status Letter to Print:

1. Select **[F7..Print/View Reports]** from the **MAIN MENU**.

2. Select **<F8 Account Status Letters>**. When you select this option, the **Account Status Letter Options** menu appears.

3. Select **<F1 Automatic Selection>**.
    The **Select Letter To Print** menu appears.

    The path and filename of the currently selected letter, appears in yellow text below the words **Letter Currently Selected**.

4. Choose **<F1 Select>**, locate and **highlight the letter you wish to print** and click **Open**.

    The path and filename of the newly selected letter now appears in yellow text, below the words **Letter Currently Selected**.

5. Select **<F4 Proceed>**.

F2 Edit is used to edit any existing account status letter, including the default LETTER.TXT file provided by Café Terminal, or any other letters that you have created. Remember it is only the body of the letter you are editing. The top and bottom portions cannot be edited.

To Edit an Account Status Letter:

1. Select **[F7..Print/View Reports]** from the **MAIN MENU**.

2. Select **<F8 Account Status Letters>**. When you select this option, the **Account Status Letter Options** menu appears.

3. Select **<F2 Edit>**.
    The currently selected letter is opened in Microsoft®Notepad™.

4. After editing, **save the letter**:

To save the letter with the same filename:

If a mouse is attached,
A. Click on **File**
B. Click on **Exit**
C. Click on **Yes**

If no mouse is attached,
A. Press the **<Alt>** key (to access the file menu).
B. Press the **<F>** key (for File).
C. Press the **<X>** key (Exit).
D. Press **<Enter ↵>** or **<Y>** to save the file.

To save the file with a different name:

If a mouse is attached,
A. Click on **File**
B. Click on **Save As**
C. Type the new filename in the box. (The filename can be any name you want, but must always end with **.txt**)
D. Click **Save**

E. Click on **File** again.
F. Click on **Exit**

If no mouse is attached,
A. Press the **<Alt>** key (to access the file menu).
B. Press the **<F>** key (for File).
C. Press the **<A>** key (for Save As)
D. Type the new filename in the box. (The filename must end with **.txt**)
E. Press **<TAB>** until **<Save>** is highlighted and then press **<Enter ↵>**, or hold down the **<Alt>** key and press **<S>** (for save).
F. Press the **<F>** key again (for File)
G   Press the **<X>** key (Exit)

    After exiting, Café Terminal returns to the letter **Select Letter To Print** menu.

5. Select **<F4 Proceed>**.

F3 Create New is used when you wish to create a letter from scratch. Remember that it is only the body of the letter you are creating. The top and bottom portions cannot be created.

To Create a New Account Status Letter:

1. Select **[F7..Print/View Reports]** from the **MAIN MENU**.

2. Select **<F8 Account Status Letters>**. When you select this option, the **Account Status Letter Options** menu appears.

3. Select **<F3 Create New>**.
    The **Save Letter As** Windows dialog box appears.

4. **Type the filename** you wish to give your new letter and click Open.
    The new letter is opened in Microsoft® Notepad™.

5. **Type the body** of the letter (see the Letter Body Examples) and Save:

If a mouse is attached,
A. Click on **File**
B. Click on **Exit**
C. Click on **Yes** to save.

If no mouse is attached,
A. Press the **<Alt>** key (to access the file menu).
B. Press the **<F>** key (for File).
C. Press the **<X>** key (Exit).

D.   Press **<Enter ↵>** or **<Y>** to save the file.

6.   Select **<F4 Proceed>**.

<u>To Print Status Letters with Automatic Selection:</u>

1.   Select **[F7..Print/View Reports]** from Café Terminal's **MAIN MENU**.

2.   Select **<F8 Account Status Letters>**. When you select this option, the **Account Status Letter Options** menu appears.

3.   Press **<F1..Automatic Selection>**.
     The letter selection screen appears.

     The path and filename of the **Letter Currently Selected** appear in yellow text. Verify that the correct letter appears in yellow text on the letter selection screen. If this is the letter you wish to use, skip to step 5. If it is not the letter you wish to use, see step 4.

4.   Follow the instructions above to: **<F1 Select>** to select a different letter, **<F2 Edit>** to edit the currently selected letter, or **<F3 Create New>** to construct a new letter.

5.   Press **<F4 Proceed>** to continue.
     The Letter Filtering screen appears.

Letter Filtering

Patrons fall within one of 13 categories, shown in the list below. You must select the categories to include in printing, as well as the criteria used to select individual patrons.

Letters will not be printed to patrons who have not used the system for `30` ⬍ days.

	Acct Limit	PPB Limit	PPL Limit
W (0 - 0)	-na-	-na-	-na-
X (0 - 0)	-na-	-na-	-na-
Y (0 - 0)	-na-	-na-	-na-
Z (0 - 0)	-na-	-na-	-na-
R (0 - 4)	-na-	-na-	-na-
R (5 - 8)	-na-	-na-	-na-
R (9 - 99)	-na-	-na-	-na-
D (0 - 4)	-na-	-na-	-na-
D (5 - 8)	10.00	0	0
D (9 - 99)	-na-	-na-	-na-
A (0 - 99)	-na-	-na-	-na-
E (0 - 0)	-na-	-na-	-na-
F (0 - 99)	-na-	-na-	-na-

To set the filtering limits, highlight the desired category in the list. Use the appropriate buttons below to set the maximum account balance and prepaid meal quantity limits for that category.

F2 Account Limit

F3 Prepaid Breakfasts

F4 Prepaid Lunches

F5 Default

When done, press F1 to proceed, press ESCAPE to cancel.

F1 Proceed   ESC Cancel

This option prints letters based on the information previously entered into the Eligibility Matrix. Automatic Selection allows you to make changes to the filtering criteria prior to printing which do not affect the permanent matrix setup.

Some patrons in the database will not use the cafeteria at all and some will use it intermittently. You can limit the printing to patrons actively involved in the meal program by changing the number of days in the field next to the words *"Letters will not be printed to patrons who have not used the system for ___ days".* Thirty (30) days is the default number used for this field. For example, if you enter the number 10, Café Terminal will not print letters to patrons who have not used their accounts to purchase a standard meal during the past ten days.

6. Click in the scroll box (or **<TAB>** until the cursor appears in the box) and enter the number of consecutive days of non-participation in the meal program to exclude patrons who do not use the program from the printing. You may also use the ▲ or ▼ arrows to adjust the number of days.

7. Use the **<TAB>** key to toggle control between the number of days and the category list. In the category list, click on a category or use the ↑↓ arrow keys to highlight a category.

If your facility sells ONLY prepaid meals, and does not maintain account balances, skip step 8.

8. Select **<F2 Account Limit>** to set the Maximum Account Balance limit. The **Touchscreen Keypad** is displayed. Café Terminal will print letters for all patrons whose account balances fall below the amount you enter here. After entering the limit amount, press **<ENTER>** to accept or **<ESC>** to return to the **Letter Filtering** screen.

If your facility does not sell prepaid breakfasts, skip step 9.

9. Select **<F3 Prepaid Breakfasts>** to set the maximum number of prepaid breakfasts. Café Terminal will print letters for all patrons who have fewer than this number of prepaid breakfasts available. After setting the limit, press **<ENTER>** to accept or **<ESC>** to return to the **Letter Filtering** screen.

If your facility does not sell prepaid lunches, skip step 10.

10. Select **<F4 Prepaid Lunches>** to set the maximum number of prepaid lunches. Café Terminal will print letters for all patrons who have fewer than this number of prepaid lunches available. After setting the limit, press **<ENTER>** to accept or **<ESC>** to return to the **Letter Filtering** screen.

11. Select **<F5 Default>** if you would like to reset the values for the highlighted eligibility back to -na-. Select **<Y>**, or click on **YES** to confirm, or select **<N>**, or click on **NO** to cancel.

> **Note** ✓ *The limits you have set will now appear in the columns next to the categories in the list.*

12. Repeat steps 8-10 for each category you wish to include.

13. When you have finished setting limits in the categories you wish to include, select **<F1 Proceed>**. You must set the limits in at least one category before pressing **<F1 Proceed>** to start the letter printing. To cancel without printing letters, press **<ESC Cancel>**.

If you **<F1 Proceed>**, the letters for all patrons whose account information includes an email address will be sent now. Those without a listed email address will be displayed on the screen. While viewing the letter(s) on the screen, use the arrow keys to scroll through the letter. After viewing, press **<F3 Print>** to send the report to the default printer, or press **<Esc Close>** to return to the Print/View Reports menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F2 Print To Individual Patrons

If you select to **Print To Individual Patrons**, the Select Letter To Print menu is displayed. This menu presents a set of options used to select, edit, and create new account status letters. The Account Status Letter is simply a text file, which can be edited by any text editor. Café Terminal provides one sample letter, LETTER.TXT. *(See Selecting, Editing, and Creating New Account Status Letters, and letter Examples in the explanation of the F1 Automatic Selection option)*.

To Print Status Letters to Individual Patrons:

1. Select **[F7..Print/View Reports]** from Café Terminal's **MAIN MENU**.

2. Select **<F8 Account Status Letters>**. When you select this option, the **Account Status Letter Options** menu appears.

3. Press **<F2 Print To Individual Patrons>**.
   The letter selection screen appears.

   The path and filename of the **Letter Currently Selected** appear in yellow text. Verify that the correct letter appears in yellow text on the letter selection screen. If this is the letter you wish to use, skip to step 5. If the currently selected letter is not letter you wish to view/print, see step 4.

4. Follow the instructions listed in the **Selecting, Editing, and Creating New Account Status Letters**. Chose one of the following options: **<F1 Select>** to select a different letter, **<F2 Edit>** to edit the currently selected letter, or **<F3 Create New>** to construct a new letter.

5. Press **<F4 Proceed>** to continue.
    The **Select Individual Patron(s)** screen appears.

Select Individual Patron(s) allows you to specify one or more patrons to print letters to. You are presented with a list of all patrons in the database (active and inactive), sorting options, and a list of selected patrons.

6. Choose a **Sort By:** option.

    The right side of this screen lists the **Sort By** options. Café Terminal automatically sorts by name (LAST, FIRST MI). Select **<F3 ID>** to sort by ID number, or **<F4 PIN>** to sort by PIN. Choose **<F2 Name>** to sort by name again. Directions at the top of this screen explain how to **<F5 Add>** or **<F6 Remove>** patrons to/from the **Selected Patrons** section below, from the list of **Available Patrons** on the top half.

7. Highlight the patron(s) for which you want to print notification letters from the list of **Available Patrons:**. Use one of the following methods:

    A. Use the data entry box just above the list of **Available Patrons** to search for a Name, ID or PIN number (your chosen **Sort By** option). Begin entering the name, ID or PIN number. With each keystroke, Café Terminal scrolls through the list of patrons. When you see the patron you wish to select displayed on the screen,

<TAB> to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

B. If a Touch Screen is installed on your system, double click in the data entry field. The onscreen keyboard is displayed. Enter the patron's name, ID number or PIN (your chosen **Sort By** option), and **<ENTER>**. If the highlighted patron is not the one you wish to add, **<TAB>** to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

8. Select **<F5 Add>** to add the highlighted patron to the **Selected Patrons** list.

9. Repeat steps 7 & 8 for each patron you would like to include in this printing.

10. Select **<F1 OK>** when finished to print letters for the patrons you have selected, or press **<ESCAPE>** to cancel. If the patron's account information includes an email address, the letter will be emailed at this time. It will not be displayed on the screen.

While viewing the letter(s) on the screen, use the arrow keys to scroll through the letter. After viewing, press **<F3 Print>** to send the report to the default printer, or press **<Esc Close>** to return to the Print/View Reports menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F3 Reprint Starting At...(Restart From A Selected Point)

1. Select **[F7..Print/View Reports]** from Café Terminal's **MAIN MENU**.

2. Select **<F8 Account Status Letters>**. When you select this option, the **Account Status Letter Options** menu appears.

3. Select **<F3 Reprint Starting At...>**
    The **Restart Letter Printing** screen appears.

> **Note** ✔ *You are notified if there are no patrons included in the last printing.*

The **Restart Letter Printing** screen displays the selection criteria and the list of patrons, in the same order, from the last letter printing.

4. Use the **<↑>** and **<↓>** arrow keys to highlight the patron in the list to begin printing with.

5. Select **<F1 Proceed>** to restart the letter printing, or press **<Esc Cancel>**.

While viewing the letter(s) on the screen, use the arrow keys to scroll through the letter. After viewing, press **<F3 Print>** to send the letter(s) to the default printer, or press **<Esc Close>** to return to the Print/View Reports menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F4 Edit Low Balance Notifications

Select **<F4 Edit Low Balance Notifications>** from the **Account Status Letter Options** menu to create/edit the message that will appear in sales mode when the patron's account balance falls below a level you have specified in the Eligibility Matrix (*see instructions below*). When the Edit Low Balance Notification window appears, **type in the text** you would like to appear to the notification. Select **<F1…Print>** to print a copy of the notification. To save, select **<ESC…Close>** and answer **YES** or **NO** to save the changes.

The two figures below show an edited low balance notification, and the notification as it appears on the screen in Sales Mode. The figure on the left shows the **Edit Low Balance Notifications window**, which appears when you select **<F4 Edit Low Balance Notifications>**. The figure on the right shows the notice as it appears in Sales Mode. The text you enter in the Edit Low Balance Notifications window appears at the bottom of the notice that is printed on screen when you are in Sales Mode. When the notice appears, you have the option to **<F1…Print>** the notice and give it to the patron or **<ESC…Close>** to return to the **Sales Transaction Screen**. If you select to print the notice, it will be sent to the receipt printer. The printed notice may also include a graphic of the Comalex, Inc. logo, a custom logo, or the logo or coupon of a sponsor. *(Note: A receipt printer must also be assigned in Café Terminal. See **Printer Selection** at the beginning of this section of the User's Guide for more information.)*

(Edited Low Balance Notification)   *(Notice Printed In Sales Mode)*

> **Note** ✔ *In order for Low Balance Notifications to appear in Sales Mode, you must **edit the Eligibility Matrix** to **set the Low Balance Threshold values** for each meal eligibility level for which you wish to print low balance notices in Sales Mode.*
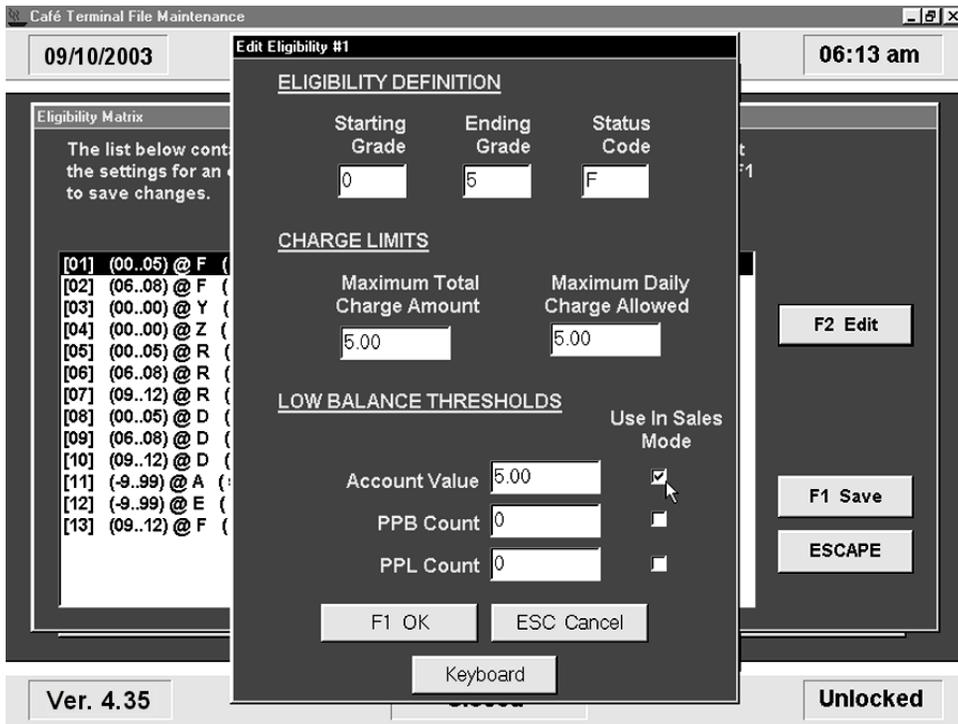
To Set Low Balance Thresholds On The Eligibility Matrix:

1. Select **[F3..File Maintenance]** from the **MAIN MENU**.

2. Select **<F6..Set Up Terminal>** from the FILE MAINTENANCE MENU.

3. Select **<F4 Edit Eligibility Matrix>** from the **Terminal Setup Options** Menu.

4. Highlight a Meal Eligibility level by clicking on it or using the **<↑>** and **<↓>** arrow keys.

5. Select **<F2 Edit>**.

6. Enter a dollar amount in the **Account Value** field. Café Terminal will print notifications only when the account balance falls <u>below</u> this amount.

7. Enter a value in the **PPB Count** field (if applicable). Café Terminal will print notifications only when the number of prepaid breakfasts left in the patron's account falls below this

number. If your facility does not sell prepaid breakfasts, leave this value set at 0, and proceed to step 8.

8. Enter a value in the **PPL Count** field (if applicable). Café Terminal will print notifications only when the number of prepaid lunches left in the patron's account falls below this number. If your facility does not sell prepaid lunches, leave this value set at 0, and proceed to step 9.

9. If you want Café Terminal to print low balance notifications for patrons in this eligibility group, when a purchase causes the patron's account balance or number of prepaid meals to fall below the threshold(s), place a checkmark next to each value to include in the **Use In Sales Mode** column.

   If you want Café Terminal to print a low balance notification when a patron's account balance falls below the set threshold, place a checkmark in the box next to Account Value, under the column, **Use In Sales Mode**. If you have set values for prepaid meals (PPB and/or PPL Counts), and would like Café Terminal to also print notices when these values fall below the set number of meals, place a checkmark in all 3 boxes. However, remember that once a Low Balance Notification is printed for a patron whose account has fallen below the limit (s) for the value(s) set, Café Terminal will not print another notification until the patron's account rises above <u>ALL</u> the set value(s) and falls below the threshold(s) again.

   <u>EXAMPLE:</u> If you have set an Account Value threshold of $10.00, and a PPB and PPL threshold of 3, a notification will be printed when the patron's account balance falls below $10.00, <u>AND</u> he/she has less than 3 prepaid breakfasts (PPB), <u>AND</u> less than 3 prepaid lunches (PPL). Even if his/her account values remain below these thresholds the next day, a notification will not be printed again <u>UNTIL</u> the account values fall below <u>ALL</u> 3 thresholds again.

10. Select **<F1 OK>** to accept the values for this meal eligibility level, and return to the **Eligibility Matrix** screen.

11. Repeat steps 4-10 for each meal eligibility level, for which you wish to set Low Balance Thresholds.

12. Select **<F1 Save>** to save all changes to the Eligibility Matrix and exit the screen.

F9 LIST ALL ITEMS

Select **<F9 List All Items>** from the **Report Options** menu to print a list of all items in the item database file, including item numbers. The List of All Items report is especially helpful in facilities that use the **<PLU>** key to enter sales of items not found on the keyboard. Cashiers in these facilities can refer to the printed List of All Items to obtain an item's number.

Scroll the onscreen report with the arrow keys. After viewing, press **<F3 Print>** to send the letter(s) to the default printer, or press **<Esc Close>** to return to the Print/View Reports menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F10 PATRON PARTICIPATION REPORT

F1 Individual Patron Details
Prints a record of all transactions recorded for one or more selected patrons. This feature makes it possible to thoroughly research a patron's activity and clear up any questions regarding the patron's account. If the patron's account information includes an email address and the user who is logged in has also listed an email address, the Patron Participation Report is emailed to the address listed in the patron file when you select to Print after viewing the on screen report.

F2 Daily Attending Summary
Tells the *Total Number of Active Patrons* in your patron database, and the *Number of Patrons Not Identified In Sales Mode* for the selected date.

F3 Daily Attending Detail
Includes the same information listed on the Daily Attending Summary, but also includes the names and ID numbers of *Patrons Not Identified in Sales Mode*.

F1 Individual Patron Details:

1. Select **<F10 Patron Participation Report>** from the Report Options menu. The **Select Individual Patron(s)** window appears.

    Select Individual Patron(s) allows you to specify one or more patrons to include. You are presented with a list of all patrons in the database (active and inactive), sorting options, and a list of selected patrons.

2. Choose a **Sort By:** option.

    The right side of this screen lists the **Sort By** options. Café Terminal automatically sorts by name (LAST, FIRST MI). Select **<F3 ID>** to sort by ID number, or **<F4 PIN>** to sort by PIN. Choose **<F2 Name>** to sort by name again. Directions at the top of this screen explain how to **<F5 Add>** or **<F6 Remove>** patrons to/from the **Selected Patrons** section below, from the list of **Available Patrons** on the top half.

3. Highlight the patron(s) for which you want to print account transaction records from the list of **Available Patrons.**. Use one of the following methods:

    A. Use the data entry box just above the list of **Available Patrons** to search for a Name, ID or PIN number (your chosen **Sort By** option). Begin entering the name,

ID or PIN number. With each keystroke, Café Terminal scrolls through the list of patrons. When you see the patron you wish to select displayed on the screen, **<TAB>** to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

B. If a Touch Screen is installed on your system, double click in the data entry field. The onscreen keyboard is displayed. Enter the patron's name, ID number or PIN (your chosen **Sort By** option), and **<ENTER>**. If the highlighted patron is not the one you wish to add, **<TAB>** to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

4. Select **<F5 Add>** to add the highlighted patron to the **Selected Patrons** list.

5. Repeat steps 2 & 3 for each patron you would like to include in this printing.

6. Select **<F1 OK>** when finished to print the report(s) for selected patrons, or press **<ESCAPE>** to cancel.

7. Select the Start Date and press **<Enter ↵>**.

8. Select the Ending Date and press **<Enter ↵>**.

Scroll the onscreen report(s) with the **<↑>** and **<↓>** arrow keys. Use the **<F1 Back>** and **<F2 Next>** buttons to view more pages. After viewing, press **<F3 Print>** to send the report(s) to the default printer, or press **<Esc Close>** to return to the Print/View Reports menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F11 EMERGENCY ROSTER

Emergency Rosters are used at times when you are unable to process sales with the terminal (i.e., a power failure, damage to the terminal, etc.). The **Emergency Roster** option provides alphabetized lists of patrons and their PINs, the date of the printing, the home room name (if printed by home room), the grade (if printed by grade). Note activity next to the patron's name for entry into the terminal at a later time.

When you select **Emergency Roster**, a format menu appears. Select to print either **<F1 Entire Facility>** or **<F2 By Home Room>** or **<F3 By Grades>**.

In response to users' requests, Emergency Rosters also display the patrons' meal statuses. The markings used to denote status are not obvious and can be understood only by those individuals informed of the marking code. To maintain meal status confidentiality, only those persons permitted to know the statuses should be given the following code:

```
┌──────────────────────────────────────────────────────┐
│ Emergency Roster Options                               │
│  ┌────────────────────────────────────────────────┐  │
│  │           F1  Entire Facility                    │  │
│  └────────────────────────────────────────────────┘  │
│  ┌────────────────────────────────────────────────┐  │
│  │           F2  By Home Room -                     │  │
│  └────────────────────────────────────────────────┘  │
│  ┌────────────────────────────────────────────────┐  │
│  │           F3  By Grades                          │  │
│  └────────────────────────────────────────────────┘  │
│  ┌────────────────────────────────────────────────┐  │
│  │           Esc  Close                             │  │
│  └────────────────────────────────────────────────┘  │
└──────────────────────────────────────────────────────┘
```
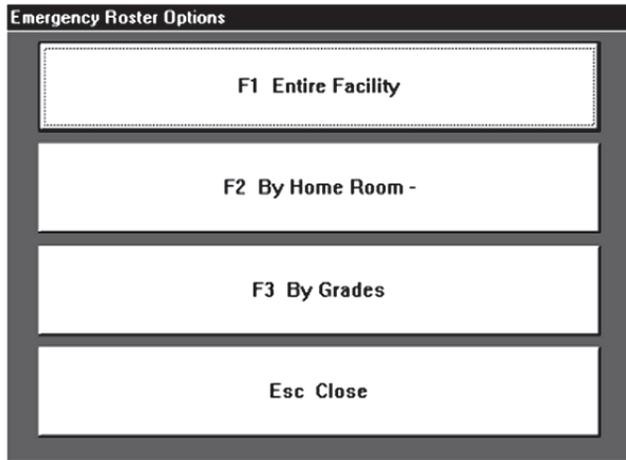
A. **Denied patrons**, those paying full price for their meals, appear on the list with no commas in the name: JONES MARY

B. **Free patrons**, those receiving free meals, appear on the list with a comma separating the last name from the first: JONES, MARY

C. **Reduced patrons**, those paying a reduced price for their meals, appear on the list with a comma at the end of the name: JONES MARY,

F12 STATE FORMS

A Spreadsheet option, also included in the Reports menu, is used to generate completed State forms for monthly counts and cash receipts. This option is made possible through the incorporation of Microsoft® Excel Spreadsheet software in Café Terminal. The spreadsheet forms vary from state to state. Café Terminal software generates the forms required by your State. This option can be used to produce other spreadsheets as well.

When **<F12 State Forms>** is selected, Café Terminal will begin to execute your state spreadsheet using Microsoft® Excel. The spreadsheet will be saved and stored in the **C:\CAFETERM\WQ1** directory. Once printing is complete, Café Terminal then exits Microsoft® Excel, and returns to the **Report Options Menu**. Little or no operator action is required beyond selecting **<F12 State Forms>**.

The Excel State Forms options uses the reports located in the \CAFETERM\REPORT32 directory. The reports located in the \CAFETERM\REPORT32 are named with the following format: School Code first then the Date (without spaces in between), then the extension ".dbf".

> EXAMPLE: **10101-15-2003.dbf** is the 01/15/03 Sales Activity Report for school code 101.

AUTOMATIC GENERATION OF STATE FORMS FROM CAFÉ TERMINAL

When you select **<F12 State Forms>** from the **Report Options** menu, a warning window will appear asking if you wish to enable macros (see figure below). You must **Enable Macros** in order to automatically generate the state form spreadsheets.

Microsoft Excel	? ✕

C:\CAFETERM\WQ1\PICK.XLS contains macros.

Macros may contain viruses. It is always safe to disable macros, but if the macros are legitimate, you might lose some functionality.

| Disable Macros | Enable Macros | More Info |
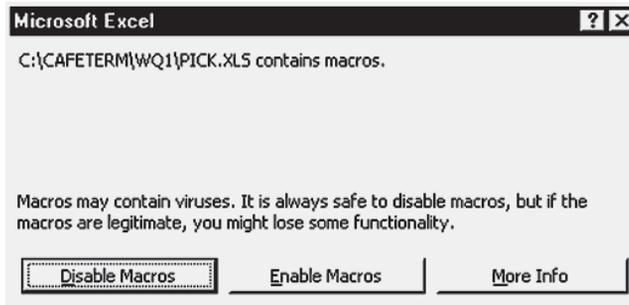
> **Note** ✓ *The first time you select **<F12 State Forms>**, you will be asked to PICK your State's forms. This is normally done during installation of the Café Terminal system and involves entry of your State's two character abbreviation. When prompted, type in the appropriate letters (e.g., NC, SC, CA, IN, IL, KY, etc.) and press **<Enter ↵>**.*

The warning window about macros will again appear on the screen. Click **Enable Macros** again. The **Comalex, Inc. Copyright window** will appear on the screen with the option to abort the automatic generation of the state form spreadsheets by selecting **<Esc..Cancel>** or pressing **<Esc>** on your keyboard. Press **<Esc>** ONLY if you wish to cancel the printing of state forms. If you do not press <Esc> to cancel, the spreadsheet will generate state forms for the current month. Microsoft Excel will begin pulling information from Café Terminal reports to generate the State Forms for the current month. Your only involvement will be to answer some simple questions.

Comalex, Inc.

© Copyright 2003

Press Esc key or Cancel to abort automatic spreadsheet

Version 5.20

| Esc..Cancel |

Help Menu

The **Help Menu** has several options for the user to choose from. The Help Menu options vary from state to state, depending on the state's requirements. The figure below is the U.S. Spreadsheet Help Menu. If you need to select a different month, range of dates or change other data that is used in printing the forms, you will use the Help Menu. Instructions for displaying the Help Menu, and all the options available on the menu, are below.

Help Menu Version 4.08		
Insert New Month	Start new spreadsheet; Calc; Save; Print; Exit	
Range of Dates	Select Range of Dates	
Delete Month	Delete Monthly Spreadsheet	
Edit Current Sheet	Enter/Edit Amounts (Freeze Column Headers)	
Print Forms	Print forms to Default printer	
Check Rates	Check reimbursement rates	
Check Severe Rates	Check Severe Need rates	
Special Instructions	View Special Instructions	
Separate Grade Levels	Choose whether to separate grade levels.	
Exit	Exit Spreadsheet	Exit Help

To Display The Help Menu:

When the **Comalex, Inc. Copyright window** is displayed on the screen, click on **<Esc..Cancel>** or press **<Esc>** on the keyboard. The automatic spreadsheet will be aborted, and the blank state form for your state will now be showing on the screen. To display the **Help Menu**, **click on the Help tab** in the bottom left corner, or follow the instructions printed at the bottom left of the screen (***Press Ctrl+Shift+H for Help commands list***). The Help Menu is displayed on the screen.

21	8			
22	9			
23	10			
24	11			
25	12			
26	13			

|◄ ◄ ► ►|\ Help \ Sheet1 /

Press Ctrl+Shift+H for Help commands list

(Bottom left corner of spreadsheet)

INSERT NEW MONTH

After selecting this option from the **Help Menu**, you will be asked to enter the number of labor hours for today's operations, and then asked whether you would like to print separate edit check sheets for elementary, middle, and secondary students. After entering these numbers, the Select month window will appear. Use the ▲ ▼ arrows to select the month, and then press **<Ok>**, or press **<O>** on your keyboard.
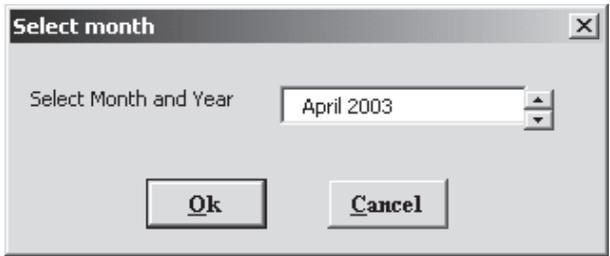
Insert Month is used when the user would like to start a new spreadsheet or retrieve a previous month's report. The screen instructs the user to type in the requested data and press **<Enter ↵>**. The spreadsheet will then search your computer's directory (..\cafeterm\report32\) for any reports named ccccmm-dd-yyyy.dbf where ccccc is the school code that you have just entered, mm is the month, dd is the day, and yyyy is a four digit year. Each of the reports that fall within the month the user has requested will be pulled into the spreadsheet.

When all available reports have been pulled in, the spreadsheet will save itself in your computer's (..\cafeterm\wq1\) directory under the name ccccmxx.xls where ccccc is the school code entered, m is the month, and xx is the numeric representation of the month entered. At this point, the spreadsheet will start to print, unless you press **<Escape..Cancel>** when given the opportunity to do so.

RANGE OF DATES

Is used when the user would like to create a spreadsheet for a range of dates other than from first of the month to the end of the month. After selecting this option from the **Help Menu**, you will be asked whether you would like to print separate edit check sheets for elementary, middle, and secondary students, asked to enter the number of labor hours for today's operations, and then asked to enter the attendance factor. Enter these amounts and press **<Enter ↵>** or **<OK>**. After entering these numbers, the range of dates window will appear. Use the ▲ ▼ arrows to select the month, day, and year, and then press **<Ok>**, or press **<O>** on your keyboard.

The spreadsheet will then prompt the user to enter the start date and then prompt the user to enter the end date. The spreadsheet will then search your computer's directory (..\cafeterm\report32/) for any reports named ccccmm-dd-yyyy.dbf where ccccc is the school code that you have just entered, mm is the month, dd is the day, and yyyy is a four digit year. Each of the reports that fall within the requested range of dates will be pulled into the spreadsheet.

When all available reports have been pulled in, the spreadsheet will save itself in your computer" (..\cafeterm\wq1\) directory under the name ccccmxx.xls where ccccc is the school code entered, m is the month, and xx is the numeric representation of the month entered. At this point, the spreadsheet will start to print, unless you press **<Escape..Cancel>** when given the opportunity to do so.

DELETE MONTH

This option is a simple way to delete spreadsheets that have been created at an earlier year. It is as simple as entering in the school code for the desired school and choosing the numerical month of the spreadsheet the user wishes to delete.

EDIT CURRENT SHEET

Use this to edit values in the current spreadsheet. This will also freeze the column headers so they will not scroll off of your screen. To turn off the freezing of the column headers click on *Window* from the menu at the top of the screen. Then click on *Unfreeze Panes* from the drop down menu.

Entering/Editing data are performed in the same way. Simply highlight the cell you want to edit and type the correct information. When you are editing information that has been imported from (automatically generated by) Café Central, make sure that you are editing the correct cells (boxes). Highlight the cell you wish to edit, type the correction, then press **<Enter ↵>** or use one of the arrow keys to move the cursor to another cell.

Protected Cells

You will notice that certain cells are inaccessible. You cannot enter information into these cells. These cells are protected. They contain formulas and other information that must be retained to produce your spreadsheets. One such group of cells are those in the TOTAL columns. These columns contain formulas. As you enter figures in the other columns, the totals are automatically updated. Entering information into these cells would replace the formulas with the new data and destroy the automated calculation feature of your spreadsheet. An attempt to edit totals by entering new figures in these cells results in the display of the ***Protected cell or block message***. Press **<Esc>** to clear the message and return to working with the spreadsheet.

PRINT FORMS

This option allows the user to print forms manually. The spreadsheet gives the user the ability to print select pages or the ability to reprint the entire spreadsheet. If the spreadsheet is blank, a message will appear on the screen which informs you that there is no data on the spreadsheet.

CHECK RATES

This gives the user the ability to display the reimbursement rates which are being used to calculate the monthly projected receipts for reimbursement on certain state forms.

SPECIAL INSTRUCTIONS

Displays a list of special instructions for your state spreadsheet. This information should be viewed to make sure that the item file in Café Terminal has been set up correctly. If the item file has not been set up to work with the spreadsheet, information may be reported incorrectly on the spreadsheets.

SEPARATE GRADE LEVELS

This gives the user an option to separate the meal counts for Elementary, Middle, and Secondary schools which are all eating in the same cafeteria. If the user decides to separate grade levels the spreadsheet will print out additional sheets for Elementary, Middle, and Secondary. This is usually used when the Elementary, Middle, and Secondary classes all eat in one lunchroom.

> **Note** ✓ *Only the counts are separated for each grade level. The cash income received will always be printed on one sheet. The cash received cannot be separated by grade levels.*

EXIT

Click on **Exit** to close the spreadsheet or click on **Exit Help** to close the Help Menu and continue working with the current spreadsheet.

Explanation of Columns on the US.XLS (Excel) Spreadsheet

National School Lunch Program Section

Regular Price – The number of reimbursable lunch meals served to students who are not approved for Free or Reduced price meals (Items 23, 24, 25).

Reduced Price – The number of reimbursable lunch meals served to students who have been approved for Reduced price meals (Items 20, 21, 22).

Free – The number of reimbursable lunch meals served to students who have been approved for Free meals (Items 16, 17, 28).

Total - The total number of reimbursable lunch meals served to students (Total of columns 1-3).

Other types of contract lunches served to students (Items 18 & 19).

Lunches served adults (Item 26) and staff (Item 27).

Lunch milk sold to students (Item 29).

Participation Factor/Edit Check

Approved Free – The number of students approved for Free meals.

Edit Check (Free) – The number of students eligible to receive Free meals. (Column 9 * Attendance Factor). The number in this column appears red and in bold print if a problem exists.

% Part. [Participation] of Free – Percentage of approved Free students who participated in School Lunch Program (Column 3 / Column 8).

Approved Reduced – The number of students approved for Reduced meals.

Edit Check (Reduced) – The number of students eligible to receive Reduced meals (Column 11 * Attendance Factor). The number in this column appears red and in bold print if a problem exists.

% Part. [Participation] Reduced – Percentage of approved Reduced students who participated in School Lunch Program (Column 2 / Column 11).

Average Daily Attendance (ADA Column) – Total approved Free (Column 8), Reduced (Column 11), and Paid (from other sheet) * Attendance Factor.

School Breakfast Program

Regular Price – Number of reimbursable breakfast meals served to students who are not approved for Free or Reduced price meals (Items 8, 9, 10).

Reduced Price – Number of reimbursable breakfast meals served to students who have been approved for Reduced price meals (Items 5, 6, 7).

Free – Number of reimbursable breakfast meals served to students who have been approved for Free meals (Items 1, 2, 13).

Total – The total number of reimbursable breakfast meals served to students (Total of Columns 15-17).

Breakfasts served adults (Item 11) and staff (Item 12).

Breakfast milk sold to students (Item 14).

After School Snack Program

Paid Claim – Number of reimbursable snack meals served to students who are not approved for Free or Reduced price snacks (Items 208, 209, 210).

Reduced Claim – Number of reimbursable snack meals served to students who are approved for Reduced price meals (Items 205, 206, 207).

Free Claim – Number of reimbursable snack meals served to students who are approved for Free meals (Items 201, 202, 213).

Total – The total number of reimbursable snack meals served to students (Total of Columns 21-23).

Other Columns

Meals Per Labor Hour – Total number of lunch meals served + (Total number of breakfast meals served / 2).

Claim Exceptions Column – Used by school or district to explain edit check flags.

Paid Edit Check Sheet

Participation Factor/Edit Check For Paid Students

Edit Check column will appear red and in bold print if a problem exists.

From left to right: Ele Approved Paid, Edit Check, and % Participation
Mid Approved Paid, Edit Check, and % Participation
Sec Approved Paid, Edit Check, and % Participation
Total Approved Paid, Edit Check, and % Participation

Milk Program Column – This column counts the number of special milks sold. Item 31 in Café Terminal's item database, must be designated as Special Milk in order for special milks to be counted.

Daily Record Of Income Sheet

School Lunch Program

1. Cash receipts from students for Type A lunches.

2. Cash receipts from students for a la carte purchases.

3. Cash receipts from adults for lunches and a la carte purchases.

4. Cash receipts from other type lunches.

5. Total columns 1-4.

School Breakfast Program

6.   Cash receipts from student breakfasts.

7.   Cash receipts from adults for breakfasts and a la carte purchases.

8.   Cash receipts from other type lunches and student a la carte purchases.

9.   Total columns 6-8.

After School Snack Program

10. Cash receipts from student snacks meals.

11. Cash receipts from adults for snack meals and a la carte purchases.

12. Cash receipts from student a la carte purchases.

13. Total columns 10-12.

Other Columns

14. Funds In Trust – Total Deposit - Lunch Total, Breakfast Total, Snack Total, and Overage or Shortage.

15. Total Cash Income – Lunch Total, Breakfast Total, Snack Total, and Funds-In-Trust.

16. Total Deposit – Deposit Amount

School Meal Report Sheet

Total of Reimbursable Lunch and Breakfast Meals Served with reimbursement amount calculated.

Total of Adult Meals served.

Reimbursement Summary

Daily Record of Income Summary

NOTES:

APPENDICES

APPENDIX A — KEYBOARD LAYOUT

				F4 Stud Info	F5 PPB	F6 PPL		F8 ROA	F9 Stud Milk	F10 Adlt Milk		F12 Photo		YES	NO	PLU	-	QTY	MEAL
~ 31 Spec Milk	! 40	@ 41	# 42	"$" 43	"%" 44	^ 45	& 46	* 47	(38	) 39	_ 34	"+=" 35							
Tab Clear	Q 49	W 50	E 51	R 52	T 53	Y 54	U 55	I 56	O 57	P 48			\ 36		VOID	CHARG			CASH
	A 01 FreeE Meal	S 02 FreeM Meal	D 03 Cont Meal	F04 Cont Meal	G05 RedE Meal	H06 RedM Meal	J07 RedHS Meal	K08 PaidE Meal	L09 PaidM Meal	:; 74	"" 75								
		Z 10 PaidHS Meal	X 11 Adlt Meal	C 12 Staff Meal	V 13 FreeHS Meal	B 71	N 72	M 73	< 32 2nd Meal	> 33 Stud Helpr	?/ 37								

NO ID Meal keys are labeled 01 thru 13. These keys must be additionally hand labeled with descriptions from the first 13 items (meals) in this terminal's "item.dbf" file. Generally, not all 13 of the meal keys will be used at an individual terminal.

À la carte items are 31 thru 57 and 71 thru 75. These keys may also be hand labeled by the user.

APPENDIX B -- PRINTING BAR CODE LABELS, ROSTER SHEETS, AND ID CARDS

Café Terminal contains a feature for printing bar code labels, bar code ID cards with photo, and bar coded roster sheets. Bar codes can be printed on the local or network printer. For laser printer, use Avery 5377 Laser Business Card Labels for printing ID card labels, or Avery 5160 for printing bar codes (30 to a sheet). Roster sheets print 33 bar codes per sheet.

F1 PRINT BAR CODES
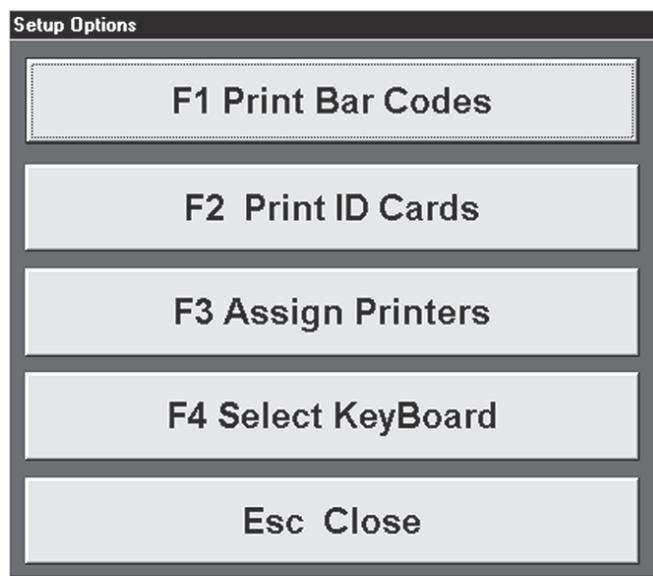
Begin by selecting **[F8..Printer/BarCode/Keyboard]** from the **MAIN MENU**. The **Setup Options** menu appears. When **<F1 Print Bar Codes>** is selected, the Barcodes menu presents 4 (four) options: **<F1 Print to Individual Patrons>**, **<F2 Print All by Home Room>**, and **<F3 Restart Printing At PIN>**, and **<F4 Barcoded Roster Sheets>**. Following is an explanation of these options.

F1 Print To Individual Patrons

Select a specific patron, or list of patrons, for which to print labels. Select this option, and the **Select Individual Patron(s)** screen appears.

To Print To Individual Patrons:

1. Choose a **Sort By:** option.

   The right side of this screen lists the **Sort By** options. Café Terminal automatically sorts by name (LAST, FIRST MI). Select **<F3 ID>** to sort by ID number, or **<F4 PIN>** to sort by PIN. Choose **<F2 Name>** to sort by name again. Directions at the top of this screen explain how to **<F5 Add>** or **<F6 Remove>** patrons to/from the **Selected Patrons** section below, from the list of **Available Patrons** on the top half.

2. Highlight the patron(s) for which you want to print bar coded labels from the list of **Available Patrons:**. Use one of the following methods:

   A. Use the data entry box just above the list of **Available Patrons** to search for a Name, ID or PIN number (your chosen **Sort By** option). Begin entering the name, ID or PIN number. With each keystroke, Café Terminal scrolls through the list of patrons. When you see the patron you wish to select displayed on the screen, **<TAB>** to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

      EXAMPLE: In the figure shown, the list is sorted by the default, Name. To do a search for a patron with the name **ADAMS SAMANTHA**, first type "**ADA**" in the data entry box. This will highlight the first patron whose last name begins with "ADA", which in this case is **ADAMS JOHN**. You would then **<TAB>** to move the cursor to the **Available Patrons** list, and use the **<↓>** key once to highlight the next name in the list (in this case **ADAMS SAMANTHA**).

   B. If a Touch Screen is installed on your system, double click in the data entry field. The onscreen keyboard is displayed. Enter the patron's name, ID number or PIN (your chosen **Sort By** option), and **<ENTER>**. If the highlighted patron is not the one you wish to add, **<TAB>** to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

3. Select **<F5 Add>** to add the highlighted patron to the **Selected Patrons** list.

4. Repeat steps 2 & 3 for each patron you wish to add to the list of **Selected Patrons**.

5. Similarly, to remove a patron from the list of Selected Patrons, highlight the name you wish to remove, then select **<F6 Remove>**.

6. Select **<F1 OK>** when you are ready to print barcodes for the selected patron(s). The **Print Preview** window is displayed. **<ESCAPE>** to return to the **Barcodes** menu.
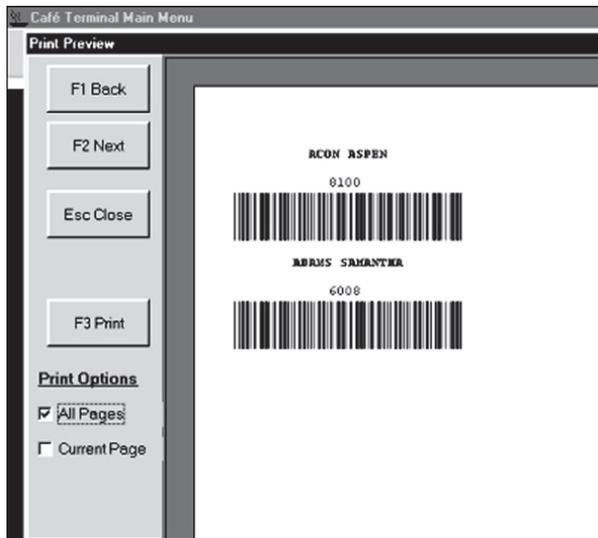
The **Print Preview** screen allows you to view the labels before printing. While viewing the labels on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the **Print Options** on the left side of the screen, then select **<F3 Print>** to send the labels to the default barcode label printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

*NOTE: Labels will be printed to the default barcode label printer. (See **Printer Selection** in **INSTALLATION AND SETUP**.)*

F2 Print All By Home Room

Generates bar codes for all patrons based on home room. The system groups patrons by home room and will begin a new page for each home room change.

While viewing the labels on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the **Print Options** on the left side of the screen, then select **<F3 Print>** to send the labels to the default barcode label printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F3 Restart Printing At PIN…

Allows you to restart a label printing. You can specify a point to begin reprinting at a specified PIN. Restarting a label printing is useful when printer problems arise and eliminates unnecessary waste by reducing duplicate label printing.

Selecting **<F3 Restart Printing At Pin>** displays the on screen (touch) keyboard, and prompts you to **Enter PIN to Begin Restart**. Enter the PIN and select **<Enter↵>**.

While viewing the labels on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the <u>**Print Options**</u> on the left side of the screen, then select **<F3 Print>** to send the labels to the default barcode label printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F4 Barcoded Roster Sheets

Generates bar codes for patrons in the database. The printing is sorted alphabetically according to home room.

To Print Barcoded Roster Sheets:

1. Select **<F4..Barcoded Roster Sheets>**. Café Terminal displays the Barcoded Rosters menu. Choose from the following options: **<F1 All Home Room Rosters>**, **<F2 Single Roster>** (for a selected home room), or **<F3 Alphabetical Listing>**, an alphabetized listing of all patrons.
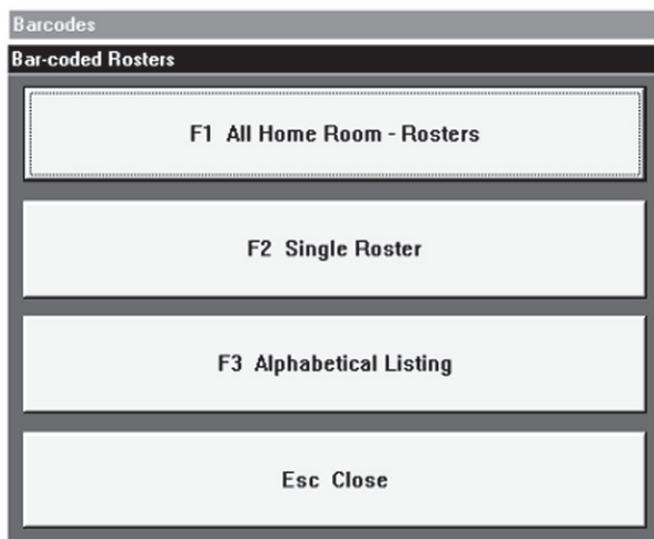
2A. <u>To print rosters for all Home Rooms</u>, press **<F1 All Home Room Rosters>**.

2B. <u>To print a single roster</u>, press **<F2 Single Roster>**. The Touchscreen Keypad appears and prompts you to specify the grade to include in the report. Use the **<↑>** and **<↓>** keys to highlight the grade, and press **<F1 Select>** or press **<Escape>** to Cancel.

2C. <u>To print an alphabetized roster for the entire facility</u>, press **<F3 Alphabetical Listing>**. The bar code roster sheets are displayed on the screen.

While viewing the roster on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the **Print Options** on the left side of the screen, then select **<F3 Print>** to send the labels to the default barcode label printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F2 PRINT ID CARDS

Student identification cards may be printed for patrons. If a photo has been captured for the patron, the photo will be printed on the ID card. Other information included on the ID card are the name of the facility, patron name, patron ID number, home room, grade and the bar code.

The ID cards should be printed on business card size labels. For laser printer, use Avery 5377 Laser Business Card labels. Once printed, the cards should be laminated using a 5 ml. laminating pouch.

ID cards may also be printed to a specific ID card printer. This will eliminate the need to laminate individual ID cards. ID cards can be printed to any Windows ID card printer that can handle photographic images. Before doing this, you must select a printer as the ID card printer in your Printer Setup. See **Assigning Printers** for more information.

F1 Print For Individual Patrons

Select a specific patron, or list of patrons, for which to print labels. Select this option, and the **Select Individual Patron(s)** screen appears.

This allows you to select a specific patron or list of patrons for which to print Photo ID's. You may use either the patron PIN's or ID Numbers.

To Print ID Cards For Individual Patrons:

1. Select **[F8 Printer/Barcode/Keyboard]** from Café Terminal's **MAIN MENU**. When you select this option, the **Setup Options** box appears.

2. **Select <F1 Print For Individual Patrons>**.

3. Select **<F2 Print ID Cards>**, then choose to **<F1 Print Using PIN>**, or **<F2 Print Using ID Number>**.
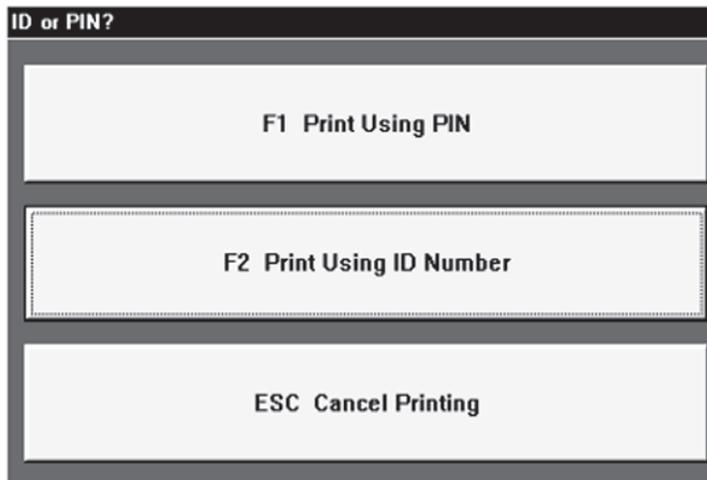
4A. <u>To Print Using PIN</u>, Select **<F1 Print Using Pin>**. The **Select Individual Patron(s)** screen will appear.

4B. <u>To Print Using ID Number</u>, Select **<F2 Print Using ID Number>**. The **Select Individual Patron(s)** screen will appear.

5. Choose a **<u>Sort By:</u>** option.

    The right side of this screen lists the **<u>Sort By</u>** options. Café Terminal automatically sorts by name (LAST, FIRST MI). Select **<F3 ID>** to sort by ID number, or **<F4 PIN>** to sort by

PIN. Choose **<F2 Name>** to sort by name again. Directions at the top of this screen explain how to **<F5 Add>** or **<F6 Remove>** patrons to/from the **Selected Patrons** section below, from the list of **Available Patrons** on the top half.

6. Highlight the patron(s) for which you want to print bar coded ID cards from the list of **Available Patrons:**. Use one of the following methods:

    a) Use the data entry box just above the list of **Available Patrons** to search for a Name, ID or PIN number (your chosen **Sort By** option). Begin entering the name, ID or PIN number. With each keystroke, Café Terminal scrolls through the list of patrons. When you see the patron you wish to select displayed on the screen, **<TAB>** to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

    EXAMPLE: In the figure shown, the list is sorted by the default, Name. To do a search for a patron with the name **ADAMS SAMANTHA**, first type "**ADA**" in the data entry box. This will highlight the first patron whose last name begins with "ADA", which in this case is **ADAMS JOHN**. You would then **<TAB>** to move the cursor to the **Available Patrons** list, and use the **<↓>** key once to highlight the next name in the list (in this case **ADAMS SAMANTHA**).

    b) If a Touch Screen is installed on your system, double click in the data entry field. The onscreen keyboard is displayed. Enter the patron's name, ID number or PIN (your chosen **Sort By** option), and **<ENTER>**. If the highlighted patron is not the one you wish to add, **<TAB>** to move the cursor to the **Available Patrons** list, then use the **<↑>** or **<↓>** key to highlight the patron you wish to add, or click once on the patron to highlight.

7. Select **<F5 Add>** to add the highlighted patron to the **Selected Patrons** list.

8. Repeat steps 2 & 3 for each patron you wish to add to the list of **Selected Patrons**.

9. Similarly, to remove a patron from the list of Selected Patrons, highlight the name you wish to remove, then select **<F6 Remove>**.

10. Select **<F1 OK>** when you are ready to print barcodes for the selected patron(s). The **Print Preview** window is displayed. **<ESCAPE>** to return to the **ID Cards** menu.

    The **Print Preview** screen allows you to view the labels before printing. While viewing the labels on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the **Print Options** on the left side of the screen, then select **<F3 Print>** to send the labels to the default barcode label printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

> **Note** *Labels will be printed to the default barcode label printer. (See **Printer Selection** in **INSTALLATION AND SETUP**.)*
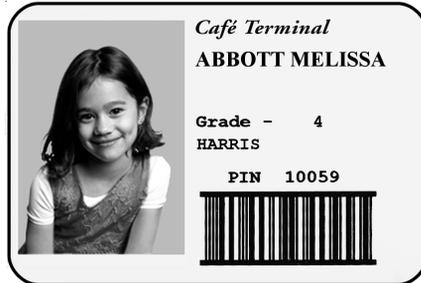
F2 Print Single Home Room

Generates bar coded ID cards for all patrons based on home room. The system groups patrons by home room and will begin a new page for each home room change.

1. Select **[F8 Printer/Barcode/Keyboard]** from Café Terminal's **MAIN MENU**. When you select this option, the **Setup Options** box appears.

2. Select **<F2 Print ID Cards>**.

3. Select **<F2 Print Single Home Room>**.

4A. To Print Using PIN, press **<F1 Print Using PIN>**.   The **Select A Home Room** window is displayed. OR…

4B. To Print Using ID Number, and press **<F2 Print Using ID Number>**. The **Select A Home Room** window is displayed.

5. Use the **<↑>** and **<↓>** keys to highlight the Home Room to include and press **<F1 Select>**, or press **<Escape>** to Cancel.

While viewing the ID cards on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the **Print Options** on the left side of the screen, then select **<F3 Print>** to send the labels to the default ID card printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F3 Print Single Grade

This option generates bar codes for the designated grade.

1. Select **[F8 Printer/Barcode/Keyboard]** from Café Terminal's **MAIN MENU**. When you select this option, the **Setup Options** box appears.

2. Select **<F2 Print ID Cards>**.

3. Select **<F3 Print Single Grade>**.

4A. To Print Using PIN, and press **<F1 Print Using PIN>**. The Touchscreen Keypad appears.

4B. To Print Using ID Number, and press **<F2 Print Using ID Number>**. The Touchscreen Keypad appears.

5. Enter the Grade to print and press **<Enter>**.

While viewing the ID cards on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the **Print Options** on the left side of the screen, then select **<F3 Print>** to send the labels to the default ID card printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

F4 Print All Patrons

This option generates bar codes for all patrons in the database. The printing is sorted alphabetically according to home room.

While viewing the ID cards on the screen, use **<F1 Back>** and **<F2 Next>** to scroll pages, and the arrow keys to scroll the entire screen. After viewing, choose either **All Pages** or **Current Page** from the **Print Options** on the left side of the screen, then select **<F3 Print>** to send the labels to the default ID card printer, or press **<Esc Close>** to return to the Barcodes menu. Press **<Esc Close>** again to return to the **MAIN MENU**.

APPENDIX C -- UPDATING AND IMPORTING

Café Terminal has the ability to import patron records from another source. This feature saves the user many hours of typing in patron information. Two techniques are available for loading your school's student database into the Café Terminal system.

Both importing and updating files are accomplished through the **<F6..Set Up Terminal>** option on Café Terminal's FILE MAINTENANCE menu. This option contains its own submenu of options. **<F3 Set Up Update>** is used to add or update patrons. If your existing student database is in a format compatible with the update file, a custom import program is not necessary.

> **Note** ✓ *Importing and updating files are highly technical procedures. Incorrectly performing these operations will result in serious damage to your Café Terminal system. For this reason, only those individuals with a thorough understanding of database files should attempt these functions. If you are not comfortable performing these tasks on your own, or have questions, your Café Terminal Support Representative will be happy to assist.*

SET UP UPDATE

> **Caution** ! *Before starting the import/update, make sure that you: a) perform a backup of all existing data (if applicable), b) make certain that all client terminals are properly powered down and that the Server is CLOSED. The update will not work if the terminal is OPEN.*
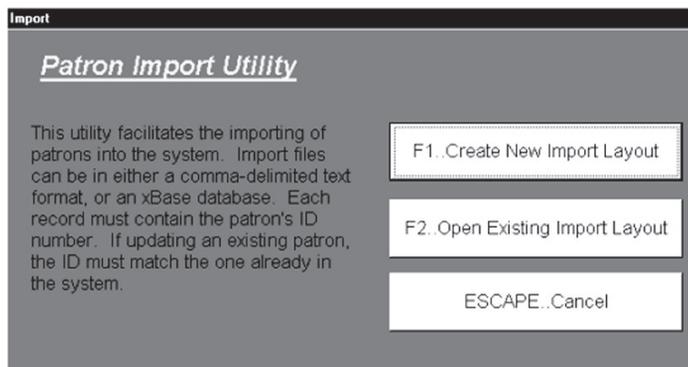
To access the *Patron Import Utility*: From the **MAIN MENU**, select **[F3..File Maintenance]** then **<F6..Set Up Terminal>**, then choose **<F3 Set Up Update>**.

If this is your first time doing the import then you will want to select the **<F1..Create New Import Layout>**. The screen below is then displayed.

Patron Import Utility

Data file to use when importing with this layout -

-none-

☐ Delete Upon Completion Of Import

An ASCII type file is a text file whose fields are separated by commas. Character values that contain commas must be enclosed in quotation marks. The file must have an extension of '.txt'.

An xBase type file is a database file with an xBase compatible format. The file must have an extension of '.dbf'.

F1..Select ASCII File For Import

F2..Select xBase File For Import

F3..Proceed

ESCAPE..Cancel

IMPORT FILE FORMATS

Next you must select the data file you wish to import. The update file can be either dBaseIII (XBASE) or a comma-delimited ASCII TEXT file (fields separated by commas). dBaseIII filenames will have .dbf as an extension, and ASCII text filenames will have either .txt or .csv as extensions. Each record within a file must contain at least the "STUDENT" field (which is the ID Number) and one or more of the fields in the chart below. This chart can be very useful when you are preparing the file to be imported into Café Terminal. The **"Name"** column on the chart lists the field names, the **"Type"** column lists the type of data for each field. Types are **C (Character)**, **N (Numeric), L (Logical), or D (Date)**. **"Length"** is the maximum number of characters and/or numbers that may be entered in that field. **"Dec"** is the number of decimals (if N, for Numeric, is the data type.

Files in dBaseIII (.dbf) format must include a HEADER line, containing the names of the fields (these are the field names in the Patron File.

> **Note** ✔ *Of particular importance is the __data type__. If one of the fields contains the wrong type of data, some (or perhaps ALL) of your data may not be imported properly. For instance, the STUDENT field contains patron ID numbers. It is a Numeric type field, containing no more than 10 numbers. (No decimal is used.) However if the field in your file that is "linked' to the student ID contains values that are of a non-numeric type, your import will probably not work at all, since the ID number is a required field in all imports.*

dBaseIII (XBASE) Format

NAME	TYPE	LENGTH	DEC	DESCRIPTION
STUDENT	N	10	0	Patron ID #
NAME	C	30		Patron name (last name, first name)
SCHOOL	C	5		School (facility) code
GRADE	C	2		Grade –9 - 99
HOMEROOM	C	20		Homeroom name
STATUS	C	1		Usually F, R, D, A, or E (Free, Reduced, Denied, Adult, or Employee
ATE_BRKFST	N	2	0	Terminal number where patron ate brkfst today
ATE_LUNCH	N	2	0	Terminal number where patron ate lunch today
ATE_DINNER	N	2	0	Terminal number where patron ate dinner/snack today
PP_BRKFST	N	3	0	Number of prepaid, discounted breakfasts
PP_LUNCH	N	3	0	Number of prepaid, discounted lunches
ACCT_BAL	N	7	2	Account balance in dollars (may be a negative amount)
LAST_TRAN	D	8		Last date patron purchased a reimbursable meal
PIN	N	10	0	Account PIN number (if no PIN, ID# will be used as PIN also)
DIETARY	C	30		Any dietary restrictions for the patron
PHOTO	C	10		Name of .bmp or .jpg file for patron in C:\CAFETERM\PHOTO
ADDRESS	C	30		Patron's street address
CITY	C	20		Patron's home city
STATE	C	2		Patron's home state
ZIP	C	10		Patron's home zip code or zip+4 (as 11111-1111)
PHONE	C	13		Patron's home phone number
TRACK	C	1		Alpha character specifying the group this patron belongs to in year-round schools where different groups are in attendance at different times of the year
ACTIVE	L	1		Logical field (T or F) used to specify whether a patron is Active (currently attending the facility) or Inactive
CHTODAY	N	6	2	Patron daily charge amount
BIRTH	D	8		Patron's date of birth (mm/dd/yy)
B_SCODE	C	5		School code of the facility where patron ate breakfast today
L_SCODE	C	5		School code of the facility where patron ate lunch today
D_SCODE	C	5		School code of the facility where patron ate dinner today
EMAIL	C	50		Email address
OLD ID	N	10	0	Patron's Old ID #
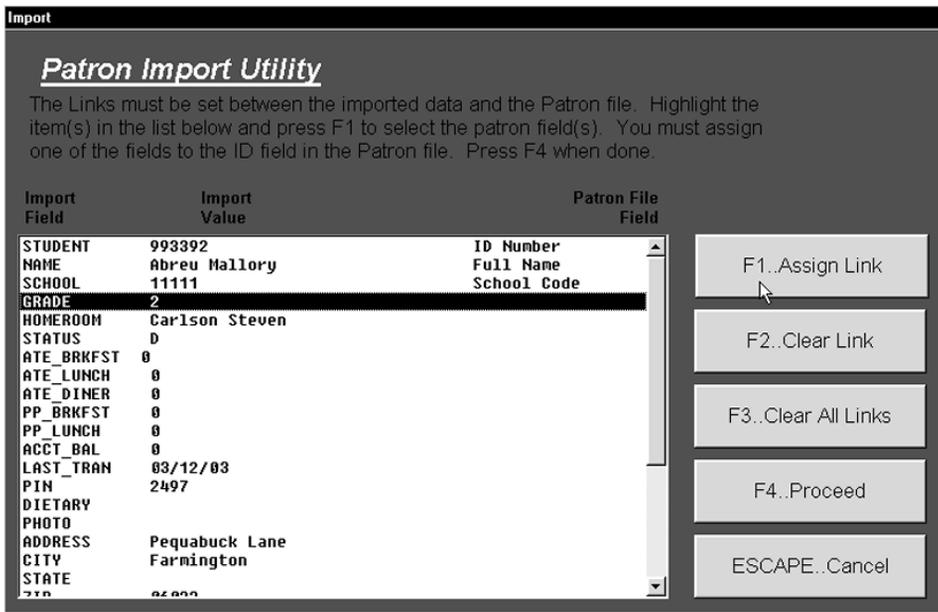
(Import of a dBaseIII file in progress, with some of the fields already assigned.)
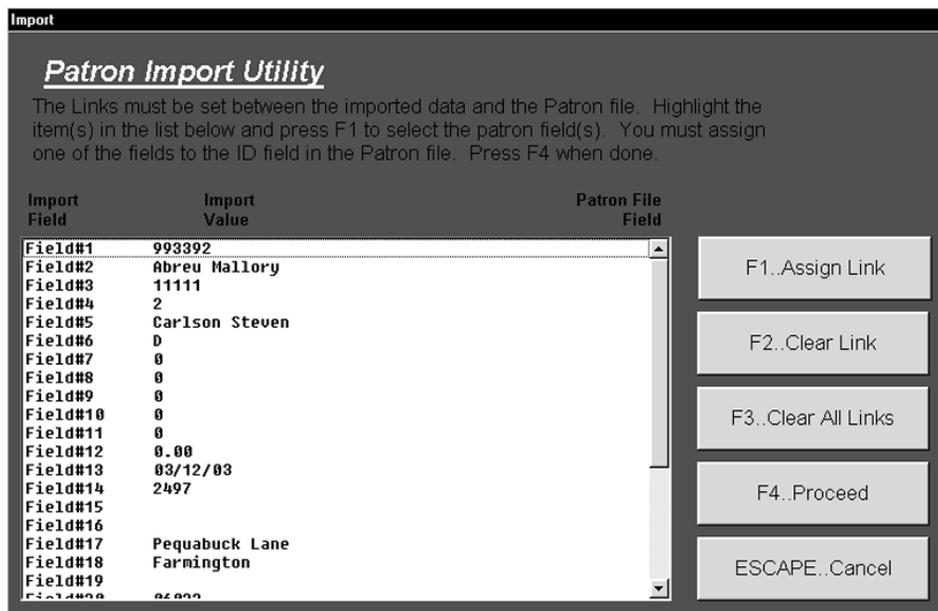
(Import of an ASCII file in progress. Links have not yet been assigned.)

<u>When you are compiling update files in ASCII (TEXT files)</u>, fields of data must be separated by commas. Separate records by carriage returns (<ENTER ↵>).

If the file you have is in an ASCII (comma-delimited) text format, press **<F1 Select ASCII File For Import>**. Locate the file on your computer, click on the filename once to highlight it, then click **<Open>**. If you know the file is in the proper format and it is not listed there just type the name of the file next to the File Name at the bottom of the box and then click Open. The screen will return to the **Patron Import Utility** menu.

The path of your file can now be seen in yellow at the top of the screen. Make sure the information is correct then select **<F3..Proceed>**. The Patron Import Utility screen will appear. This screen is slightly different than the one at the top of the page.

If this screen does not appear and you see the message *"Unable to Initialize and Read Import Data"* either the file is in the improper format or the file does not exist. Make sure the file name is correct and it is in the proper format (ASCII or dBASEIII) and begin the steps over.
You should now see the information that was contained on the file, organized into different fields. Each field contains patron information. In this example Field #1 is the ID Number, Field#2 is the Last Name, Field#3 is the first name, Field#5 is the grade, etc.

> **Note** ✔ *Update files written in dBaseIII do not have to follow the field order shown in the dBaseIII Format. Field names are compared during the update for correct data entry. Any fields in the update file with names other than those shown are ignored.*

ASSIGN LINKS

The next thing you have to do is assign the correct link to each field of information. To do this, highlight the first field then select **<F1 Assign Link>**. The following menu will appear:

To assign the information to the appropriate link just highlight the correct patron file field from the list and then select **<F1..Select Field>**.

> **Note**
> ✓ *Remember, you <u>MUST</u> assign one of the fields in the new data file to the **ID NUMBER** in the patron file.*

If the correct patron file field is not visible on the screen use the arrow keys on the right hand side of the box to scroll up and down till you find the desired field.

The original **Patron Import Utility Screen** will return matching up the field # on the left with the patron file field you selected on the right. Continue this linking process until all of the fields you wish to import are linked to the corresponding patron file field. When you are finished matching up the last field, <u>check and double check that the information is matched up correctly</u>.

COMPLETING THE IMPORT/UPDATE

Only when you are positive that all of the information is matched up correctly press **<F4..Proceed>**. The following screen will appear:
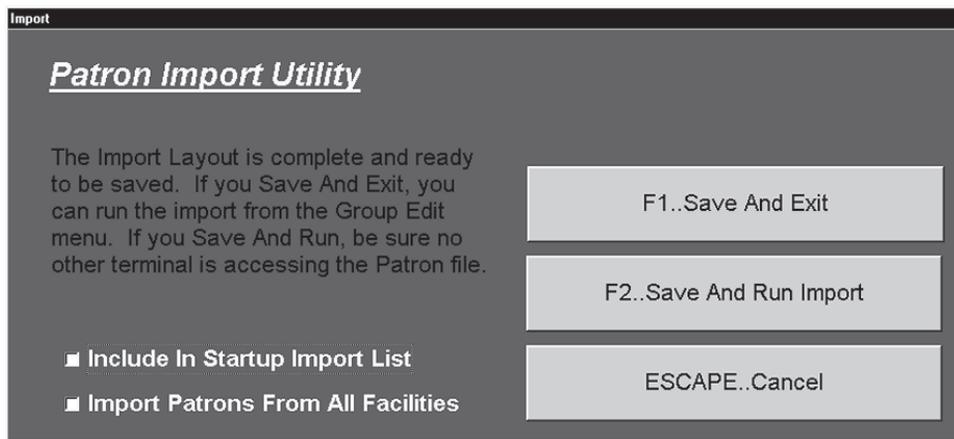
This import layout can be saved and run at startup every day. To do this, click on **Include In Startup Import List** until a check mark appears in the box to the left. If this box is checked, Café Terminal will look for the file that you are currently importing and use the import layout that was just created to import patrons at startup. If school code was included as one of the assigned links, you will also have the option of selecting *"Import Patrons From All Facilities"*. If this is not selected, only patrons with the same school code as the one entered in Setup Terminal will be imported.

> **Caution**
> ! *The file name must always be the same and the file layout must be the same as your current import layout. If not, information may be imported to incorrect fields.*

Press the **<F2..Save and Run Import>** key. You will then be prompted to give the new import layout a filename, and choose the location (directory) where you wish to save it. Click **Save**. The importing process will begin. The import may take several minutes depending on the number of patrons to be imported.

When the import is finished a print preview screen of the ***Import Summary Report*** will appear. This report will tell you how many of the patrons imported correctly into Café Terminal. If there were a large number of records that failed you may want to modify the patron file and repeat the import process. To print this report press **<F3 Print>**, otherwise, or press **<Esc Close>** to exit without printing the Import Summary.

> ⚠ **Caution** *After the import has been completed, you must pack and index the data files before verifying entering the Patron File (F1..Enter/Edit Patron on the FILE MAINTENANCE MENU).*

PACK/INDEX DATA FILES

To Execute the Pack/Index Command:

1. Select **<F3..File Maintenance>** from Café Terminal's **MAIN MENU**.
2. Select **<F3..Pack/Index>** from the FILE MAINTENANCE MENU. A progress indicator will flash on the screen.
3. When the message *"Operation Complete"* is displayed, click OK.
4. Select **<Esc..Return to Main Menu>**.
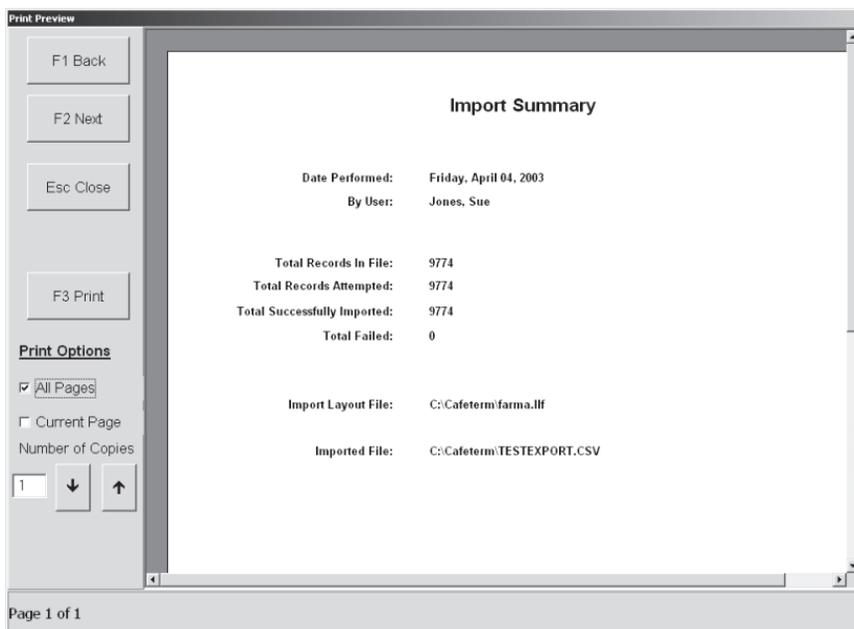
SPECIAL NOTES FOR IMPORTING

❑ When adding new patrons, the file must contain at least: **Student** (ID number), **Name**, and **Status**. The **Grade** field is also required in cafeterias that will charge different prices to different grades. In addition to the **Student ID** field, is the **Old ID** field. If the update file contains this field, and it is linked in the import, Café Terminal checks to see if the Old ID and Student ID fields contain the same number. If the numbers are different, the number in the Student ID field is assumed to contain a **"new" ID number**, and the existing Student ID number in the patron file will be replaced with the new number.

❑ The optional **Homeroom** field helps the cashier identify patrons. If your facility incorporates the use of patron photographs, the Homeroom field must contain data in order to use the **Search By Thumbnails** command in Sales Mode.

❑ **Dietary** information, though optional, is extremely important. If this field contains data (such as diabetic or food allergies), it is displayed as yellow letters in a red box. It is intended to draw the cashier's attention to dietary restrictions.

❑ When importing patron **account balances**, it is important to remember that existing account balances will be **adjusted** by the amount in the update file, and NOT overwritten with the new amount.

❑ If the **PIN** field is not linked, Café Terminal will automatically assign the ID number (**Student** Field) as the PIN.

❑ **Track** is an optional field used in year-round schools that have different groups (tracks) of patrons attending at different times of the year. The **Active** field is a **T**rue/**F**alse field. If the **Track** and **Active** fields are not imported, all patrons will automatically be marked with a Track of **A** and Active as **True**. If attendance at your facility is track-based, you will use the options **Reset All Tracks To Inactive** and **Select Active Track**. To use these options, select **[F3..File Maintenance]** from the **MAIN MENU**, then select **<F1..Enter/Edit Patron>**. When the Patron Information Screen is displayed, select **<F9 Group Edit>**.

❑ Café Terminal will accept grades -9 to 99. If **K** is imported as the **Grade**, Café Terminal will convert it to grade 0. If **PK** (Pre-Kindergarten) is imported as the grade, it will be converted to a **–1**. If any other letters are imported as the grade they will be converted to a **–2** grade.

❑ Photo is an optional field for schools that display photos during sales mode. Only the ten (10) digit filename should be imported. **DO NOT** include the .BMP or .JPG extension in this field. If photos are not displayed for imported patrons, you may need to **Check For Incorrect Data**. This option is found on the **Group Edit Menu**, which is accessed from the **Patron Information Screen**. Select **<F1..Enter/Edit Patrons>**, then **<F9 Group Edit>**, then **<F11 Check For Incorrect Data>**. This command will link photo filenames in the C:\CAFETERM\PHOTO folder to patrons in the patron database. Photo filenames **must** exactly match the patron ID numbers.

❑ FARMA, Free And Reduced Meal Application software, has a record format compatible with Café Terminal's update file and contains a feature that automatically creates a TEXT type update file. Make sure that the Database Type: field is set to **ASCII (TEXT) Format**.

APPENDIX D -- YEAR-END PROCESSING

Certain procedures must be performed, in both Café Terminal and Café Central, to prepare the systems for the new year. These procedures, collectively referred to as Year-End Processing, include backing up data and clearing journals and reports. Follow the instructions below to perform Year-End Processing. Carrying out these procedures after the end of the current year and before the beginning of the new year provides a smooth transition into the new year's operations.

YEAR-END PROCESSING FOR <u>SERVER</u> COMPUTER

BACK UP AND CLEAR REPORTS

You will need the following:

- Several blank, IBM-formatted diskettes, labeled so you will know they contain your Year-End backup *(i.e.,* "*2001/2002 All Data Backup -- Disk #1 -- SCHOOL NAME")*.

<u>**The following steps must be performed on the Server computer (ONLY):**</u>

SPECIAL NOTE Make sure no one else is accessing data in Café Terminal

1. Select **F3..File Maintenance** from the Café Terminal Main Menu.

2. Select **F4..File Utilities** from the File Maintenance Menu

3. Click on **Back Up All Data to Diskette** (This may require more than one diskette)

4. Click **OK** when the "Confirm" message box appears**.**

5. The "Backup/Restore" message box will appear. Make sure the **Backup Destination** is set to A:\. If not, choose **F2..Modify Destination** to change destination drive.

6. Click on **F1..Begin Backup**.

7. Insert the first disk into the disk drive. Click **OK**.

8. If multiple diskettes are required, you will be instructed when to remove the first diskette and insert another. Click **OK** to continue with the backup.

9. When you see the message *Backup Complete*, Click **OK**.

10. Remove the diskette from the A:\ drive.

11. Click on **Back Up Journal to Diskette**. (Several diskettes may be required)

12. The "Backup/Restore" message box will appear. Make sure the **Backup Destination** is set to A:\. If not, choose **F2..Modify Destination** to change destination drive.

13. Click on **F1..Begin Backup**.

14. Insert a *formatted*, blank diskette labeled "*2001/2002 Journal Backup – Disk #1"* with the *school's name* in your disk drive. Click **OK**.

15. If multiple diskettes are required, remove the inserted diskette, label the new *formatted*, blank diskette as instructed on the screen, insert it to your disk drive. Click **OK**.

16. Click **OK** when Backup is complete

17. Remove the diskette from the A:\ drive

18. Place all diskettes in a fireproof location for safe storage.

19. Click on **Clear Journals**.

20. Click on **Yes** to delete journals.

21. Click **OK** when Operation Complete

22. Click on **Clear Reports**

23. Click on **Yes** to delete Sales Reports.

24. Click on **OK** when Operation Complete

25. Click **Esc..Close**

26. Click **ESC..Return to Main Menu**

Helpful Hint The backing up and subsequent clearing of Journals and Reports must be performed on each Server in the District. Generally each school has its own Server. If you are running Café Central, these steps can be performed in the Central office using the "Remote Control" function.

DETERMINING YOUR PATRON DATA SITUATION

SPECIAL NOTE You will only follow instructions for one of the choices listed below. Make sure each school backs up all data, backup Journals, and run any year-end reports you may wish to have on hand before starting Year-End Processing.

Please choose the **one** option that best describes the Patron Data Situation in your District.

A. **Café Central** - If your district is using Café Central for remote administration and polling of data, you will use the instructions titled, **Year-End Processing For Server Computer, Café Central**.

B. **Changing Grades with District update file -** If you will be retaining the current Patron Database and updating from the District's Attendance database (e.g. file on diskette or on the District's Network), you will use the instructions titled, **Year-End Processing For Server Computer With District Update**.

C. **Changing Grades without District update file** - If you will be retaining the current Patron Database but will not be updating records from a district file, you will use the instructions titled, **Year-End Processing For Server Computer Without District Update**.

YEAR-END PROCESSING FOR <u>SERVER</u> COMPUTER -- CAFÉ CENTRAL

SPECIAL NOTE You must complete all steps of *Year-End Processing for SERVER Computer – Back Up and Clear Reports* before starting these instructions.

These instructions are for School Districts who are running Café Central.

You will need the following:

- Café Terminal Point-Of-Sale Software

- Café Central Software

- All servers in the District will need to be turned on and in Host mode

- A list of students who were <u>not</u> promoted will need to be supplied if you will not be updating the student information with a District update file **OR** District update file including ID#, name, grade, and school code (optional fields include home room, pin #, address, city, state, zip, phone number, and status).

 Instructions:

1. **Note:** Perform this step only if you will <u>not</u> be updating the student information with a District update file. Find all students who were not promoted and change their grade back one level. (i.e. change Grade '4' to Grade '3'). This can be accomplished by "Remote Controlling" each school through Café Central, clicking **F3..File Maintenance**, **F1..Enter/Edit Patron**, finding the appropriate student using the **F1 Find Patron** function, clicking **F5 Edit Patron**, and adjusting the Grade back one level. **Note**: you can skip this step if you will be updating the Student data with a District update file after all students have been transferred to the appropriate schools using Café Central.

2. Delete the highest grade in the District (typically 12th grade) by clicking **F3..File Maintenance**, **F1..Enter/Edit Patron**, **F9 Group Edit**, **F1 Delete by Grade**, and entering the grade to delete. ****Important**: Account balances, Prepaid meal credits, and charges will be deleted when patrons are deleted from the system. If you have not refunded/collected these balances you will want to print the "Patrons with +/- Balances" and "Patrons with Pre Paid Meals" reports before deleting the highest grade.

3. Open Café Central

4. Click on the **Maintenance** tab on the right-hand side of the screen.

5. Click on **Transfer Patrons pcANYWHERE**.

6. Click on Use Transfer Wizard.

SPECIAL INSTRUCTIONS Transferring Patrons must be done in a specific order. If not done correctly, students will end up with the wrong grade. This process must be done backwards. You must transfer the highest remaining grade to the next grade, and then keep repeating this logic until all students are transferred. **You have to first make a space before you can transfer the students into that space**. For example in a high school, we have already deleted grade 12. Next we will transfer students from grade 11 to grade 12. Once that is done, we will *transfer students* from grade 10 to grade 11. Once that is done, we will transfer students from grade 9 to grade 10, etc. If you started by transferring students from grade 9 to grade 10. Then moved grade 10 to 11, then grade 11 to 12, everyone in the database would end up as grade 12.

1. Follow the instructions of the Transfer Wizard. You have a choice of transferring students by Grade, Home Room, or Single Student. You will typically choose the Grade option for Year-end Processing. The Single Student Transfer can be used whenever a student transfers within the School District. When you are done answering the Wizard's questions, the Wizard will fill out the "Patron Transfer" form at the bottom of the screen. Click **Finish**.

2. Click Start Transfer in order to transfer the students from one school to another.

3. Continue transferring students using the logic described in **Special Instructions**.

4. When you are finished transferring all patrons, click ESC..Main Menu and then ESC..Exit Café Central™ to exit the program.

5. If you have a District update file, you can now import that file at each school. Please refer to "Import" and "Updating" in the Café Terminal User's Guide Index if you are unfamiliar with this process.

SPECIAL NOTE If you have schools which have more than one Café Terminal computer, follow instructions on **Year-End Processing for Client Computers.**

Optional – Defragment the hard drives on all machines in the District. The server is the most important since it stores all the data, but the client machines will also benefit. To defragment a computer's hard drive: From your Windows desktop, click on **Start (in the bottom left corner of the screen) and choose the **Run** option. Type "defrag" in the text box and click **OK**. Choose Drive C if not already selected and click **OK**. **<u>Note</u>: this process may take several hours, so you may want to do it at the end of the day and let it run overnight.

YEAR-END PROCESSING FOR <u>SERVER</u> COMPUTER --
CHANGING GRADES <u>WITH</u> DISTRICT UPDATE

SPECIAL NOTE You must complete all steps of *Year-End Processing for SERVER Computer – Back Up and Clear Reports* before starting these instructions.

These instructions are for schools who update their patron file from their District's Attendance database.

You will need the following:

▪ Import file with all students containing ID#, name, grade, and school code (optional fields include home room, pin #, address, city, state, zip, phone number, and status).

 Instructions:

1. Click on **F3..File Maintenance**

2. Click on **F1..Enter/Edit Patrons**

3. Click on **F9..Group Edit**.

4. Click on **F1..Delete by Grade**

SPECIAL INSTRUCTIONS Understand that when you delete the highest grade at each school, the information associated with these students is also deleted (i.e. Account balance, Prepaid Meal count, Status, dietary note, etc.) This can become a problem because this information is not generally stored in the District's Attendance Database. There are 2 scenarios for retaining this information below:

1. Before you delete the highest grades at each school, you can print reports containing the information you will lose. Printing the "Patrons with +/- Balances" , "Patrons with Pre Paid Meals", and "Patron by Status" (using F and R) reports will supply you with the information (all except dietary note) needed for manually updating the roll-over grade with information not supplied by the District Attendance Database. You will then need to manually enter this information. **Note**: zeroing out balances (including Prepaid credits) for Students in the highest grades at each school at year-end will simplify the manual data entry next year. In this case, you would only have to be concerned with Status and Dietary Note information.

2. If you do not have Café Central and you do not want to manually enter data for each roll-over grade, then you need to export and import each school's patron.dbf (student) file from the lower grade schools to the higher grade schools. Essentially this process consists of exporting all children from a lower grade school and importing all of these children into a higher grade school, then deleting those students who do not belong. This is an advanced process and is too complex to explain here. A Comalex technician will work with clients on an individual basis in these situations.

5. Type in highest grade at each school (i.e. High School = Grade '12') and click **Enter** (This happens immediately. Be sure you have selected to delete the correct grade.)

6. Click **OK** when Operation is Complete.

7. Click **Esc..Exit**

8. Click **F10..Return to Main Menu**

9. Import District Attendance Database File at each school. Please refer to "Import" and "Updating" in the Café Terminal User's Guide Index if you are unfamiliar with this process.

SPECIAL NOTE If you have more than one Café Terminal computer, follow instructions on **Year-End Processing for Client Computers.**

Optional – Defragment the hard drives on all machines in the District. The server is the most important since it stores all the data, but the client machines will also benefit. To defragment a computer's hard drive: From your Windows desktop, click on **Start (in the bottom left corner of the screen) and choose the **Run** option. Type "defrag" in the text box and click **OK**. Choose Drive C if not already selected and click **OK**. **Note: this process may take several hours, so you may want to do it at the end of the day and let it run overnight.

YEAR-END PROCESSING FOR <u>SERVER</u> COMPUTER –
CHANGING GRADES <u>WITHOUT</u> DISTRICT UPDATE

SPECIAL NOTE You must complete all steps of *Year-End Processing for SERVER Computer – Back Up and Clear Reports* before starting these instructions.

These instructions are for schools who do not update their patron file from their District's Attendance database.

You will need the following:

- List of students who were **not** promoted.
- List of new students by school containing ID#, name, and grade (optional information includes home room, pin #, address, city, state, zip, phone number, and status).

 Instructions:

Make sure that no one else is accessing data in Café Terminal

1. Click on **F3..File Maintenance**

2. Click on **F1..Enter/Edit Patrons**

3. **Find** all students who were not promoted and change their grade back one level. (i.e. change Grade '4' to Grade '3')

4. Click on **F9..Group Edit**.

5. Click on **F1..Delete by Grade**

SPECIAL INSTRUCTIONS Understand that when you delete the highest grade at each school, the information associated with these students is also deleted (i.e. Account balance, Prepaid Meal count, Status, dietary note, etc.) This can become a problem because this information is not generally stored in the District's Attendance Database. There are 2 scenarios for retaining this information below:

1. Before you delete the highest grades at each school, you can print reports containing the information you will lose. Printing the "Patrons with +/- Balances" , "Patrons with Pre Paid Meals", and "Patron by Status" (using F and R) reports will supply you with the information (all except dietary note) needed for manually

updating the roll-over grade with information not supplied by the District Attendance Database. You will then need to manually enter this information. __Note__: zeroing out balances (including Prepaid credits) for Students in the highest grades at each school at year-end will simplify the manual data entry next year. In this case, you would only have to be concerned with Status and Dietary Note information.

2. If you do not have Café Central and you do not want to manually enter data for each roll-over grade, then you need to export and import each school's patron.dbf (student) file from the lower grade schools to the higher grade schools. Essentially this process consists of exporting all children from a lower grade school and importing all of these children into a higher grade school, then deleting those students who do not belong. This is an advanced process and is too complex to explain here.   A Comalex technician will work with clients on an individual basis in these situations.

6. Type in highest grade at each school (i.e. High School = Grade '12') and click **Enter** (This happens immediately. Be sure you have selected to delete the correct grade.)

7. Click **OK** when Operation is Complete.

8. Click **F3..Change Grade**

SPECIAL INSTRUCTIONS *Changing grades must be done in a specific order. If not done correctly, students will end up with the wrong grade. This process must be done backwards. You must change the highest remaining grade to the next grade and then keep repeating that logic until all grades are changed.* **You have to first make a space before you can transfer the students into that space**. *For example, in a high school, we have already deleted grade 12. Next, we will change grade 11 to grade 12. Once that is done, we will change grade 10 to grade 11. Once that is done, we will change grade 9 to grade 10, etc. If you started by changing grade 9 to grade 10. Then changed grade 10 to 11, then grade 11 to 12, everyone in the database would end up as grade 12.*

9. Type in *old grade to change* and click **Enter**

10. Type in *new grade* and click **Enter**

11. Click **OK** (Operation Complete)

12. Repeat steps (8) through (11) until all grades have been changed.

13. Click on **Esc..Close** to return to Enter/Edit Patrons.

You will need your list of new students to do the following steps.

14. Click on **F4..Add Patron**

15. Enter the name of your new patron (last name <sp> first name) and click **Enter**

16. Enter the ID number of your new patron and click **Enter**

17. Click on **Yes** to add the student.

18. Fill in the remaining information and click on **F5..Save Patron**

19. Click on **Yes** to save changes.

20. Repeat steps (14) through (19) to add more students

21. When done, click on **Esc..Exit**

22. Click on **F10..Return to Main Menu**

SPECIAL NOTE If you have more than one Café Terminal computer, follow instructions on **Year-End Processing for Client Computers.**

Optional – Defragment the hard drives on all machines in the District. The server is the most important since it stores all the data, but the client machines will also benefit. To defragment a computer's hard drive: From your Windows desktop, click on **Start (in the bottom left corner of the screen) and choose the **Run** option. Type "defrag" in the text box and click **OK**. Choose Drive C if not already selected and click **OK**. **Note: this process may take several hours, so you may want to do it at the end of the day and let it run overnight.

YEAR-END PROCESSING FOR <u>CLIENT</u> COMPUTERS

SPECIAL NOTE **Make sure all Year-End Processing has been done on the Server computer.**

This process requires a basic knowledge of Windows® Explorer.

1. Exit out of Café Terminal

2. Click on the **Start** (bottom left corner of your Windows desktop screen)

3. Click on **Programs**

4. Click on **Windows Explorer**

5. Double-click on the **Cafeterm** folder

6. Double-click on the **Report32** folder

7. Click on **Edit**

8. Click on **Select All**

9. Click on **Delete** or press your **Delete** key

10. Double-click on the **Journals** folder

11. Click on **Edit**

12. Click on **Select All**

13. Click on **Delete** or press your **Delete** key

14. Click on **File**

15. Click on **Close**

SPECIAL NOTE These steps should be done on each client computer (not the Server).

NOTES:

APPENDIX E -- TROUBLESHOOTING

This section of the User's Guide contains some of the most common errors you may encounter with Café Terminal, possible cause(s), and at least one suggested solution.   If the problem you are having is not listed here, or you have tried the suggested solution and it did not solve the problem, contact your Café Terminal Support Representative. There is a space provided on the last page for you to write the name, phone number, and email address of your Support Representative for Café Terminal. Problems related to Café Prepay Integration should be directed to Café Prepay support. The toll-free phone number is listed on the last page.

PROBLEMS WHEN STARTING CAFÉ TERMINAL

Problem — When I start up a client terminal, I receive the message "Enter the path where the data is located".

Solution: Type in the path to the Server Terminal (i.e. **\\Servername\C\Cafeterm**). If this still does not work, there must be a problem with the network. (i.e. cables bad, bad port on the hub, not plugged in, etc.)

PROBLEMS WHEN LOGGING IN TO CAFÉ TERMINAL

Problem — When logging in, I receive the message "{User Name} appears to be logged in. If you are not logged in on another computer, select YES. Select NO to log in as another user."

Solution: Before selecting YES, make certain the user is not logged in at another computer. If the same user logs in and opens both terminals, and processes sales on both terminals, sales data loss will occur.

Problem — When logging in, I receive the message "Unable to locate user in database"

Solution: Either the Login Name or Login Password was not input correctly. Press **[F2..Log In/ Unlock Terminal]** and try again.

If there is still a problem, the system administrator will need to log in and verify that the user is set up properly. From the main menu, select **<F3..File Maintenance>**, **<F5..Enter/Edit Users>**, highlight the user in the list, and select **<F5 Edit User>**, verify and/or change the login name and

login password, then press **<F5 Save>**. Be sure you give the exact login name and password to the user.

Problem — I set up a Login Name and Password for a cashier, but when she tries to log in, I receive the message "Unable to locate user in database", and I know she is logging in correctly

Solution: The Login Name and Login Password may not exceed six (6) characters. From the main menu, select **<F3..File Maintenance>**, **<F5..Enter/Edit Users>**, highlight the user in the list, and select **<F5 Edit User>**, verify that you do not have more than six (6) characters in the Login Name or Login Password fields.

PROBLEMS ENTERING SALES MODE OR WHILE OPERATING IN SALES MODE

Problem – When entering Sales Mode, Café Terminal freezes so I cannot enter Sales Mode..

Solution: One possible reason for this is incorrect display settings in Windows. <u>Colors</u> must be set to higher than 256 colors, and the <u>Screen Area</u> should be set to 800 x 600 pixels. To change these settings:

> **Note** ✔ *If the screen is frozen, you may have to "End Task" (For Windows98 users — hold down the CTRL and Alt keys, then press the Delete key); Select "End Task" (another window will appear); Select "End Task" again. If at all possible, avoid turning off the computer without doing this, or your files may be corrupted.*

Exit Café Terminal and all other programs.
Click on the **START** button in the lower left corner of the screen.
Select the **SETTINGS** option, then **CONTROL PANEL**
Double-click on **DISPLAY**
Next, select the **SETTINGS** tab
Click on the arrow , under the word **"Colors"** to select a color setting greater than 256 colors.
In the **"Screen Area"** section, use the slide bar to adjust the display area to 800 x 600 pixels.
Click the **APPLY** button.
Click the **OK** button.

In some cases, you may be informed that it is necessary to restart the computer in order for your changes to take affect, and asked if you wish to restart the computer now. Click "Yes" to restart the computer.

Problem — No MEAL key in Sales Mode

Solution: Not all cashiers were closed out from prior sales date.

Exit back to the **MAIN MENU**
Select **[F3..File Maintenance]**
Select **<F6..Set Up Terminal>**
Select **<F2..System Reset>**

* Make sure that the cashier who is still open is closed out properly and then opens again with today's date. If this is not done, today's sales will be posted to the User's Journal on the date he/she is open for, and will result in incorrect sales figures for both days.

Problem — The PPB and PPL keys do not work in Sales Mode

Solution: The item file has not been set up properly. In order for PPB and PPL to ring a price, you must enter a discount price and discount quantity for each meal type that is used at this facility. Also, if the patron has a status of F, the PPB and PPL will not work. (See **Setting Up The Item File** in the *FILE MAINTENANCE* section of the User's Guide.)

Problem — When the MEAL key is pressed in Sales Mode, Café Terminal doesn't charge the correct amount

Solution: Check the patron's account file to verify that he/she has the correct **Status** and the correct **Grade**.

Problem — When the MEAL key is pressed in Sales Mode, I receive the message "Status/Grade does not match"

Solution: Check the Status and Grade in the patron File for this patron. They must match the Eligibility Matrix.

Problem — I set up a Touch Screen Layout, but when I go to Sales Mode, the items are not displayed correctly

Solution: You must also designate the touch screen layout to be used for each meal period for each cashier (user).

Exit Back to the **MAIN MENU**
Select **[F3..File Maintenance]**
Select **<F5..Enter/Edit Users>**
Highlight the correct user (cashier) by using the error keys or clicking with the mouse.
Select **<F5..Edit User>**

Click on the **Breakfast Layout** and select the correct layout
Click on the **Lunch Layout** and select the correct layout
Click on the **Snack/Dinner Layout** and select the correct layout
Select **<F5..Save>** to save your changes
Highlight other users and click **<F5..Edit User>** to select layouts for that user
Click **<Esc..to MAIN MENU>**
Try Sales Mode again

** Sometimes you may have to exit out of *Café Terminal and restart before any changes made to a layout will appear.*

Problem — I have patrons at Terminal #1, but not at the other terminals

Solution: You must make sure that the **Patron Path** (in **Set Up Terminal**), is correctly directed to the location of the patron.dbf file, usually the patron path is the same as the network path, unless the school is on a fiber optic WAN and all schools in the district are using one patron file.

Another problem might be that students have an incorrect School Code. Students that do not have the same School Code as the code designated in Terminal Setup will not be printed.

PROBLEMS WHEN TRYING TO PRINT

Problem – When I select a report, I receive an error message "Ctswin has caused an error in Module _____. This program will now be shut down." Café Terminal is exited.

Solution: A printer must first be set up using the Windows "Add Printer" feature in order for Café Terminal to display (print) reports to the computer screen. This is true even if a printer is not attached to the terminal.

Exit Café Terminal and all other programs.
Click on the **START** button in the lower left corner of the screen.
Select the **SETTINGS** option, then **CONTROL PANEL**
Double-click on **PRINTERS**
Double-click on **ADD PRINTER** to run the **ADD PRINTER WIZARD**, which will guide you
    through the steps for setting up a printer and drivers.

A printer must also be assigned for printing reports, using the "Assign Printers" command in Café Terminal. To assign printers in Café Terminal:

Select **[F8..Printer/Barcode/Keyboard]** from Café Terminal's **MAIN MENU**.
Select **<F3 Assign Printers>**.
Click on **<F1..Setup>** to select a **Report Printer** from the list.

Check to make sure a printer has been assigned for all the tasks you want Café Terminal to perform. Click **<F2..Setup>** to select a **Receipt Printer**, **<F3..Setup>** to select an **I.D. Card Printer**, and **<F4..Setup>** to select a **Bar Code Label Printer**.

When finished assigning printers, click **<Esc..Close>**, then **<Esc..Close>** again to return to the **MAIN MENU**.

> | Note ✓ | *If the word "Default" appears in the Report Printer field, make sure your printer is set to be the default printer in Windows. Select START, SETTINGS, CONTROL PANEL, double-click on PRINTERS, then click once on the desired printer to highlight it, right click and select "Set As Default" from the menu that appears.* |
> |---|---|

Problem — I can view reports on the screen, but the report does not print when I press F3 Print

Solution: First make sure that the printer is plugged in to an electrical outlet and turned on. Also check to make certain the printer is connected to the computer, and that connections are secure. Then make sure you have assigned the correct printer as the Report Printer.

Select **[F8..Printer/Barcode/Keyboard]** from the **MAIN MENU**
Select **<F3..Assign Printers>**
Select the **<Setup>** button next to the printing task you wish to assign a printer for
<Esc..Close>, then **<Esc..Close>** again to return to the **MAIN MENU**.

If the assigned Report Printer is already correct, after exiting Café Terminal properly, try rebooting the computer and try again. If this still does not work, you may need to reinstall your printer drivers.

Problem — I print a roster of students, but not all the students are listed

Solution: Some students may have an incorrect school code in the **Patron.dbf file**. Use the Group Edit feature to change the facility code for a single grade or all grades.

Select **[F3..File Maintenance]** from the **MAIN MENU**
Select **<F1..Enter/Edit Patron>**
Select **<F9 Group Edit>**
Enter the **Facility Code To Change**
Enter the **New Facility Code**
Select a single **Grade To Change** or **All** grades
Select **<F1 Change Codes>**

Problem — I print a roster by grade, but not all students are listed

Solution: Café Terminal treats students with grade 01 as a different grade than students with grade 1. You must go to Group Edit, (in Enter/Edit Patron) change grade 01 to grade 1, then perform the **<F3..Pack/Index>** command (located on the FILE MAINTENANCE menu).

* NOTE: This must be done for each grade.

Problem — I print the Sales Activity Report, but some data is missing

Solution: First try to Regenerate Report for today's date. If data is still missing, print individual Terminal Reports to determine which cashier is not being processed. Once you determine which cashier is missing, you will probably discover that he/she did not close out properly the day before and that today's sales were processed on yesterday's journal. The sales can be separated, but only with a LOT of work on your part. You will have to call Café Terminal support for this.

If there is only one cashier, today's sales information has probably been written to the previous sales day's journal. Print the Sales Activity Report for the previous day and check to see if the numbers appear to be for two days.

Problem — I get the error message "Unable to access file on an open database"

Solution: There is a file that is already open and is being accessed. Simply restart your server computer after closing down all client terminals.

Problem — The message "Stack overflow" appears after selecting <F7> Print/View Reports

Solution: If the error is still on the screen, while holding down the CTRL and Alt keys, press the Delete key.

Select End Task (another window will appear)
Select End Task again

** You may have to reboot your computer if it fails to respond. After it finishes rebooting, if it automatically goes into Café Terminal, then exit out of the program and execute the following steps:

Click on the **START** button in the lower left hand corner of the screen.
Select the **SETTINGS** option, then **CONTROL PANEL**
Double-click on **DISPLAY**

Next, select the **SETTINGS** tab
Select the **ADVANCED** button (bottom right hand side of the window)
Select **Small Font** in the drop down window
Select **OK**

You will then be asked if you would like to restart the computer, select YES
After the computer has rebooted, log into Café Terminal, and try printing again

PROBLEMS WHEN GENERATING STATE FORMS

Problem – When running State Forms, the Month/Year field is not correct

Solution: The spreadsheet from the previous year, for the month you are trying to print, is still in the system and must be deleted. To do this, select **<F12..State Forms>** again, click **<Esc>** to stop the state forms from printing automatically, click on the **Help tab** on the bottom left corner of your spreadsheet to display the **Help Menu**. Choose **<Delete A Month>** from the menu, choose the current month from the menu, and click **OK** to delete the spreadsheet. Exit the spreadsheet. When you select **<F12..State Forms>** again, Café Terminal will generate a new spreadsheet for the current month and year.

PROBLEMS WITH EMAIL

Problem – The email feature stalls or produces the message "cannot send mail to remote server, please try again later".

Solution: If you connect to the internet with a dial-up connection, the email feature will not work. Otherwise, make sure that the User's email address and the email address in the patron file are valid internet addresses (email addresses must contain the @ sign, followed by the domain name, such as johndoe@hotmail.com).

Problem – Patron Participation Reports and/or Account Status Letters are not being emailed

Solution: In order for this feature to work, BOTH the **Patron** file and the **User** who is logged in must have a valid email address in the **Email:** field.

MY CAFÉ TERMINAL SUPPORT REPRESENTATIVE IS:

Name: _____

Phone: _____

Email: _____

CAFÉ PREPAY SUPPORT:

For support with issues pertaining to Café Prepay integration, call toll-free: 1-877-513-0469, Ext. 22.

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