

SCHOOL DISTRICT OF OSCEOLA COUNTY 01-0049
SCHOOL NUTRITION SERVICES (SNS)
MEAL COUNT PROCEDURES
2024-2025

MCS from Heartland School Solutions is the system used to manage and assess the student's data for the School District of Osceola County's School (SDOC), School Nutrition Services (SNS) department. The SNS department uses this computerized, internet based system to implement and maintain our meal programs and student eligibility status. The district's student information software (FOCUS) generates student I.D. numbers. MCS determines, and stores the free, reduced or paid eligibility status for each student, processes tendered meal counts and generates reports that include daily edit checks, daily meal counts by eligibility and student rosters.

A. Meals Served in the Dining Room

Using the MCS computerized Point of Sale (POS) system from Heartland School Solutions, each student has a personal identification number (ID). All SDOC schools use the ID number to identify the students at the POS. Cafeteria computers/POS are programmed with the correct pricing of each sale category (free, reduced or paid).

As each student comes through the serving line, they are identified by one of the following:

- ID number entered on a key pad by the student.
- ID card (with picture and bar code) is swiped or scanned, containing the ID number in a bar code format.
- Bar code roster (containing ID number) scanned by cashier.
- Student tells their ID number to the cashier who enters it into the POS.
- Student/Teacher can say the entire student's name to the cashier to manually look up student in POS.

There will be verbal identification of each student's name by the student, teacher or by the cashier at CEP and NON CEP schools.** At no time will staff use memory of a student or their ID number to record a meal into the POS. The cashier will look at the POS monitor after the student has entered their ID number and say the name or verify the name on the screen. The cashier and the POS are stationed at the end of the serving line. The cashier is responsible for making sure the student has a reimbursable meal before completing the transaction. The POS automatically records all meals, at the correct eligibility status, deducts the cost of the meal from the account balance (if applicable), or indicates to the cashier if cash is due.

If a student has less than the required meal components to constitute a reimbursable meal, the cashier will remind the student that three out of five meal components must be selected if Offer vs. Serve is used or all five components must be selected if Offer vs. Serve is not used. If the student refuses, he/she will be charged A la Carte prices for the food (at CEP and NON CEP schools).

B. Meals Served Outside the Dining Room

All meals served outside the dining room must be accompanied by a paper roster electronically generated from MCS and will not be Offer vs. Serve (ISS, Pre-K, Clinic, etc.). The rosters will be used for all these meals as a means for accurately counting and recording transactions. ISS, Pre-K, Clinic students are given a menu to select a meal and choice of milk. Choice of meal and milk will be brought to them for consumption. Pre-K allowed white milk only.

Selected schools use wireless laptops with the MCS POS software to record meals served to students. These laptops are POS units wirelessly linked to the SNS manager computer. As meals are served to students and entered into these laptops, the meals are recorded in the software. The student ID is entered into the laptop, a verbal identifier is used and the meal is served to the student. The meal is then entered into the laptop as served.

If a paper roster is used it must contain the school name, grade, date, meal being served, name of the person completing the roster and the student ID number. This roster will be generated by the SNS manager using the MCS software.

As the meal is distributed to the student, the student will state their name and a mark is made on the roster next to the student's name (the roster will not be marked prior to a student receiving a meal). When meal service is completed the roster will be signed by the person handing out the meals and/or checking off the roster then returned to the SNS manager before the "End of the Day" Report is run. The SNS manager and/or designee will compare the meal roster to the absentee roster, making sure no students were entered for the meal service that were also on the absentee roster (If a student is marked on the roster, as receiving a meal, the school's front office should be contacted immediately to see if the attendance roster is in error. If there is an error the SNS manager must make a comment on the attendance roster. If the attendance roster is not in error the person that marked the meal roster must be contacted immediately to rectify the meal service). The SNS manager and/or designee will enter the information from the meal roster into the POS. The transaction log will be printed and compared to the roster for accuracy. The roster, absentee roster and POS transaction log will be filed in daily paperwork folder. **All counts and transactions should be second party checked for accuracy and initialed by the reviewers.**

Field Trip Meals

The classroom teacher must notify the SNS manager at least two (2) weeks in advance of the field trip to assure adequate food supplies.

On the day of the field trip, the SNS manager can follow the procedure for Meals Served Outside the Dining Room or can have the students going on the field trip use the POS.

If the POS option is used, the students will go through the serving line (before they leave on the field trip) and receive their NON - Offer vs. Serve bag lunch (must have all five (5) components). The students will then proceed to the cashier, enter

their ID number and say their name to the cashier. The student will then place their field trip lunch into the cooler. NOTE: If students would like to write their name on their bag lunch please have a marker available for their use. Ice will be used in the coolers to maintain proper food temperatures.

C. Preventing Dual Participation (Second Meals)

The MCS POS system prevents students from purchasing a second reimbursable meal on the same day for the same meal service period. Each student is accounted for individually, in the POS by their student ID number and their meal eligibility status code. This code is free (A), reduced (B) and paid (C). This code prevents any unauthorized person from identifying the meal status of a student. Each student is allowed access to only one reimbursable meal for breakfast and one for lunch. If a second meal purchase is allowed at a school the MCS POS system is programmed to charge the second meal at the A la Carte price. If second meal purchases are not allowed at a school the MCS POS system is programmed to indicate to the cashier that second meals are not allowed, and the sale cannot be completed. Second meals sold show as A la Carte sales.

At NON CEP schools: If, for any reason, the meal eligibility status of a student is unknown, the meal is to be charged as a PAID meal. Student meals must NEVER be claimed for FREE or REDUCE PRICED federal reimbursement if the student has not been APPROVED for FREE or REDUCE PRICED meals, via the meal application process or through Direct Certification. Prior to entering a generic paid meal a global search must be done to determine the eligibility status of the student receiving the meal. The global search must be printed as your back up documentation. Write the name of the student not found on the blank global search. Then write the student's name on the transaction log next to the generic meal entry.

D. Meal Charges for NON CEP Schools

Students without money (paid eligibility) are allowed to charge two (2) lunches at the Elementary level and K8, one (1) lunch at the Secondary level before being offered an alternate meal. Alternate meals will consist of a cheese sandwich, fruit, vegetable and milk.

The Alternate Meals are entered into the POS using the Student ID number and a key set up for the Alternate Meals. The Alternative Meal contains all the components of a reimbursable meal and is claimed for reimbursement based on the student's eligibility.

The name of the student getting the Alternate Meal is also recorded on the Alternative Meal Count Roster to be monitored and provided to the principal for investigation. All charged lunches are expected to be repaid.

Daily the SNS manager or cashier should review the Alternative Meals served. Parents of students at the Elementary, K8, and Middle school level should be phoned if a child receives one (1) Alternative Meal. The SNS

manager should contact the principal if a child receives two (2) Alternative Meals in a row. The SNS Field Supervisor should be contacted by the SNS manager if a child receives three (3) Alternative Meals in a row.

If a student refuses an alternative meal the refusal box on the Alternative Meal Count Roster must be checked by the cashier and initialed by the student.

A la Carte sales to students with a negative balance should only be in cash. The change is to be returned to the child unless instructed by the parent/guardian to apply the change to the debt.

Cashiers MUST NOT discuss negative account balances with students, in the serving lines.

On the first and third Friday of every month (per the SNS due date calendar) the SNS manager at **CEP and NON CEP SCHOOLS** will print a negative balance report and negative balance letters for each student on that report. The letters will be taken to the school office to be distributed. Every manager will be trained by their supervisor on the proper method to distribute the letters to protect the student's privacy. The manager will now sign and date the negative balance report certifying the letters have been sent out. This report will be kept on file at the school.

School Nutrition Services does not allow charging for Breakfast meals because all schools provide Universal Free and CEP Breakfast.

Each POS at a NON CEP school is equipped with a No Charge Key. This key is used to record a paid reimbursable meal that is given, and no money is collected. This key is used on the first day of school each year for any student that does not have money to pay for their meal, or on a student's first day of school if the student has no money to pay for the meal. This key is also used if the school administrator wants a student to eat at no charge. **The NO CHARGE meal is only provided to a child that does not already have a negative balance.**

If a student has an uncollected balance they are to receive an Alternate Meal.

E. Visiting Students

Visiting students are tallied separately on a student temporary roster. A printed list with the student's names, ID number, and status is provided to the SNS manager at the host school by the SNS manager at the visitor's home school or by the SNS district office. The meals are recorded at the host school. The cashier marks the meal served on the student temporary roster at the POS. At the end of the meal service the cashier gives the student temporary roster to the SNS manager. The SNS manager will enter in the meals served as generic meals based on each student's eligibility. The SNS manager will print out the transaction log for the generic meals entered into the SNS manager's computer. Next to each generic

meal the SNS manager will write the name of the student for which a generic meal was entered. The roster and transaction log will be two party reviewed for accuracy. The roster and transaction log is filed with the daily paperwork as support documentation for the generic meals.

The meals for the visiting students are claimed for reimbursement at the host school. If these meals are in excess of those authorized (Edit Check Report), a note is made on the Edit Check Report and signed by the SNS manager at the host school indicating the reason for the excess meals. A copy must be sent to the SNS district office and one kept at the school for audit purposes.

If students from a Community Eligibility Provision (CEP) school are visiting a NON CEP school their meals will be recorded on the yellow **NEW/TRANSFER STUDENT DAILY MEAL COUNT ROSTER**. The **NEW/TRANSFER STUDENT DAILY MEAL COUNT ROSTER** is then scanned and emailed to the SNS manager at the CEP school. The manager at the CEP school enters these meals into the POS.

F. Employee Meals/Adult Meals

All SNS school center personnel, Kitchen Maintenance personnel, and any SNS district office personnel visiting the kitchen receive a LUNCH at no charge. These meals are rung on the POS as an Adult Earned Meal at the end of the LUNCH meal service. If the employee wants an ala carte item only, that item is rung as an Adult Earned Meal. If the employee wants an ala carte item with their meal, it is rung up as an Adult Earned Meal. Ala carte items are not rung up as Adult Earned Ala Carte. All other adults pay for their meals at the established adult rate. NO ADULT IS ALLOWED TO CHARGE A MEAL AS PER FEDERAL REGULATION. **Earned meals are not allowed for Breakfast.**

G. CEP (Community Eligibility Program) **

At breakfast at the CEP sites the students are entered into the POS using the student ID.

At CEP sites the student meals at lunch service are entered into the POS using the appropriate meal key using the student ID or PIN. The meal is served as no cost (no charge for meal and no monies are collected) to the student. The SNS Computer Tech applies the appropriate meal percentages (from the base year) according to the CEP direct certification percentage to the meal count for claiming purposes each month.

CEP schools that provide out of dining room meals for lunch will use a laptop or paper roster to enter in meal counts in to the POS. **In the case of an emergency or power outage Tally Sheets maybe used for all meals at a CEP site. This is the only time Tally sheets may be used without prior permission from the SNS office.**

H. Universal Free Breakfast Program

Students eating breakfast at schools participating in the Universal Free Breakfast Program, receive a breakfast at no cost (no charge for meal and no monies are

collected) to the student. The student picks up a breakfast and enters their ID number by one of the approved methods; the meal is then entered into the POS based on the eligibility status of the student. All Universal Free Breakfasts are claimed for reimbursement based on the actual meal status of the student. The School District of Osceola County offers breakfast at no charge to all students, at all schools in the district that participate in the National School Breakfast Program. This procedure does not apply to CEP sites.

I. Students New to the School NON CEP Sites ONLY

When a new/transfer student is enrolled, the person enrolling that student notifies the SNS manager. The SNS manager conducts a global search of the student's eligibility in MCS (print the results of the global search). **A=Free B=Reduced and C=Paid**

This information is entered on the NEW/TRANSFER STUDENT DAILY MEAL COUNT ROSTER. When the student comes through the line, the student is verified by name, and the roster is checked when the student receives the meal. At the end of the meal session the "generic" meal (see below) is entered into the SNS manager's office computer. The SNS manager then compares the generic meals entered with the transaction log (from the POS) to verify all generic meals were entered accurately. The name of the student receiving the generic meal is written on the transaction log, next to the generic meal entry. The global search results, generic meal roster and the printed transaction log are filed with the daily paperwork. If a new/transfer student enters their ID number into the POS and the ID number does not register the cashier will write the name and the ID number on the NEW/TRANSFER STUDENT DAILY MEAL COUNT ROSTER. At the end of the meal service the SNS manager will do a global search to determine the student's eligibility status. The student's meal will be entered into the POS based on the results of the global search.

All counts and transactions should be second party checked for accuracy and initialed by the reviewers. If on the FIRST DAY, at your school, a paid student has NO MONEY to pay for their lunch the SNS manager will enter the meal as a "NO CHARGE" NOT a "Generic" meal. This procedure only applies to schools that are NOT on CEP status.

Any student enrolling in a NON CEP school from a CEP school within Osceola County or any other County must be given a meal at the "free status" for 10 days to allow adequate time to submit a meal application or become directly certified. The student name will be entered on the New/Transfer Student Daily Meal Count Roster, and the CEP column is to be filled out. The status of these students must be checked daily in MCS by the manager, and the cashier must be advised as to when to start using the student ID for meals if a status change has been made. After the 10 day period, if there has not been a status change, the cashier will enter the student ID at the POS and the meals will be charged at the appropriate status from this point on.

J. A-la-Carte Sales

All food items listed on the menu can be sold A la Carte (separately). An A la Carte price list is updated at the beginning of each school year. These items can be sold on all serving lines. No a la carte items can be charged.

It is recommended that students in middle school consume a meal before they are allowed to purchase A la Carte items. Elementary students must have a meal before purchasing A la Carte items (except milk or juice with a bag lunch).

If a POS is not available at a remote location, employees handling these transactions must complete an A la Carte Control Sheet, recording the beginning and ending quantities of each item sold as indicated on the form. The SNS manager and/or cashier determine the quantity sold of each item at the end of serving. The sold quantity of each item is entered into the POS by the cashier or bulk entered into the SNS manager's computer by the SNS manager.

K. After School Snack at Point of Sale

THIS PROCEDURE IS FOLLOWED BY ALL SITES PROVIDING AFTERSCHOOL SNACKS

All schools that provide a reimbursable afterschool snack (ASSP) use a printed roster ~~or a tally sheet~~ with an attendance roster. The Afterschool Snack Roster, ~~or tally sheet~~ is left with the snack each afternoon. A complete reimbursable snack is given to each student and the roster ~~or tally sheet~~ is marked, and signed by the designee in charge of the after school program. Roster ~~or tally sheet~~ with attendance roster and left over snacks (the share table left overs and the snacks not served) are returned to the cafeteria. **The SNS manager will check the attendance roster and tally sheet daily to ensure snacks served are not greater than students in attendance.** All Afterschool Snack Programs are audited biannually (twice a year) for program/regulation compliance. The SNS manager MUST keep all completed rosters, ~~and/or tally sheets~~ on file.

NON AREA ELIGIBLE SITES: The morning following the ASSP meal service, the SNS manager will start an "Other" Meal Session for the previous day. The SNS manager or cashier will enter into the POS the snacks for each student indicated on the roster from the previous afternoon. The student ID number is entered, by one of the approved methods, the snack key is entered into the POS and the sale is tendered. The SNS manager now views a Sales and Meal Report BLO for the snack session and a transaction log. The MCS System is programmed not to allow second snacks to be entered and claimed. The transaction log is compared to the roster to ensure all snacks were recorded accurately. The rosters, and transaction log will be filed with the daily paperwork.

AREA ELIGIBLE SITES: The morning following the ASSP meal service, the SNS manager will start an "**Other**" **Meal Session NSLP PROGRAM** for the previous day. The SNS manger will tally the total number of Afterschool Snacks served the previous day for all programs at the site. The total number of snacks will be bulk entered into the POS using the Free Snack Key. The SNS manager will view the Sales and Meal Report BLO and compare it to the total number of snacks served. The rosters, and transaction log will be filed with the daily paperwork.

CEP SNACK SITES: CEP sites follow the above area eligible snack procedures except for the reporting. A CEP site must look at the item sales and edit check report for the “Other” meal session to make sure your snacks have been entered at the right status under the right program.

L. Edit Check

The edit check (93.8%) will be monitored daily by the SNS manager. If the percentage is exceeded, the SNS manager will review the meal counts by eligibility, along with the school's attendance roster to ensure accuracy. A reason will be entered on the “Edit Check” report for any category (free, reduce priced or paid) that exceeds the 93.8%. **This procedure does not apply to CEP schools.**

M. Back Up System

In the event that the computerized POS system is not operational, the following back up procedures must be followed.

NON CEP Sites ONLY

An Eligibility Roster generated from MCS is maintained by the SNS manager in the event the computerized POS system is not operational. An updated roster **must be printed weekly by each SNS manager from the first week of school until October 1, after October 1 the Eligibility Roster should be printed monthly and filed according to regulation.** This roster is printed with an alpha code indicating the student's eligibility for, free (A), reduced (B), or paid meals (C).

As each student comes through the serving line he/she will give the cashier their full name. The cashier locates the student on the roster and marks the meal, and any A la Carte purchases made by that student.

Once the POS system becomes operational again, the SNS manager or cashier enters the meals and others sales for each student by using one of the approved methods for entering student ID's into the POS. The transaction logs are printed and checked against the rosters for accuracy. There is always a second party review of rosters and transactions logs to check for accuracy (rosters and transactions logs are initialed by reviewers).

CEP Sites ONLY

In the event the computerized POS system is not operational at CEP sites the student meals will be recorded using Tally Roster (then bulk entered into the SNS manager's computer) or entered into the POS using the appropriate meal key as a generic meal without a student ID once the POS is again operational. A customer list must be printed monthly and filed with the paperwork for that month.

N. Offer Versus Serve (OVS)

OVS is available at all Osceola County District Schools. Students are offered a reimbursable lunch, which consists of five (5) meal components. They are allowed to decline up to two (2) of these components. Every reimbursable lunch must contain a minimum of ½ cup of fruit or vegetable if the other components are full servings.

OVS at breakfast consists of three (3) components and a minimum of four (4) items. The student may decline one (1) item. Every reimbursable breakfast must contain a minimum of ½ cup of fruit or vegetable if the other components are full servings.

O. End of the Day Reports

The following items will be printed daily and kept on file at the school center.

- Production Record Worksheet
- Item Sales Report
- Edit Check Report (Only if there is a flag)
- Absent Student Report from Focus (CEP Only)
- ~~➤ Out of Dining Room Meals Roster with documentation (NON CEP Only)~~
- Global Search for new/transfer student (NON CEP Only)
- Out of Dining Room Meals Roster with back up documentation (Attendance Roster and POS Transaction Log – for the Out of Dining Room Meals)
- New/Transfer Student Meal Count Roster for No ID Meals with back up documentation (Global Search and POS Transaction Log – for the No ID Meals)

P. End of the Month Reports

Print the Edit Check End of the Month Report. Check off the Non-Compliant flagged days (indicating that the back-up documentation warrants the number of meals indicated on the report) and email a copy to the SNS District office by the day indicated on your due date calendar.

ABSOLUTELY NO MEAL COUNTS ARE TO BE CHANGED AFTER THE EOM REPORTS HAVE BEEN PRINTED AND SENT TO SNS OFFICE.

The SNS office must be contacted if you have to make any changes to meal counts after the EOM reports have been sent.

Q. Prepayment

Pre Payments to student/adult meal accounts can be made in the cafeteria at the POS, or through Myschoolbucks.com, an on line payment system provided by Heartland. At no time should any prepayment be made without the express permission of the parent/guardian at Elementary and Middle school levels. A cashier may ask a high school student if they want money added to their meal account. The cafeteria POS prepayments must be made in cash or by money order. We do not accept checks for prepayments. If a prepayment is made for a student with a negative through Myschoolbucks it is applied automatically to the negative balance.

**** Exceptions to our procedures**

Renaissance Charter School at Poinciana-CEP

The cafeteria design allows students one way in and one way out of the serving line. The line is closely monitored by an adult to prevent students from going through the line twice. This school is allowed to enter meals without using the student ID.

