**Process Begins when**
Need for meals to be provided efficiently & economically

**Process complete when**
Meals served with accurate accountability

---

**Performance Measures**
M – 1  Financial reviews completed as scheduled
M – 2  Number of financial review re-visits required
M – 3  Missing daily bank deposits

---

**Enablers**
- MSDE
- MCPS DMM - Pony
- MCPS Pre-K/HS Office
- Bank Teller
- School Administrators
- School Classroom Teachers

**Guides**
- MSDE Agreement/MOMS Position Management
- Accounting/Audit Guidelines
- DFNS Operational Procedures
- DFNS Manager’s Handbook
- MCPS Policies/Regulations
- ABA-EA, ACB, BBB, DIE-RA, EFA, GAA, GCB-RA, GJA-RA, IGT-RA, JPD-RA, JPG, JPG-RA

**Inputs**
- Request for staffing
- Order request for food & supplies
- Meal accountability procedures
- End of day cashier procedures
- Financial Review

**Outputs**
- Staff for cafeteria operations
- Delivered order
- Meal accountability
- Cashier accountability

**Provide**

---

To Key Process
Key Process: School Based Operations

Customer
Students

Need for meals to be provided efficiently and economically

Cafeteria Managers

Request staffing for cafeteria operations
Order food & supplies
Receive food & supplies

Perform end of day procedures

Field Supervisor
FS Supervisor

Provide staffing for cafeteria operations

Review cafeteria accountability

Cafeteria Staff

Serve/Account for meals

M – 1 Financial reviews completed as scheduled
M – 2 Number of financial review re-visits required
M – 3 Missing daily bank deposits

Measures

Sub Process

Return to IGOE
29.a DFNS School Based Accountability - MMFA

START

Send MMFA cards to classroom with breakfast to sort for eating or non-eating

Manager receives MMFA cards and names of students from classroom sorted by eating and non-eating

Is MMFA card or name eating?

Yes

Manager scans cards or enters names into POS

Manager sorts MMFA cards by classroom

Is there a MMFA card for every student?

Yes

Manager holds MMFA cards for next day breakfast

Manager records names of students without cards

No

Card is not scanned or name is not entered into POS

Manager contacts DFNS technology for missing cards

END

Return to Key Process
29.b DFNS School Based Accountability - POS

START

Cashier obtains drawer with change fund and CDS form

Cashier counts change fund in drawer

Does amount in drawer match amount in START section of CDS?

Yes

Inform manager of discrepancy

Does amount in drawer match amount in START section of CDS?

No

Manager adjusts amount on CDS

Yes

Cashier counts change fund in drawer

Cashier initials START section of CDS

Cashier puts drawer in POS register and CDS by register

Cashier puts drawer in POS register and CDS by register

Customer enters PIN or swipes ID card

Does customer have PIN or ID card?

Yes

Cashier enters sales or prepayment

Is this a generic customer transaction?

No

Use established loan procedure

Yes

Does customer have enough money?

No

Is this the last transaction of the meal session?

Yes

Record customer name and ID number on CDS as generic transaction

No

Customer states name

Customer enters PIN or swipes ID card

Contains on page 2

Continued on page 2

Customer presents items for purchase

Does customer have enough money?

Yes

Cashier completes transaction

No

Use established loan procedure

Record customer name and ID number on CDS as generic transaction

No

Customer states name

Customer enters PIN or swipes ID card

Does name on display match name given by cust?

Yes

Use established loan procedure

No

Does transaction and look up PIN

Delete transaction and look up PIN

Customer states name

Does customer have enough money?

Yes

Cashier enters sales or prepayment

Is this a generic customer transaction?

No

Use established loan procedure

Yes

Does customer have enough money?

No

Use established loan procedure

Yes

Cashier enters sales or prepayment

Is this a generic customer transaction?

No

Use established loan procedure

Yes

Does customer have enough money?

No

Use established loan procedure

Yes

Cashier enters sales or prepayment

Is this a generic customer transaction?

No

Use established loan procedure

Yes

Does customer have enough money?

No

Use established loan procedure

Yes

Cashier enters sales or prepayment

Is this a generic customer transaction?

No

Use established loan procedure

Yes

Does customer have enough money?
Cashier gives drawer and CDS to manager. Do CDS and drawer count match? Yes/No.

Does CDS match Cashier Summary Report? Yes/No.

Manager and cashier resolve discrepancy.

Cashier counts drawer and prepares CDS. Manager recounts drawer.

Cashier signs off POS register.

Manager completes paperwork and secures drawer.

End.
29.c DFNS School Based Accountability – PreK & HeadStart

29.c.1 START

29.c.2 Receive list of preK/HS schools from preK/HS office

29.c.3 SBS gives list of schools to data specialist for entry into OPW

29.c.4 DELAY Data specialist inputs schools into OPW

29.c.5 DELAY Beginning of each week

29.c.6 Manager prints weekly preK/HS roster by homeroom at the start of each week

29.c.7 DELAY Daily - morning

29.c.8 Manager receives meal count from preK/HS classroom

29.c.9 Manager prints student roster for preK/HS classroom

29.c.10 DELAY Daily - Lunch time

29.c.11 Manager provides student roster to preK/HS classroom when meal is delivered

29.c.12 PreK/HS staff reads name as each student is served

29.c.13 PreK/HS staff checks name of each student that receives a lunch on roster

Continued on page 2

Legend
HS  HeadStart
OPW  Other Programs Wizard
preK  Pre kindergarten
SBS  school based supervisor

Sub Process 29c Page 2
Return to Key Process
29.c  DFNS School Based Accountability – PreK & HeadStart

29.c.14 Are all student names on roster?

- Yes: Continue to 29.c.16 DELAY Students finish lunch.
- No: Proceed to 29.c.15 PreK/HS staff add missing student name to roster and flag for cafeteria manager.

29.c.16 DELAY Students finish lunch

29.c.17 preK/HS staff returns roster to cafeteria with leftover meals

29.c.18 Cafeteria manager accounts for meals served

29.c.19 DELAY End of week

Continued from page 1

29.c.20 Cafeteria manager files preK/HS rosters in cafeteria office

END
**Manager**

- Returns change fund to drawer and secures drawer.
- Logs discrepancy on CDS and MDCS.

**Are discrepancies corrected and resolved?**

- Yes
  - Manager counts non-change fund money for deposit.
  - Manager records total currency and coin on MDCS.
  - Manager completes deposit slip.
  - Manager completes MDCS and enters information into WinSNAP.

- No
  - Manager investigates discrepancies.
  - Manager documents discrepancies on MDCS.
  - Manager reruns Prepayment Summary.

**Do checks match Prepayment Summary?**

- Yes
  - Manager records total currency and coin on MDCS.
  - Manager completes deposit slip.
  - Manager completes MDCS and enters information into WinSNAP.

- No
  - Manager compares checks to Prepayment Summary.

**Is this the last cashier?**

- Yes
  - Manager and cashier initial CDS.
  - Does count match amount on CDS?
    - Yes
      - Manager and cashier initial CDS.
      - Does count match amount on CDS?
        - Yes
          - Manager and cashier initial CDS.
          - Does count match amount on CDS?
            - Yes
              - Manager and cashier initial CDS.
              - Does count match amount on CDS?
                - Yes
                  - Manager and cashier initial CDS.
                  - Does count match amount on CDS?
                    - Yes
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                      - Does count match amount on CDS?
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                                                                        - Yes
                                                                          - Manager and cashier initial CDS.
                                                                          - Does count match amount on CDS?
                                                                            - Yes
                                                                              - Manager and cashier initial CDS.
                                                                              - Does count match amount on CDS?
                                                                                - Yes
                                                                                  - Manager and cashier initial CDS.
                                                                                  - Does count match amount on CDS?
Adamant in this decision, the manager and cashier must verify that the count matches the amount on the CDS. This step ensures that all discrepancies are addressed and resolved, maintaining the integrity of the financial records.

**Continued on page 2**

---

**Sub Process 30a Page 2**

**Return to Key Process**
Continued from page 1

Does deposit fall within established over/short range? Yes → Manager prepares deposit bag

No → Recount cash and checks

Was error/discrepancy identified and corrected? Yes → Record discrepancy on MDCS and in SNAP and notify supervisor

No → Delay Next day

Does the validated deposit slip/receipt match the pink copy? Yes → Manager files all paperwork and reports

No → Manager resolves

Are there any transaction errors? Yes → Input data into OPW, when applicable

No → Manager runs Accountability Summary

Correct transaction errors

Yes → Delay Next day

No → Input data into OPW, when applicable

Manager assembles all reports and paperwork and files

Manager exits WinSNAP and reboots computer

Manager secures work area

Manager takes deposit to bank

Manager takes deposit to bank

Manager runs Accountability Summary

Manager receives validated deposit slip or receipt
Review elementary cargo order and confirmation order schedules → Print monthly menu and monthly cargo order list from schoolshare → Date cargo order list → Inventory items on cargo section of order list and confirm order schedule → Use inventory and past production records to forecast cargo needs → Complete order list → Send order by pony to Order Department

START

Review cargo inventory → DELAY 4 days prior to delivery day

Does the original order match the order confirmation?

Yes → Compare original order with order confirmation

No → Receive order confirmation from Order Department

Compare original order with order confirmation

Yes → DELAY Confirmation is received in pony

No → Receive order confirmation from Order Department

Receive order confirmation from Order Department

Can Order Department make adjustments?

Yes → Call the Order Department with adjustments

No → Notify supervisor to resolve any discrepancies

Notify supervisor to resolve any discrepancies

Continued on page 2
31.a DFNS School Based Ordering Cargo
Elementary

Continued from page 1

Call the Order Department with adjustments

Yes

Are adjustments to cargo order needed?

No

DELAY
Delivery day (1 day prior to day of service)

Yes

Manager signs shipping list and manifest

Put away delivery

Yes

Are items delivered as ordered?

No

END
Does menu need to be adjusted?

No

Notify school office of menu adjustment

Yes

Contact supervisor to determine menu adjustment

Yes

Driver checks truck for missing items

No

Can warehouse deliver missing items?

No

Contact warehouse to see if missing items can be delivered

No

Manager notes discrepancies and notifies supervisor

Yes

Are missing items found and order complete?

No

Manager signs shipping list and manifest

Put away delivery

Yes

Verify that items are delivered as ordered

Receive delivery
Review secondary cargo order schedule

Print from schoolshare: Breakfast menu Lunch menu Cargo order list Produce order list

Date both order lists

Inventory items on cargo order list and confirm order schedule

Use inventory and past production records to forecast cargo needs

Complete order list

Place order with Order Department by phone

Review cargo inventory

DELAY 4 days prior to delivery day

Does the original order match the order confirmation?

Compare original order with order confirmation

Receive order confirmation from Order Department

DELAY Confirmation is received in pony

Yes

No

Notify supervisor to resolve any discrepancies

Can the Order Department make adjustments?

Call the Order Department with adjustments

Yes

No

Continued on page 2
Lead field manager obtains Daily Sub Coverage sheet from sub book in field manager cubicle.

All field managers retrieve voicemail messages for reported absences.

All field managers record absences on Daily Sub Coverage sheet.

Lead field manager makes 2 copies of Daily Sub Coverage sheet.

Lead field manager keeps original and distributes copies of Daily Sub Coverage sheet to 2 other field managers.

All field managers receive phone calls for additional absences.

All field managers record additional absences on Daily Sub Coverage sheet as calls are received.

All field managers verbally communicate absences received by phone to each other.

All field managers review absences on Daily Sub Coverage sheet.

Are all absences filled?

Is absence for a cafeteria worker?

Is absence for a secondary manager?

Is absence for a satellite manager?

Assign and notify substitute

Assign and notify perm sub

Continued on page 2

Yes

No

Yes

No

Yes

No
Continued from page 1

Lead field manager completes:
- Daily Sub Coverage sheet
- FM/Perm Sub Daily Calendar
- Perm Sub Weekly Calendar

Lead field manager makes copies of:
- Daily Sub Coverage sheet
- FM/Perm Sub Daily Calendar
- Perm Sub Weekly Calendar

Lead field manager distributes copies of Daily Calendar to:
- All field managers
- Front office secretaries
- Office clipboard

Lead field manager returns original Daily Sub Coverage sheet to sub book in field manager cubicle

END
41. DFNS School Based Financial Review

START

Gather documents and reports for review month from manager

Are all documents and reports available?

Yes

Complete four Financial Review worksheets

Do completed worksheets meet criteria to proceed?

Yes

Reviewer conducts a preliminary review of worksheets for discrepancies

Are discrepancies a result of poor organization & recordkeeping?

Yes

Reviewer asks manager for missing documents and/or explanation of discrepancies

No

Reviewer reviews worksheets in detail for discrepancies

Reviewer documents manager explanation on Financial Review Form

No

Delay Scheduled return date

Schedule a return visit and request manager to have all documents and reports available and organized.

Continued on page 2
41. DFNS School Based Financial Review

Reviewer documents discrepancies and or missing items on Financial Review Form

Are there any discrepancies and/or missing items on Preparation worksheet?

Yes

Obtain Bank Statement Deposits by School from Fiscal Specialist

Compare Bank Statement with Deposit worksheet

No

Are there any discrepancies on Deposit worksheet?

Yes

Research and resolve discrepancies

Determine reason for discrepancies

No

Are there any discrepancies on Over/Short worksheet?

Yes

Receive explanation for discrepancies from manager

Document on Financial Review Form

Determine reason for discrepancies

Document explanation on Financial Review Form

Yes

Are reasons valid by established standards?

Yes

Research and resolve discrepancies

Document on Financial Review Form

No

Are reasons for discrepancies documented on MDCS and in SNAP?

Yes

Research and resolve discrepancies

Document on Financial Review Form

No

Are there any discrepancies and/or missing items on Financial Review Form?

Yes

Research and resolve discrepancies

Document on Financial Review Form

No

Are there any discrepancies on Deposit worksheet?

No

Are there any discrepancies on Over/Short worksheet?

No

Are there any discrepancies on Prepayment worksheet?

Yes

Does any type of discrepancy require further action?

Yes

Resolve per established MCPS and DFNS policy and procedure

Continued on page 3

Continued from page 1

Page 2 of 3
41. DFNS School Based Financial Review

Continued from page 2

Complete Financial Review Form

Review findings with manager

Reviewer and manager sign worksheets and Financial Review Form

Is Field Manager the Reviewer?

Original Financial Review Form to Fiscal Specialist with copies to supervisor, field manager and cafeteria manager

Yes

Field manager reviews results with supervisor

Is a follow-up review necessary?

End

No

Schedule follow-up review

Yes

No

Return to Key Process
Cashiers must follow the proper steps to complete transactions at the cash register when a student does not have sufficient funds in their WinSNAP account to cover the price of meals. These instructions replace all previous instructions.

Important
- The lunch loan procedures apply to elementary and middle schools choosing this option to provide nourishment to students who arrive at school without lunch or without enough funds on their WinSNAP account to cover the price of meals (a la carte sales are not included).

- High school students do not have a loan procedure in place. A high school choosing this option would contact the cafeteria manager or food service supervisor for more information.

- This is the only loan procedure supported by the Division of Food and Nutrition Services. If a school decides not to use this option, the cafeteria manager will refer students without sufficient funds to the school administrative office.

- WinSNAP is activated to allow a student’s account to go into a negative balance up to $10.00. Money deposited on a student’s account by the parent/adult will be applied to the negative balance.

- If the account reaches the $10.00 negative balance limit, the student receives a cheese sandwich instead of a meal. The cashier uses the no lunch money key and properly completes the transaction at the cash register following the steps listed. The school is billed for the cost of the sandwich ($0.25).

- The cafeteria manager submits a statement to the administrative office informing them of the number of sandwiches served to students and the total dollar amount owed to the cafeteria.

- Collection of the negative balances not repaid by money deposited to students’ accounts is the responsibility of the school.

- The cafeteria manager provides the school administrative office with a report showing students with negative balances and a total dollar amount of all negative balances.
<table>
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<th>Operating Days</th>
<th>Check Numbers</th>
<th>Amount Match</th>
<th>Prepayment Amount</th>
<th>Deposit Amount</th>
<th>Yellow Ticket/Bank Receipt Discrepancy</th>
<th>Comments</th>
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Cafeteria Manager: ________________________________ Date: ___________
Reviewer: ________________________________ Date: ___________
Supervisor: ________________________________ Date: ___________