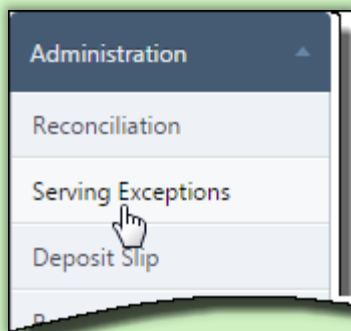


Resolve duplicate meals using the *Serving Exceptions* page. Keep, charge or delete duplicate meals for the period before reconciling. If duplicate meals exist, a message displays when the *Reconciliation* page is accessed.

The *Serving Exceptions* page can be accessed in two ways:

- Select **Administration > Serving Exceptions** in the [Point of Service] module.



- Click the "[here](#)" link in the message that displays on the *Reconciliation* page when unresolved duplicate meals exist.

Unresolved Duplicate Meals exist. Click [here](#) to manage.

Notes:

- The period must be open to resolve duplicate meals.
- To grant access to the *Serving Exceptions* page, user-role permission "**Serving Exceptions**" must be enabled.

Search Criteria

Student

Duplicate Meals

Resolution Options

Student ID	Last Name	First Name	Eligibility	Enrollment Site	
20008577	Adams	Christine	Free	Annie Oakley Elementary	
20008578	Arthur	Henry	Paid	Annie Oakley Elementary	
Breakfast, 8/12/2016					
Sale Date	Serving Site	Terminal	Menu Item	Item Price	Options
8/12/2016 4:00:36 AM	Annie Oakley Elementary	SITE_002_201	Breakfast Meal	1.00	☑ \$ ✕
8/12/2016 4:00:38 AM	Annie Oakley Elementary	SITE_002_201	Breakfast Meal	1.00	☑ \$ ✕
20008581	Harrison	Darryl	Paid	Annie Oakley Elementary	
20008699	Langston	Alexia	Paid	Annie Oakley Elementary	
20008783	Storey	Gustave	Paid	Annie Oakley Elementary	
20008909	Williams	Zachry	Paid	Annie Oakley Elementary	

Options

Icon Description



Click to record the meal as the reimbursable meal. Only one meal can be designated as the reimbursable meal.



Click to charge the meal as a second meal or as an a la carte item.



Click to delete the meal.

Steps

1. Open the *Serving Exceptions* page.
2. Select search criteria and click **Apply**.
3. For each student
 - a. Expand the student record to show all duplicate meals.
 - b. Select one option for each duplicate meal.
4. Click **Save**.