

Manually Disallow Meals

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Sometimes, you may need to manually disallow meals based off of an error on the Office Error Report (OER). For example, the OER may warn a meal, you investigate the error, and you discover that the meal should be disallowed instead. You can manually disallow this meal in the Manually Disallow Meals.

1. Click the **Select Center** drop-down menu and select a center.
2. Click the **Claims** menu and select **Manually Disallow Meals**. The Manually Disallow Meals window opens.
3. Click **Add Disallow**.
4. In the **Select Children Affected** section, select the children this affects.
 - To apply the disallowance to an age group, check the box next to each age group to disallow.
 - To apply the disallowance to specific children, check the **Specific Children** box, click **Select Children**, and then check the box next to each affected child.
5. Double-click the day of the month you are disallowing. The Disallow Meals dialog box opens.

The screenshot shows the 'Manually Disallow Meals' window for 'Jess Center 123'. It includes a 'Children Affected' section with checkboxes for 'Specific Children', 'Infants', '2+ Year olds', and '1 Year olds'. A 'Claim Month' dropdown is set to 'February 2019'. To the right, 'FRB Percentages' are listed: Free (100.00%), Reduced (0.00%), and Paid (0.00%). A calendar for February 2019 is displayed, with the 5th of the month highlighted. A 'Disallow Meals' dialog box is open in the foreground, showing checkboxes for 'Breakfast', 'AM Snack', 'Lunch', 'PM Snack', 'Dinner', and 'Eve Snack'. Below the dialog box, there is a 'Disallow Reason' dropdown and a 'Warn Only' checkbox. A table titled 'Manual Disallowance Reasons Sets For This Month:' shows a list of reasons, with the first entry 'No one was in attendance' selected. At the bottom, there are buttons for 'Add Disallow', 'Save', 'Cancel', and 'Close'. A footer note explains the process of disallowing meals and the importance of saving and processing the claim.

Date Entered	Disallow Reason	Affected	Days	Warn	Delete
2/18/2019	No one was in attendance	All 2+ Year olds	1	<input type="checkbox"/>	Delete

6. Check the box next to each meal to disallow.
7. Click **Apply + Close**.
8. Click the **Disallow Reason** drop-down menu and select the reason you are disallowing this meal. You set up disallow reasons in the Manage Meal Disallowance Types dialog box. For more information, see [Add Meal Disallowance Reasons](#).
9. Click **Save**.

Manually Disallow Meals Jess Center 123

Children Affected
☐ Specific Children
☒ 2+ Year olds
☒ Infants
☒ 1 Year olds

Claim Month
February 2019

FRB Percentages
Free 100.00 %
Reduced 0.00 %
Paid 0.00 %

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	February 01	2
3	4	5	6	7	8	9
10	11	12 P	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	March 01	2
3	4	5	6	7	8	9

Disallow Reason
Missing components

Warm Only ☐ Days Count 1

Manual Disallowance Reasons Sets For This Month:

Date Entered	Disallow Reason	Affected	Days	Warn	Delete
2/18/2019	No one was in attendance	All 2+ Year olds	1	<input type="checkbox"/>	Delete
2/19/2019	Missing components	All Ages	1	<input type="checkbox"/>	Delete

To disallow one or more meals, click [Add Disallow], supply the reason, and then dbl-click on the calendar. You may add more than one disallowance reason, and any reason can disallow multiple days/meals. Remember to [Save] when done. You must process the claim after saving here for the claim counts to reflect these disallowances.

Add Disallow Save Close

10. Reprocess the claim. See [Process Claims](#) for instructions. The new disallowances display on the Office Error Report.