SMART CARD FOODSERVICE

Non A-La-Carte Manager's Guide

Version 4.00

MAXIMUS

Intelligent Technologies Division

JAN 2002

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1

INTRODUCTION

Welcome to Smart Card Foodservice, the software application that enables dining facility officers to manage food services more effectively. This Manager's Guide is designed specifically for Non A-La-Carte dining facilities (serving whole meals). For information on A-La-Carte facilities (serving items individually), please refer to the *Smart Card Foodservice (A-La-Carte) Manager's Guide*.

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1.1 Overview

Smart Card Foodservice is a software application that enables dining facility officers to record an electronic headcount of all diners and all meal types at a specific facility. By using the Smart Card with the Foodservice application, the dining facility officers can easily and quickly record the branch and the Meal Entitlement Code (MEC) of the diners.

A smart card is the size of a standard credit card, and it contains an integrated circuit (IC) chip embedded in its plastic. The IC chip contains a microprocessor that securely stores, processes, and updates data. This allows the smart card to manage valuable information, process transactions, authenticate identity, and access networks or databases.

1.2 Foodservice Benefits

The benefits of Foodservice include:

- Speed and accuracy of gathering headcount data
- Updateable, multi-function plastic meal card, instead of static, single-function paper meal card
- Elimination of redundant data entry
- Efficient processing of diners, regardless of branch affiliation
- Reduction in waste, fraud and abuse
- Portable information carrier device that can interact with different databases
- Establish secure delineation between manager and operator functions

1.3 Operating Environment

Foodservice is capable of running in a stand-alone or in a client/server architecture environment. In stand-alone mode, the computer runs the application and stores all of the data in its hard drive. In a client/server architecture, a computer system runs on a local area network (LAN); where the server is a computer on the LAN that controls user access to various resources such as files, databases, and printers, and the client is a computer that runs a specific application and accesses the various resources on the server.

1.3.1 Stand – Alone Platform

The stand-alone platform is used when the computer is not connected to a network. The stand-alone platform requires the following elements to run properly:

Personal Computer (PC)	Pentium 300 MHz (minimum) or 633MHz 128 MB RAM 2-3 open Serial Ports (COM 4 dedicated to touch screen device, COM3 dedicated to LCD Display – *Army configuration only*) Video Port or USB Port Parallel Port (receipt printer, etc.) Floppy drive connection Keyboard connection NT 4.0 NT 4.0 Service Pack 6 or higher 2 (RJ-45 to 9 pin or 25-pin connectors) 6.0 GB HD 2MB Video RAM 3.5" Disk Drive Video standard (800x600 resolution/65,536 colors)
Software	Microsoft Data Engine (MSDE) Version 1.0 w/SP3 – *Army Only*
Optional	Touch-screen 5000, Patriot or recommended or approved alternate 800x600 required resolution Universal Power Supply, highly recommended-backup duration dependent on operational requirements <u>Army Options:</u> Epson Receipt Printer (Model TM-U200PB 1) : Parallel Cash Drawer for Epson Receipt Printer (Model 225-200T04-89) Bar Code Scanner (Symbol PDF620) Mintronix LCD Display
Num Pad	Standard numeric keypad (w/PS-2 connector required for PIN input if GCR 500 is not used)-Payroll deduction
Card Reader **Barcode Scanner**	Gemplus GemPC 410, (Gemself 700-MS2 in place of Num Pad) PIN requirements Symbol Model: PDF620 2D (PDF417) barcode scanner (*Optional)*

1.3.2 Client/Server Platform

The client/server platform is used when the computers are connected to a network. The client/server platform requires two types of computers: one or more client computers, and one server computer. Each type of computer requires the following elements to run properly:

CLIENT Computer that runs the Foodservice application and sends this information to the server.

SERVER Computer that holds the directory containing saved dining information.

FS BACKOFFICE (Server Application)		WORKSTATION (Client Application)	
Personal Computer (PC)	Pentium 550 MHz or higher 128 MB RAM 10 GB HD 2 MB VRAM 3.5” Disk Drive Keyboard Mouse	**Personal Computer (PC)**	Pentium 300 MHz 128 MB RAM 2-3 open Serial Ports (COM 4 dedicated to touch screen device, COM 3 dedicated to LCD Display – Army only) Video Port or USB Port Parallel Port (receipt printer, etc.) Floppy drive connection Keyboard connection NT 4.0 NT 4.0 Service Pack 5 or higher 2 (RJ-45 to 9 pin or 25-pin connectors) 6.0 GB HD 2MB Video RAM Video standard (800x600 resolution/65,536 colors)
Monitor	17” Monitor @ 800x600 or (recommended) 1024x768 resolution		
SQL Server	Microsoft SQL Server 7.0 w/SP3		
Operating System	Microsoft 98, ME, NT SP6 & 2000 Internet Explorer 4 or greater Adobe Acrobat Reader (included on the installation CD)	**Software**	Microsoft Data Engine (MSDE) Version 1.0 w/SP3 + Internet Explorer 4 or greater
Optional	NIC (10 Base minimum) when system is networked Printer Tape Backup Universal Power Supply, highly recommended-backup duration dependent on operational requirements	**Optional**	Touch-screen 5000, Patriot or recommended or approved alternate 800x600 or (recommended) 1024x768 resolution Universal Power Supply, highly recommended-backup duration dependent on operational requirements <u>Army Options:</u> Epson Receipt Printer (Model TM0U200B111) Cash Drawer for Epson RP (Model 225-200T04-89) Bar Code Scanner (Symbol PDF620) Mintronix LCD Display
Databases	Microsoft Access, SQL Server 7.0		
Card Services	Maximus Cartographer	**Num Pad**	Standard numeric keypad (w/PS-2 connector required for PIN input if GCR 500 is not used)
Smart Card Reader	Gemplus GemPC 410	**Smart Card Reader**	Gemplus GemPC 410, (Gemself 700-MS2 in place of Num Pad) PIN requirements

1.4 Y2K Compliance

Maximus Intelligent Technologies Division designs, develops and tests all internally produced software and systems to process dates, without difficulty, on either side of the year 2000. The middleware contains a date type that is valid between January 1, 1900 and June 5, 2079. Middleware dates have been thoroughly tested and demonstrated to be Y2K compliant. Systems developed by Maximus Intelligent Technologies Division are Y2K compliant to the extent of the operating system being used. If the host operating system provides valid dates, Maximus software will operate correctly. Smart cards do not contain a real-time clock. Consequently, they are not sensitive to dates.

1.5 Notice to Users

- The CAC will require the cardholder to enter the PIN.
- A PIN is required to write to the card
- The submission of several consecutive incorrect PINs will automatically lock the card and render it unusable.
- The 8K smart card and CAC will be referred to as the service member's smart card.

This manual assumes that as a user of the Foodservice application you are able to:

- Work in the Windows operating systems, including Windows 95/98 or Windows NT 4.0
- Find and open files
- Select options (e.g., check boxes, buttons, drop-down lists)
- Use online help

The Windows operating systems provide information about using online Help, as well as finding and opening files. To access Windows Help from the Start menu, select Help.

2

INSTALLATION & APPLICATION SETTINGS

This section describes how to install and configure the Smart Card Foodservice application settings.

Topics **Page**

Installation 9
Application Settings 9

2.1 Installation

Foodservice installs like most other Windows-based applications.

1. Close all Windows applications.

2. Insert the CD-ROM labeled Smart Card Foodservice into its appropriate drive.

   The CD-ROM automatically runs.

3. From the Suite of files that appear on the CD, select **Smart Card Foodservice**.

   The Foodservice Installation Wizard automatically generates series of setup windows to configure the application.

2.2 Application Settings

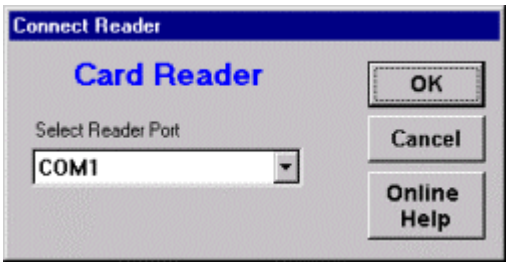
The first time the application runs, series of setup windows to configure the application will appear. To ensure that the application runs properly, you must configure the settings options before you can perform any Foodservice functions.

Anytime thereafter, while the application is running, configuration changes are performed from the Main window Menu Bar.

2.2.1 Connect Reader

The Connect Reader window allows you to specify the port where the Smart Card reader is attached. The first time the application runs, the Connect Reader window appears.

1. From the Select Reader Port drop-down list, select the correct reader port.



2. Click **OK**.

   The application assigns the port setting.

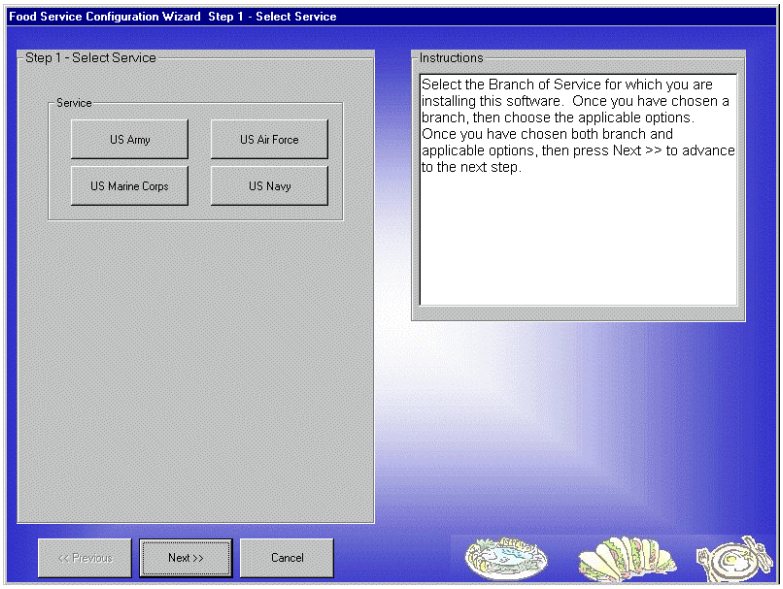
   The Foodservice Application Wizard allows you to specify the various parameters that the application must use to function.

Depending on the Branch of Service selected during the setup, the setup buttons on the Foodservice Application window's vary in appearance and sequence.

2.2.2 Select Branch

1. From the Foodservice Configuration Wizard - Select Branch window, click the primary branch that the dining facility serves.

   The Foodservice Configuration Wizard – Select Service window appears.



A La Carte can only be enabled if the Air Force or the Army is the selected branch. The A La Carte mode is not an available option for the Marines and Navy. For information on A La Carte operations, refer to the Smart Card Foodservice A-La-Carte User's Guide.

The Ward Room and Shipboard checkbox options are U.S. Navy options only.

Credit Based applies a credit for all meal transactions, thus eliminating the exchange of currency. Refer to the Smart Card Foodservice BackOffice Administrator's guide to view credit reports.

2. Click any available applicable checkbox(s) or button(s) associated with the selected branch.

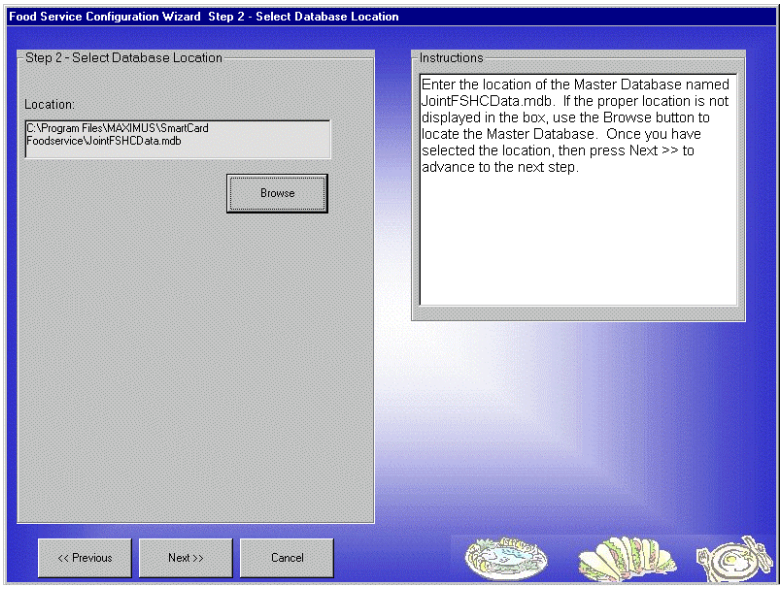
3. Click **Next**.

   The Foodservice Configuration Wizard – Select Database window appears.

2.2.3 Open Database

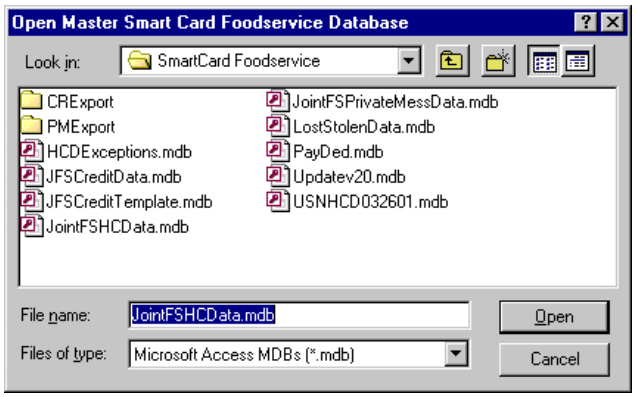
The first time the application runs, you must configure the master database from the Foodservice Application Wizard. Afterwards, configuration changes are performed from the Main window.

If the application is running in a network environment, the directory that the application resides must be set for "sharing." For information on "sharing," refer to the BackOffice manual for instructions.



1. From the Foodservice Configuration Wizard – Select Database Location window, click **Browse**.

   The Open Master Smart Card Foodservice Database window appears.



2. From the Look in field, locate and select the directory that contains the Foodservice Headcount Database file (JointFSHCData.mdb).

3. In the Display Area, select **JointFSHCData.mdb**.

   The selected filename appears in the File name field.

4. Click **Open**.

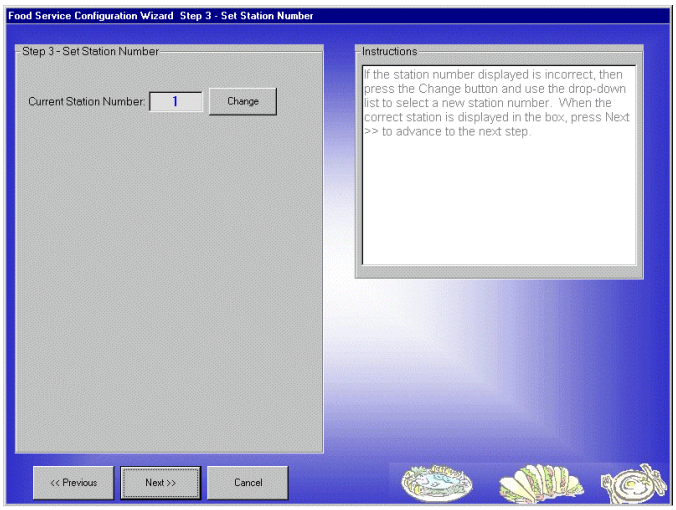
   The Master Database file is selected.

5. Click **Next**.

   The Foodservice Configuration Wizard – Set Station Number window appears.

2.2.4 Set Station Number

The Set Station Number option allows the manager to establish a unique identification number for each workstation. The first time the application runs, the station number is set from the Foodservice Application Installation Wizard. Afterwards, configuration changes to the station number are performed from the Main window.



1. From the Foodservice Configuration Wizard – Set Station Number window, click **Change**.

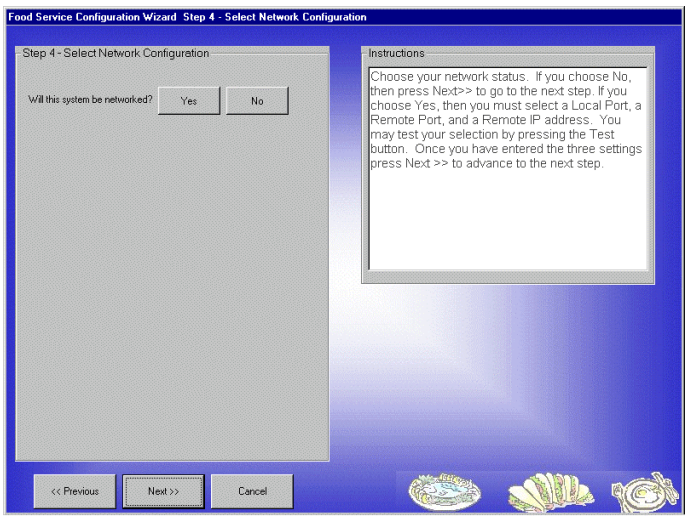
2. From the Set Station Number drop-down list, select the number that represents the current workstation.

3. Click **Next**.

   The Foodservice Configuration Wizard – Select Network Configuration window appears.

2.2.5 Configure Network Settings

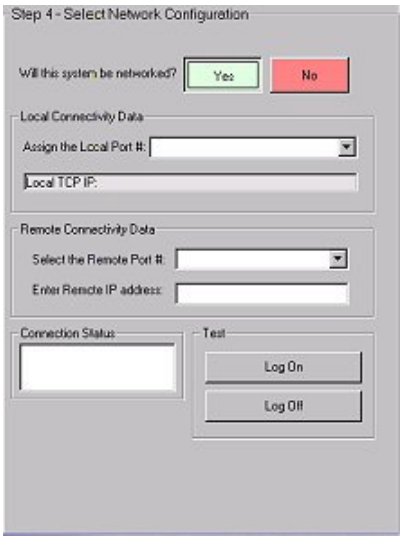
The first time the application runs, the network settings are configured from the Foodservice Application Installation Wizard. Afterward, configuration changes are performed from the Main window's menu bar. The system can be configured networked or non-networked.



2.2.6 Configure to Network

1. From the Foodservice Configuration Wizard – Select Network Configuration window, click **Yes**.

   The WorkStation Network Settings window appears.



To avoid conflicts, it is recommended that the local port number's last digit match the station number. For information on assigning station numbers, refer to sec. 6.3. (Example, station number is 4, designate the local port number 1504.)

Use the remote port number that was assigned when the BackOffice application was set up. For information about the BackOffice, see Smart Card Foodservice BackOffice Administrator's Guide.

2. From the Assign the Local Port # drop-down list, select the applicable Local Port #.

3. From the Select the Remote Port # drop-down list, select the applicable Remote Port #.

4. Select the **Enter Remote IP address** field.

   A virtual keypad appears.

5. Using the virtual keypad, enter the correct Remote IP address or the machine name of where the BackOffice application resides.

6. Click **Enter**.

   The Network Settings window appears.

7. Test the BackOffice connections:

   a. From the Network Settings window, click **Log On**.

      The Front-End to BackOffice Test window appears.

   b. Verify the BackOffice indicator is green for the corresponding workstation.

      If the workstation's number is 12, the line #12 Line Indicator should be green. If the Line Indicator is still red, repeat step 3 through 5.

   c. Click **Log Off**.

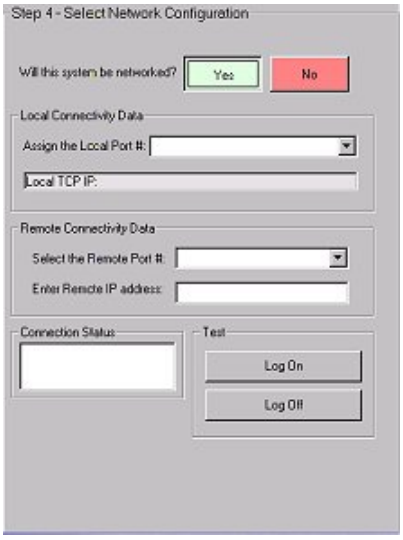
      The line indicator should turn red indicating the connection between the Client and BackOffice functioned correctly.

8. From the Foodservice Configuration Wizard – Select Network Configuration window, click **Next**.

2.2.7 Configure to Non-Network

1. From the Foodservice Configuration Wizard – Select Network Configuration window, click **No**.

   The WorkStation Network Settings window appears.



2. From the Assign the Local Port# drop-down list, select **None**.

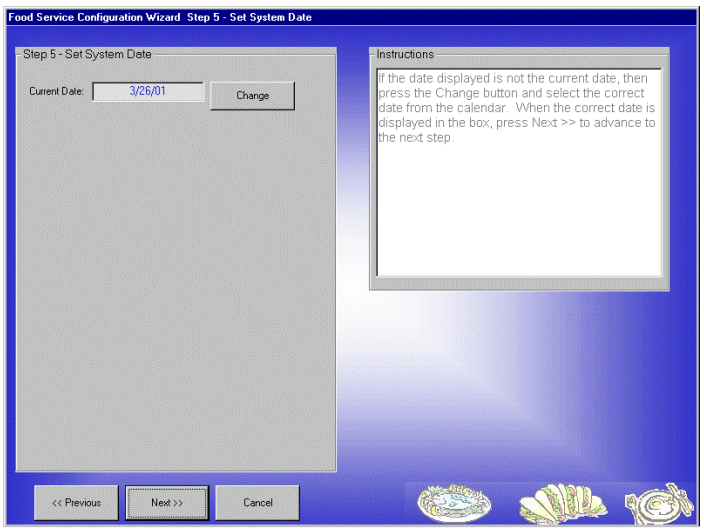
3. From the Select the Remote Port# drop-down list, select **None**.

4. From the Foodservice Configuration Wizard – Select Network Configuration window, click **Next**.

   The Foodservice Configuration Wizard – Set System Date window appears.

2.2.8 Set System Date

The first time the application runs, the system date is set from the Foodservice Application Installation Wizard. Afterwards, configuration changes to the system date are performed from the Main window.



1. From the Foodservice Configuration Wizard – Set System Date window, click **Change**.

   A change to the system date changes the date on the computer, not just the date in the application.

   The Change System Date window appears.

2. From the year drop-down list, select the correct **year**.

3. From the month drop-down list, select the correct **month**.

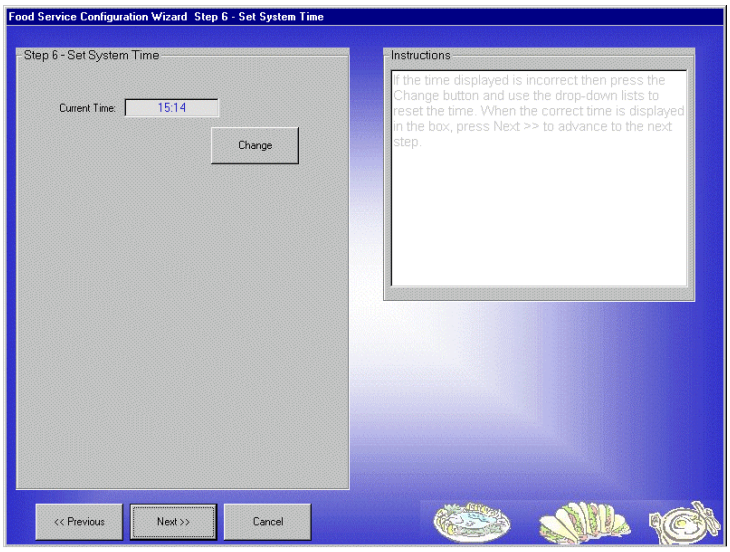
4. In the calendar area, click the correct **day**.

5. Click **Next**.

   The Foodservice Configuration Wizard – Set System Time window appears.

2.2.9 Change System Time

The first time the application runs, the system time is configured from the Foodservice Application Installation Wizard. Afterwards, configuration changes to the system time are performed from the Main window.



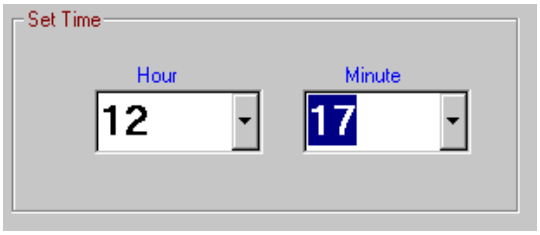
1. From the Foodservice Configuration Wizard – Set System Time window, verify the correct time:

   If the time is correct, proceed to step 3.

   OR

   If the time is incorrect, click **Change**.

   The Set Time window appears.



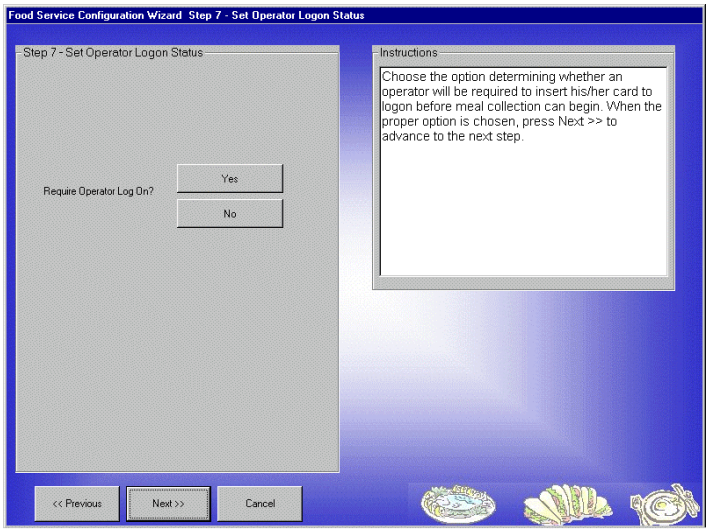
2. From the Hour drop-down list and the Minute drop-down list, select the correct time.

3. Click **Next**.

   The Foodservice Configuration Wizard – Set Operator Log On Status window appears.

2.2.10 Set Operator Log On Status

This procedure specifies whether an operator must log on before any meal data can be collected. The first time the application runs, the operator log on status is configured from the Foodservice Application Installation Wizard. Afterwards, configuration changes to the operator log on status are performed from the Main window.



1. From the Foodservice Configuration Wizard – Set Operator Log On Status window, select the appropriate option:

   To require the operator to insert his/her smart card to logon before processing meals, click **Yes**.

   OR

   Not to require, the operator to use his/her smart card to logon before processing meals, click **No**.

2. Click **Next**.

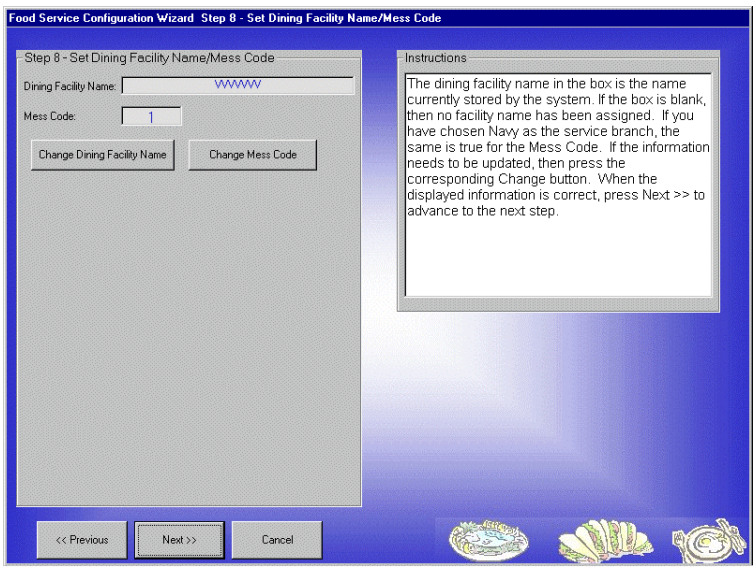
   The operator log on preference is set.

   The Foodservice Configuration Wizard – Set Dining Facility Name/Mess Code window appears.

2.2.11 Set Dining Facility Name

The Dining Facility Name option names the dining facility where the application is running, as well as the Navy Mess Code (Navy only). The first time the application runs, the Dining Facility Name option is configured from the Foodservice Application Installation Wizard. Afterwards, configuration changes are performed from the Main window.

The Dining Facility Name option is enabled if the application is running on a stand-alone platform. Otherwise, the option is enabled only from the server using the BackOffice application.



1. From the Foodservice Configuration Wizard – Set Dining Facility Name/Mess Code window, click **Change Dining Facility Name**.

   A virtual keyboard appears.

2. Using the virtual keyboard or your computer keyboard, enter the facility name.

3. To accept the displayed name, click **Enter.**

   The Change Facility Name window appears.

4. To set the Mess Code (Navy Only) or UIC (Marines Only):

   a. Click **Change Code** or **Change UIC**.

   b. Using the virtual keypad or keyboard, enter the identifying code.

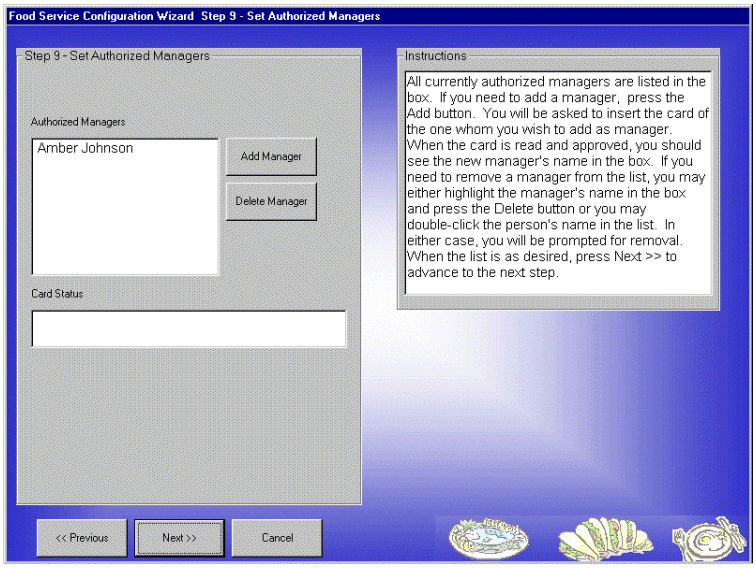
   c. Click **Enter**.

5. Click **Next**.

   The Foodservice Configuration Wizard – Set Authorized Managers window appears.

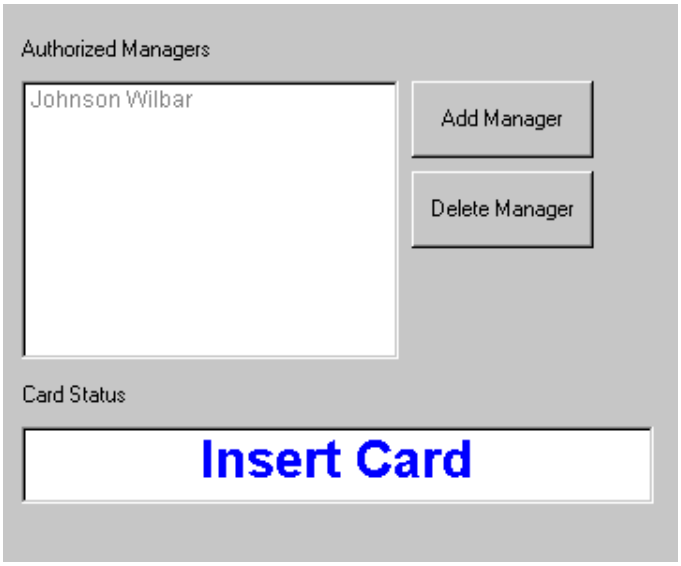
2.2.12 Set Authorized Managers

The Set Authorized Manager option allows the manager to register cardholders as authorized managers. The first time the application runs, the Add Manager option is configured from the Foodservice Application Installation Wizard. Otherwise, this option is enabled if the application is running on a stand-alone platform or access through the server using the BackOffice application.



1. From the Foodservice Configuration Wizard – Set Authorized Managers window, click **Add Manager**.

The Insert Card message appears.



2. Insert the cardholder's smart card into the card reader. (Depending on the card type, a PIN may be required to read the card. If required, have the cardholder enter their PIN.)

3. When prompted, remove the smart card.

   The cardholder's name appears in the Authorized Managers area.

4. To add more managers, repeat step 1 through step 3.

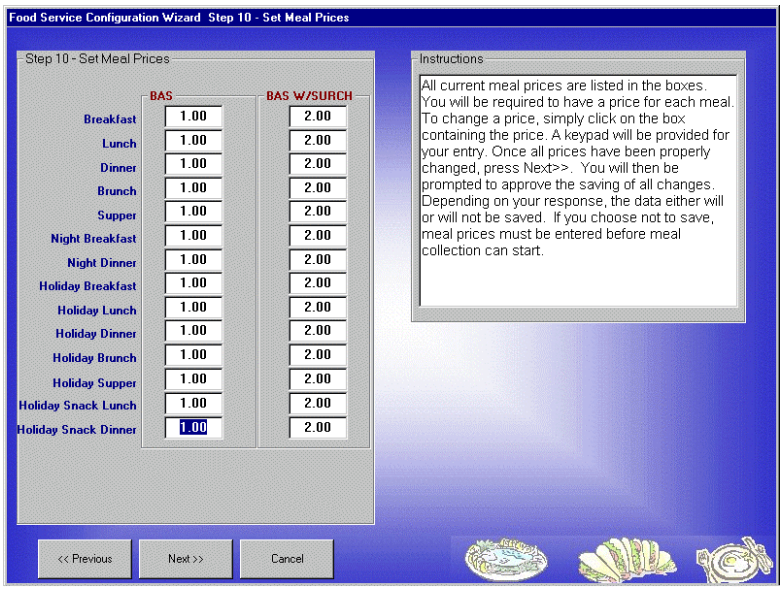
5. Click **Next**.

   The Foodservice Configuration Wizard – Set Meal Prices window appears.

2.2.13 Set Meal Prices

The Set Meal Prices option allows the manager to set the prices for each meal type. The first time the application runs, the Set Meal Prices option is configured from the Foodservice Application Installation Wizard. Afterwards, configuration changes are performed from the Main window.

The Set Meal Prices option is enabled if the application is running on a stand-alone platform. Otherwise, the option is enabled only from the server using the BackOffice application.



1. From the Foodservice Configuration Wizard – Set Meal Prices window, click in the applicable price box field.

   A virtual keypad appears.

   The pricing options for the Navy are called "BAS" or "BAS with Surcharge." The prices entered should be the same amount that the operator will collect. The BAS with discount price should always be lower than the BAS price.

2. Using the virtual keypad or your computer keyboard, enter the price for the selected meal.

3. Click **Enter**.

   The Set Meal Prices window appears.

4. To input all other meal prices, repeat step 1 through step 3.

5. Click **Next**.

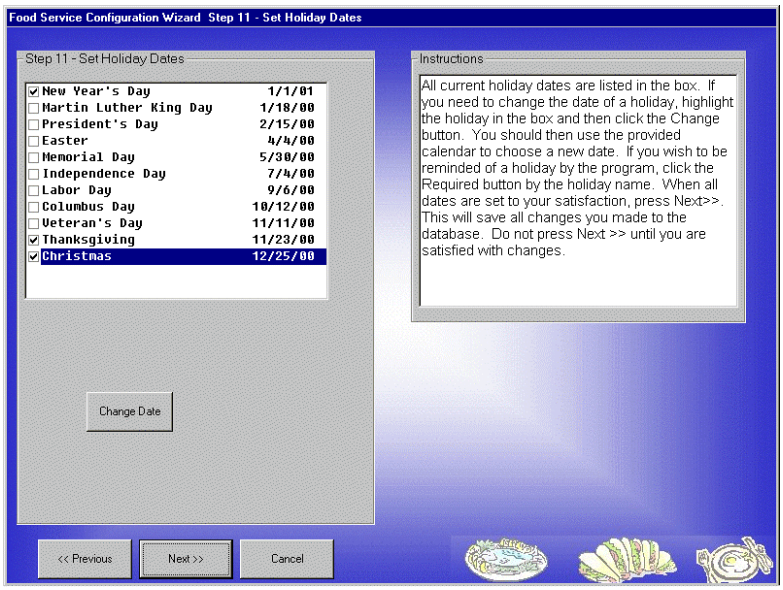
6. From the Save Changes message, click **Yes**.

7. From the Update Successful messages, click **OK**.

   The Foodservice Configuration Wizard – Set Holiday Dates window appears.

2.2.14 Set Holiday Dates

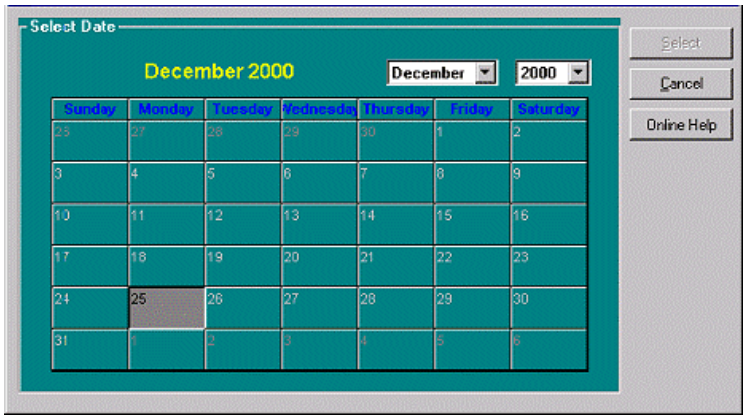
The Set Holiday Dates option establishes the serving dates of holiday meals. This option is enabled if the application is running on a stand-alone platform. Otherwise, this option can only be enabled through the server using the BackOffice application.



1. From The Foodservice Configuration Wizard – Set Holiday Dates window, highlight the holiday date you wish to change.

2. Click **Change Date**.

   The electronic calendar appears.



3. From the Year drop-down list, select the correct year.

4. From the Month drop-down list, select the correct month.

5. In the calendar area, click the correct day.

6. Click **Select**.

7. Repeat step 1 through 6 for any additional date changes.

   The Holiday Meal Dates window appears.

8. To set the holiday reminder messages for the operator, click the checkbox next to the applicable holiday.

   These messages appear if an operator attempts to collect non-holiday meal data on a holiday.

9. Repeat step 1 through step 8 until all holiday meal dates are set.

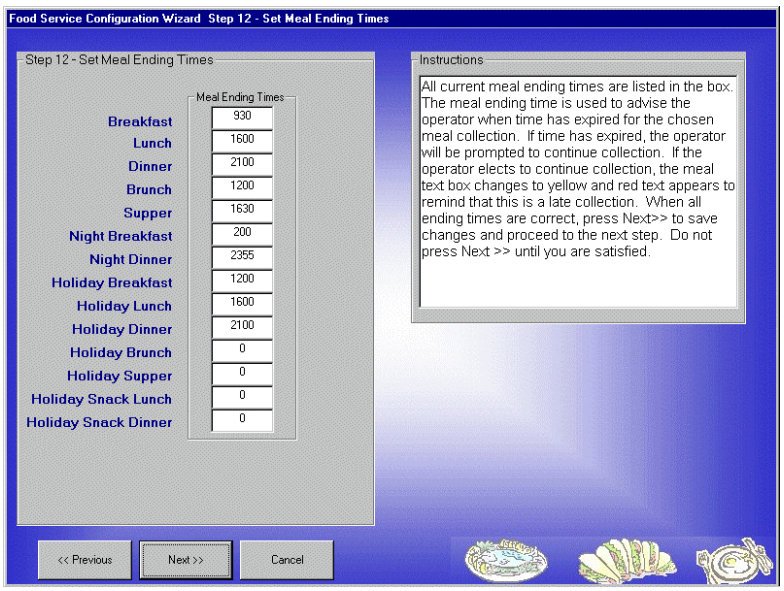
10. Click **Next**.

    The Foodservice Configuration Wizard – Set Meal Ending Times window appears.

2.2.15 Set Meal Ending Times

The Set Meal Ending Times option allows the manager to establish the meal ending times and the frequency of reminders of the meal time ending. The first time the application runs, the Edit Meal Ending Times option is configured from the Foodservice Application Installation Wizard. Afterwards, configuration changes are performed from the Main window.

The Set Meal Ending Times option is enabled only if the application is running on a stand-alone platform. Otherwise, the option is enabled only from the server using the BackOffice application.



After the ending time has passed for a specific meal, the operator can continue to collect data for that meal. A banner appears on the main window to remind that the mealtime has passed.

1. From the Foodservice Configuration Wizard – Set Meal Ending Times window, click the applicable Meal Ending Times field.

   A virtual keypad appears.

2. Enter the meal ending time in HHMM format.

3. Click **Enter**.

   The Set Meal Times window appears.

4. Repeat step 1 through step 3 until all meal-ending times are set.

5. To schedule the frequency of reminder messages to be sent to the operators, click **Reminder Frequency**.

   A virtual keypad appears.

6. Enter the number of seconds to elapse between reminder messages.

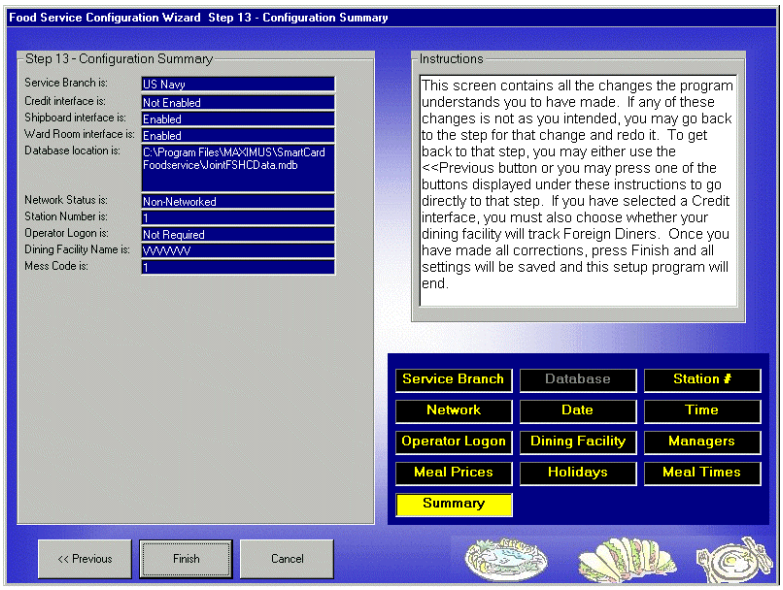
7. Click **Enter**.

8. Click **Next**.

   The Foodservice Configuration Wizard – Configuration Summary window appears.

2.2.16 Configuration Summary

The Configuration Summary contains all the settings you have selected for the application. If any of the selections are not as intended, you may change your selection. To access any of the settings encountered during this Installation Wizard, use the << Previous button or click the specific (yellow) setting button at the lower right corner of the Configuration Summary Window.

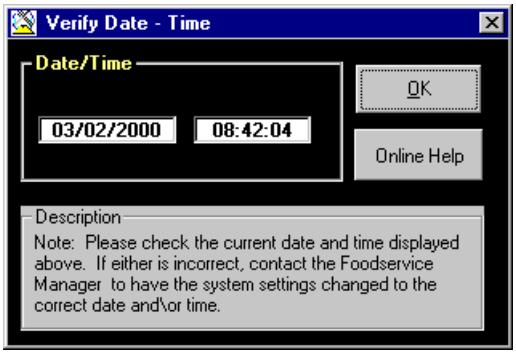


1. From the Foodservice Configuration Wizard – Configuration Summary window, verify that all entries are correct.

2. To change any configuration settings, click **<<Previous** or the specific Yellow setting button.

3. Click **Finish**.

   The Verify Date - Time window appears.



4. To launch the Smart Card Foodservice application, click **OK**.

   The Main window appears. For information on the Main window, refer to section 3.2.

2.3 Initial Settings for the Ward Room Configuration

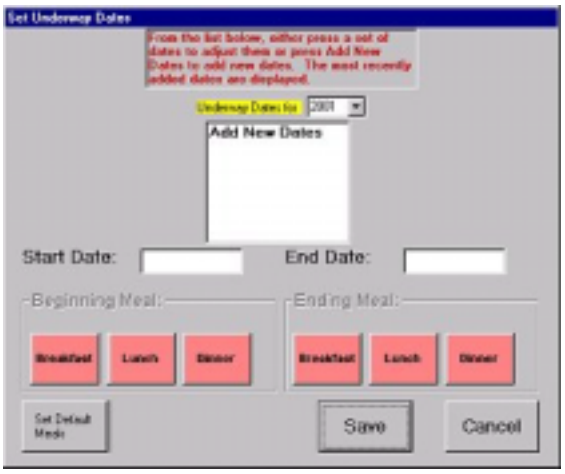
The Ward Room is a Navy only option. During the Application Settings "Select Branch" step, Ward Room can be selected as an applicable option. When Ward Room is selected as the mode of operation for the application to operate in, the initial startup of the application requires criteria to be set before the application can start. Once the criteria are set, this step will not have to be performed again when Foodservice is started. Any of the criteria specified during this initial setup can be changed at any time through the application's menus.

1. From the Microsoft Windows desktop, click Start ➜ **Programs ➜ Smart Card Applications ➜ Smart Card Foodservice**.

   OR

   Click the desktop icon .

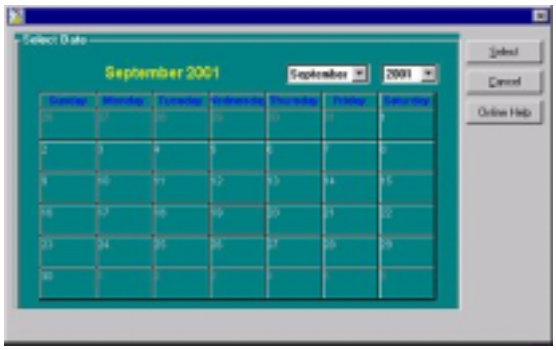
   The Set Underway Dates window appears.



2. From the Underway Date for: drop-down list, select the **year** for which the ship is to be underway.

3. To specify the initial date of departure for which the ship is to be underway, click in the Start Date: field.

   The electronic calendar appears.



4. Select the applicable date:

   a. From the year drop-down list, select the correct **year**.

   b. From the month drop-down list, select the correct **month**.

   c. In the calendar area, click the correct **day**.

      The selected day becomes gray.

   d. Click **Select**.

      The entered date appears in the Start Date field.

5. To specify the date that the underway ship returns, click in the End Date: field.

   The electronic calendar appears.

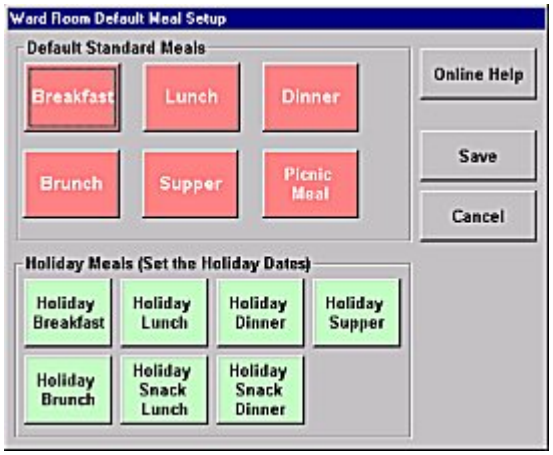
6. Repeat **step 4**.

7. From the Beginning Meal section, click the button that represents the first meal that is to be served aboard the ship.

8. From the Ending Meal section, click the button that represents the last meal that is to be served aboard the ship.

9. Click Set Default Meals.

   The Ward Room Default Meal Setup window appears.

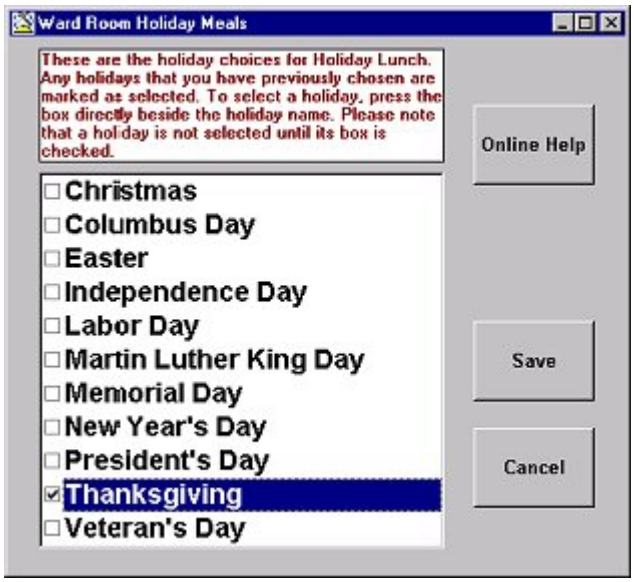


10. From the Default Standard Meals section, click the meal options to be served while underway.

    Only three meals can be selected.

11. From the Holiday Meals section, click if applicable the meals to be served on a holiday that takes place while underway.

    The Holiday Meal window appears.



a. From the Holiday Meals window, click the Holiday box for which a meal is to be served.

   The electronic calendar appears.

b. From the electronic calendar, select the applicable date. (Refer to step 4.)

12. From the Holiday Meals window, click **Save**.

13. From the Default Meal Setup window, click **Save**.

14. From the Set Underway Dates window, click **Save**.

    The Underway criteria are set and the application is ready for normal use.

To start Foodservice see section 3.1.

3

GETTING STARTED

This chapter describes the procedures to start and exit the Smart Card Foodservice application, the Main window and associated components, and the procedures to log on and log off the application.

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3.1 Start Foodservice

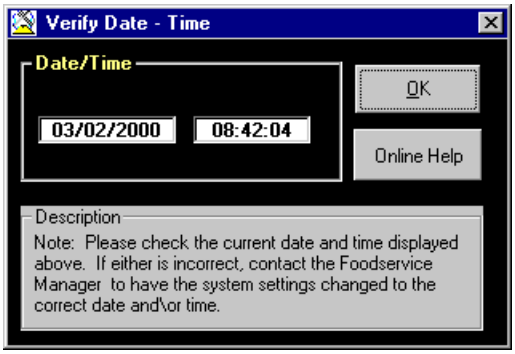
1. From the Microsoft Windows desktop, click Start ➜ **Programs ➜ Smart Card Applications ➜ Smart Card Foodservice**.

   OR

   Click the desktop icon SmartCard Foodservice.

   The Foodservice application starts.

   The Verify Date - Time window appears.



The Verify Date – Time window ensures that the application records data with the correct date and the correct time. The date and time reflects the date and time set in the computer.

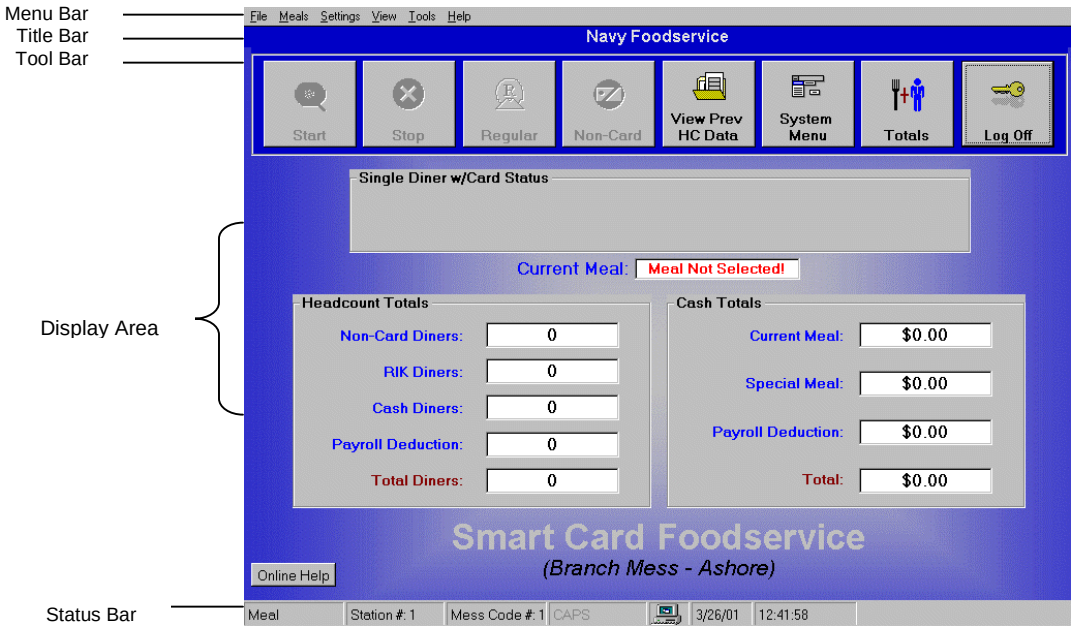
2. Verify the Date and Time.

3. Click **OK**.

   The Main window appears. For information about the Main window, refer to section 3.2.

3.2 Main Window

The Main window contains the tools that allow you to control the application. Some of the window's tools may not always be visible, or may appear in different windows. The windows that appear and functions that are available depend on the user access and the branch of military service in the application set up. The following figure identifies the main components of the Main window.



3.2.1 Menu Bar

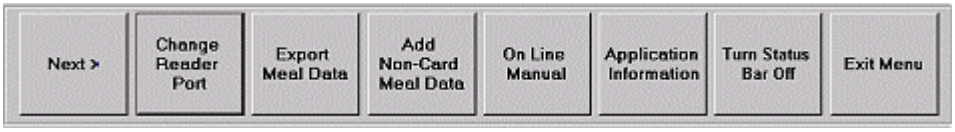
The Main window Menu Bar displays menu options that vary depending on the branch of Military Service selected during the initial application set up and on the type of user access assigned.

The command options that appear on the menu drop-down list also appear on the Tool Bar as buttons for easier touch screen access.

To view the Menu Command Option Tool Bar, click

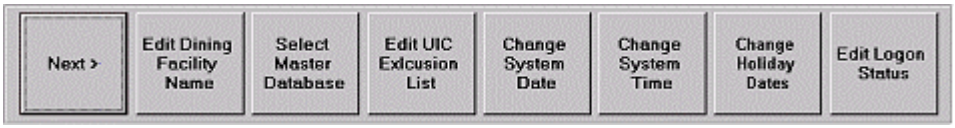
from the Main window Tool Bar.

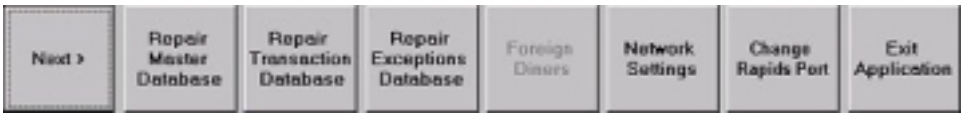
The Command Option Tool Bar replaces the Main window Tool Bar.



To view additional Command Option tool bars, click

.





To return to the Main Window Tool Bar, click

.

HELP MENU OPTION

The Help Menu option appears on the Main window Menu Bar contains the following command option:

About — Provides basic and technical information about the application. The technical information presented would be necessary should the operator experience an application conflict. That data can be faxed to a technical support representative.

To display the Smart Card Foodservice window:

From the Main window Menu Bar, select **Help** **About Smart Card Foodservice**.

OR

From the Main window Tool Bar, click **System Menu** **Next** **Application Information.**

The Smart Card Foodservice window appears.

To display the licensing information:

1. Click **License Info**.

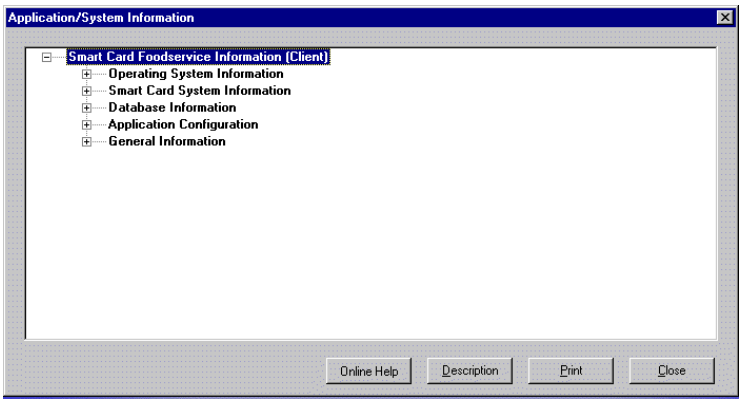
   The Licensing window appears.

2. Click **OK**.

To display and print the system information:

1. Click **System/Application Info**.

   The Application/System Information window appears.



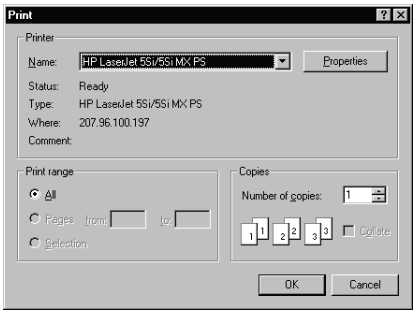
2. To expand the root directory, click ⊞.

3. Expand the applicable sub directory.

4. To print all of the information contained in the System Information window:

   a. Click **Print**.

      The Print window appears.



   b. Select the appropriate printer options.

   c. Click **OK**.

      The System/Application Info window appears.

   d. Click **Close**.

      The Help About window appears.

   e. Click **OK**.

      The Main window appears.

To send a problem description to Technical Support:

1. From the Application/System Information window, click **Description**.

   The Technical Support Info window appears.

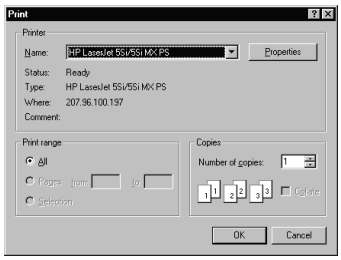
2. In the Display Area, enter a description of the problem. If a computer keyboard is unavailable, use the virtual keyboard by clicking **Touch Keyboard**.

3. Click **Close**.

   The System/Application Info window appears.

4. Click **Print**.

   The Print window appears.



5. Select the appropriate printer options.

6. Click **OK**.

   The System/Application Info window appears.

7. Click **Close**.

   The Help About window appears.

8. Click **OK**.

   The Main window appears.

9. Fax the document to Technical Support.

   OR

   Call Technical Support – (757) 564-1581

3.2.2 Title Bar

The Title Bar, located just below the Menu Bar, lists the dining facility's name.

3.2.3 Tool Bar

The Tool Bar, located just below the Menu Bar, provides shortcuts to some of the more common functions on the Menu Bar. The following describe the buttons that appear on the Menu bar. A grayed-out button indicates the command is unavailable. Tool Bar functions denoted with an asterisk (*) are only accessible to a manager.

Re-start collecting headcount data for a Regular Meal.

Stop collecting headcount data.

Select and process headcount data for a Regular meal.

Collect headcount data for a diner who does not have a Smart Card.

Collect headcount data for a group of diners using one Smart Card.

*View Previously collected Headcount data.

*Void a single meal that was processed with a Smart Card. This function is disabled when the application is set up for Ward Room mode.

Display all the options contained in the menu on the Tool Bar for easier touch screen access.

View the meal totals for the Ward Room.

View the meal totals for the General Mess.

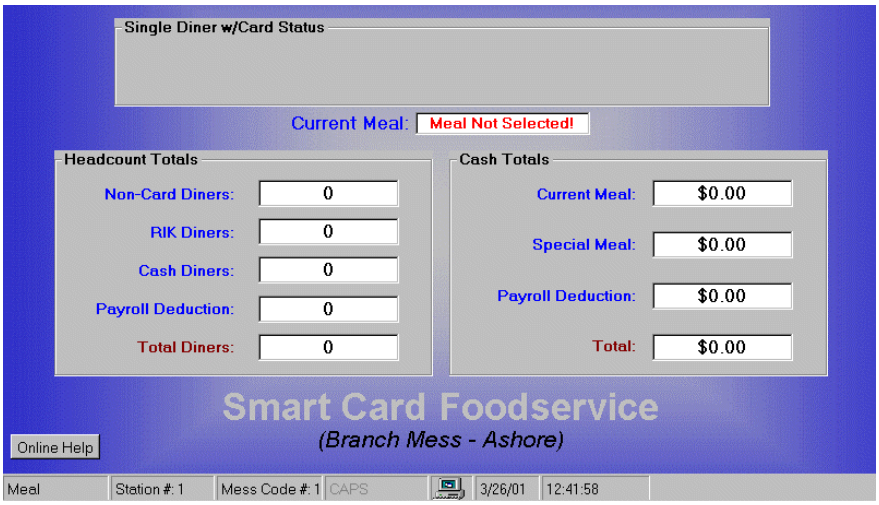
View the Meal Totals screen.

*Log on as a manager.

*Log off as a manager.

3.2.4 Display Area

The meal and diner processing data appear in the Display Area.



3.2.5 Status Bar

The following describes the buttons that appear on the Status Bar.

Meal	Type of meal being collected.
Station #: 6	Station number of the current workstation.
Mess Code #: 8	Current dining facility name or mess code number.
CAPS	Whether the Caps Lock (upper case) is activated on the computer's keyboard.
	Whether the application is set up for a stand-alone or client/server platform.
	Stand- alone platform
	Client/Server platform
12/3/98	Current system date.
08:58:04	Current system time.
Log Off	Log the operator off Foodservice.
Message	Send a written message to the BackOffice.

3.3 Log On/Log Off (Manager)

In order to access manager specific functions, you must log on to Foodservice as a manager.

3.3.1 Log On

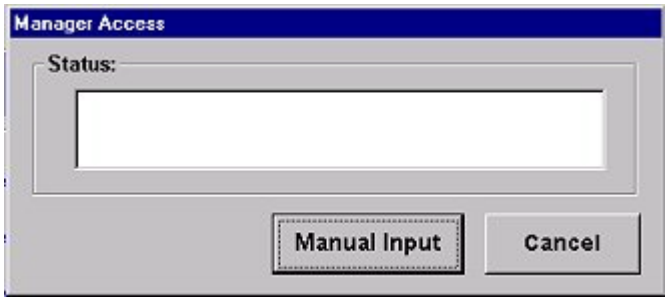
1. From the Main window Menu Bar, select **Tools ➜ Access System**.

   OR

   From the Tool Bar, click

   .

   The Manager Access window appears.

2. When prompted, insert the manager's smart card. (Depending on the card type, a PIN may be required to read the card. If required, have the cardholder enter their PIN.)

   OR

   Click **Manual Input** and enter the manager's SSN.

   The Main window appears and you are now logged on as a manager.

   In the Main window, the

   button replaces the

   button on the Tool Bar.

3.3.2 Log Off

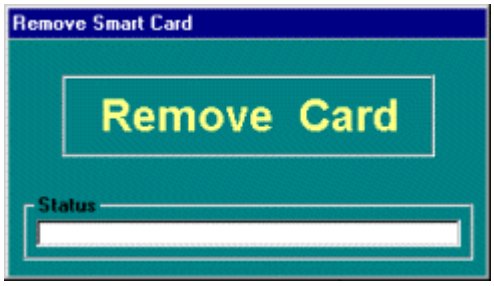
1. From the Main window Menu Bar, select **Tools ➜ Access System**.

   OR

   From the Tool Bar, click

.

   The Remove Smart Card window appears.



2. When prompted, remove the manager's smart card.

   The Main window appears and you are now logged off as a manager.

3.4 Log On/Log Off (Operator)

When the application starts, the “Insert Card to Log On” message appears in the Single Diner w/Card Status Area of the Main window, if the Require Operator Log On option is enabled (refer to section 2.2.10). The operator must log on to Foodservice before meal processing can occur.

3.4.1 Log On

1. When prompted, insert the operator’s card into the reader.

2. When prompted, remove the operator’s card from the reader.

   The operator is now logged onto Foodservice.

3.4.2 Log Off

From the Status Bar of the Main window, click Log Off.

The Main Window will then flash the message to “Insert Card to Log On” again.

The operator is now logged off Foodservice.

3.5 Exit Foodservice

Operators can log off and lock the workstation but are not able to exit the application. Only managers have the authorization to exit the Foodservice application.

1. Log on as a manager. (Refer to sec. 3.3.)

2. From the Main window Menu Bar, select **File ➜ Exit**.

   OR

   From the Main window Tool Bar, select **System Menu ➜ Next➜ Exit Application**.

   The Exit Foodservice window appears.

3. Click **Yes**.

   The application closes.

4

PROCESS MEALS

The vast majority of an operator's time is spent processing meals. By processing meals, the operator collects an electronic headcount of each diner.

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4.1 Select Regular Meals

You must select a regular meal before meal processing can occur.

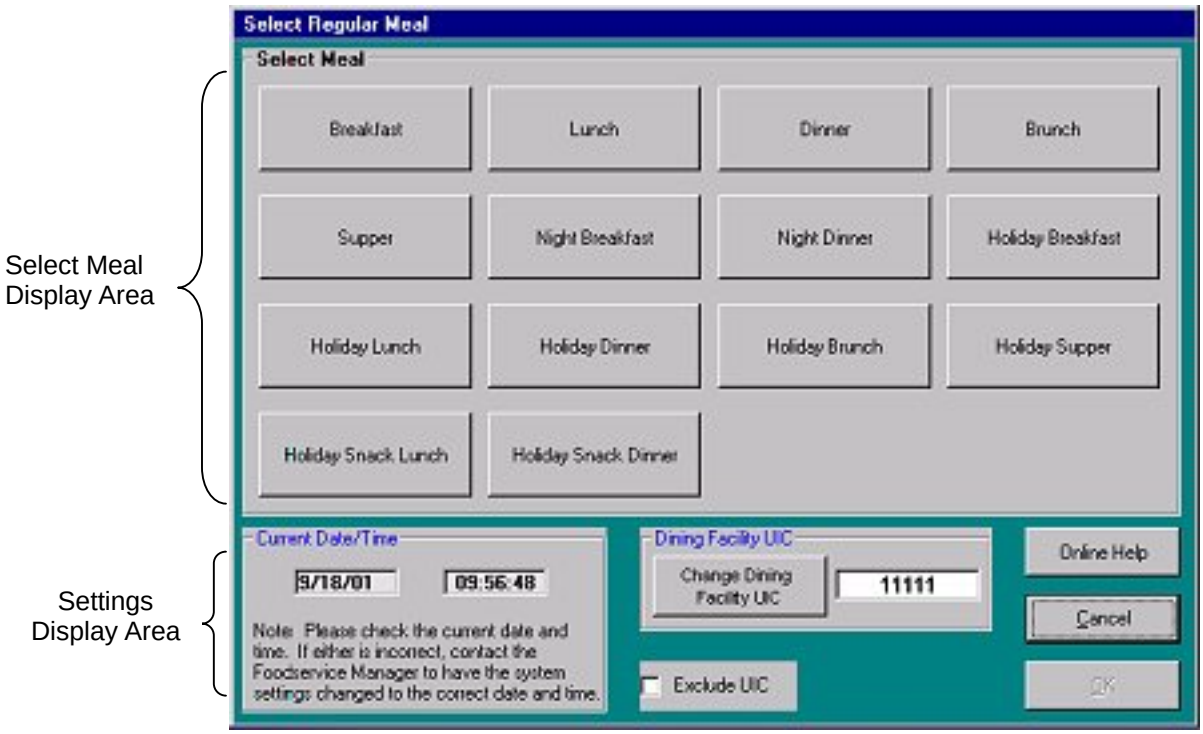
1. From the Main window Menu Bar, select **Meals ➜ Regular Meals**.

   OR

   From Main window Tool Bar, click .

   The Select Regular Meal window appears.

Depending on the military branch selected during the application setup, the appearance of the Select Regular Meal window varies. The following window is representative of the Navy Select Regular Meal window.



2. In the Select Meal Display Area, click the applicable meal button.

   The selected meal button turns red.

3. In the Settings Display Area, verify the date and time.

If this information is incorrect, notify the manager immediately.

To correct the date and or time, refer to section 2.2.8 and/or section 2.2.9.

4. To configure the regular meal setting, perform the following procedure associated with the applicable military branch.

NAVY REGULAR MEAL SETTINGS:

a. In the Settings Display Area, click Dining Facility UIC.

The Dining Facility UIC button allows you to set the Unit Identification Code (UIC). This button is enabled when the Navy and/or Army branch is selected during the setup phase.

A virtual keyboard appears.

b. Use the virtual keyboard and enter the correct diner facility UIC.

c. Click **Enter**.

The Select Regular Meal window appears.

d. In the Settings Display Area, click Number of RIK.

The Number of RIK button allows you to set the number of Rations-In-Kind (RIK) projected for the selected meal. This button is enabled when the Navy is the selected branch during the setup phase.

A virtual keypad appears.

e. Use the keypad and enter the correct number of RIKs.

f. Click **Enter**.

The Select Regular Meal window appears.

g. In the Settings Display Area, select and or de-select the Exclude UIC checkbox.

If the Exclude UIC checkbox is selected, the application compares the diner's smart card UIC to the UIC Exclusion List. If a match occurs, the meal cannot be processed.

h. Proceed to step 5.

ARMY REGULAR MEAL SETTINGS:

a. In the Settings Display Area, click [Dining Facility UIC].

The Dining Facility UIC is button allows you to set the Unit Identification Code (UIC). This button is enabled when the Navy and or Army branch is selected during the setup phase.

A virtual keyboard appears.

b. Use the virtual keyboard and enter the correct diner facility UIC.

c. Click **Enter**.

The Select Regular Meal window appears.

d. In the Settings Display Area, click [Number of SIK].

The Number of SIK button allows you to set the number of Subsistence-In-Kind (SIK) projected for the selected meal. This button is enabled when the Army is the selected branch during the setup phase.

A virtual keypad appears.

e. Use the virtual keypad and enter the correct number of SIKs.

f. Click **Enter**.

The Select Regular Meal window appears.

g. Proceed to step 5.

MARINE REGULAR MEAL SETTINGS:

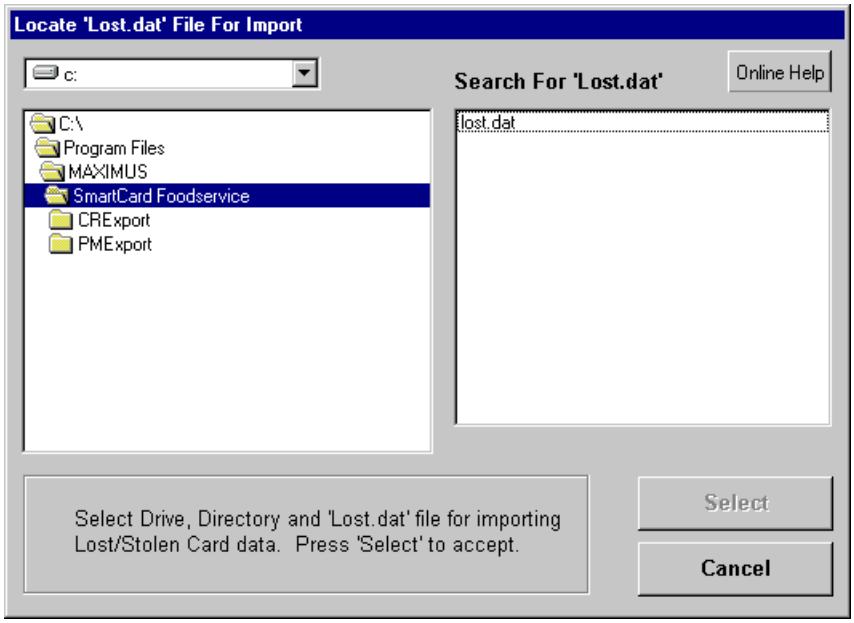
a. In the Settings Display Area, click [RUC Exclusion Disabled] to disable the Reporting Unit Code (RUC) Exclusion function.

b. Proceed to step 5.

5. If applicable, import the lost or stolen Smart Card data:

   a. In the Settings Display Area, click Import L/S Data.

      The Locate Lost.dat File for Import window appears.



   b. Specify the path (location) of the lost.dat file.

   c. Click **Select**.

      The Import Successful message appears.

   d. Click **Yes**.

      The Select Regular Meal window appears.

6. Click **OK**.

   The Main window appears and displays the selected meal.

If the time for the selected meal has already passed, the meal Time Check window appears.

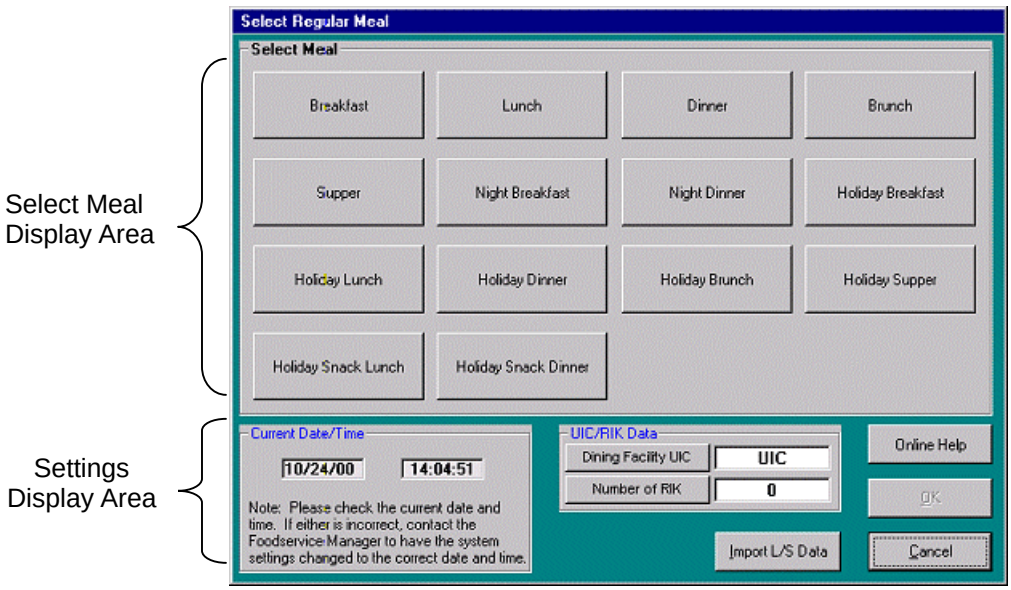
4.2 Select Ward Room Regular Meals

1. From the Main window Menu Bar, select **Meals ➜ Regular Meals**.

   OR

   From Main window Tool Bar, click .

The Select Regular Meal window appears.



2. In the Select Meal Display Area, click the applicable meal button.

   The selected meal button turns red.

3. In the Settings Display Area, verify the date and time.

   If this information is incorrect, notify the manager immediately. To correct the date and/or time, refer to section 2.2.8 and section 2.2.9.

4. In the Settings Display Area, click Dining Facility UIC.

   The Dining Facility UIC button allows you to set the Unit Identification Code (UIC). This button is enabled when the Navy and/or Army branch is selected during the setup phase.

   A virtual keyboard appears.

5. Enter the correct diner facility UIC using the virtual keyboard.

6. Click **Enter**.

   The Select Regular Meal window appears.

7. In the Settings Display Area, click Number of RIK.

   The Number of RIK button allows you to set the number of Rations-In-Kind (RIK) projected for the selected meal. This button is enabled when the Navy is the selected branch during the setup phase.

   A virtual keypad appears.

8. Set the number of RIKs using the virtual keypad.

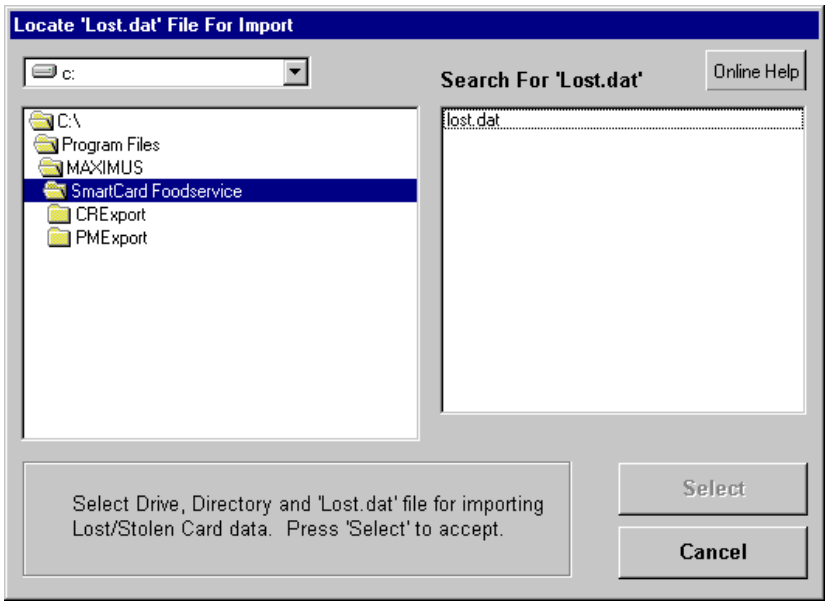
9. Click **Enter**.

   The Select Regular Meal window appears.

10. If applicable, import the lost or stolen Smart Card data:

    a. In the Settings Display Area, click Import L/S Data.

       The Locate Lost.dat File window appears.



b. Specify the path (location) of the lost.dat file.

c. Click **Select**.

The Import Successful message appears.

d. Click **Yes**.

The Select Regular Meal window appears.

11. Click **OK**.

The Main window appears with the selected meal.

*If the time for the selected meal has already passed, the Meal Time Check window appears. To continue the meal selection, click **OK**.*

The Main window appears with the selected meal.

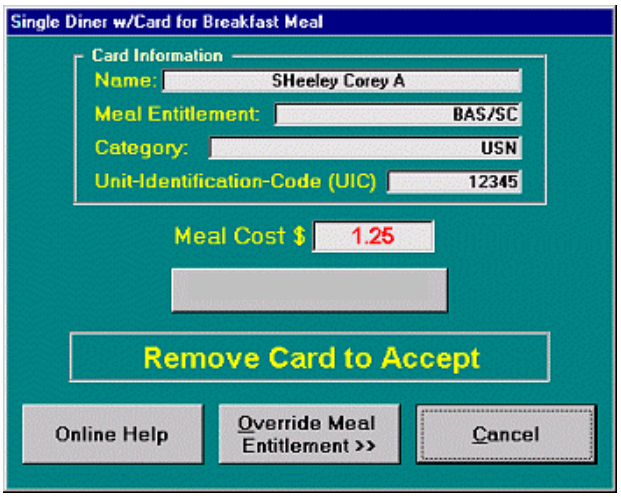
4.3 Process Regular Meals w/Card

A meal must be selected before meal processing can occur. For information on selecting meals, refer to section 4.1. Depending on the diner's meal entitlement, the meal is credited or a collection payment is required from the diner.

After selecting the meal, the Main window appears, and the "Insert Smart Card or Insert ID Card" message appears in the single Diner w/Card Status Area.

1. When prompted, insert the diner's smart card/ID card into the reader. (Depending on the card type, a PIN may be required to read the card. If required, have the cardholder enter their PIN.)

The Single Diner w/Card window appears.



Depending on military branch selected and application settings configuration, the Single Diner w/Card window varies in appearance.

For information on overriding the meal entitlement, refer to section 4.5.

2. If applicable, process payroll deduction for the diner (Army and USMC Only):

   a. Click **PAYROLL DEDUCTION**.

      The Enter PIN window appears.

   b. In the Enter PIN field, enter the diner's PIN.

   c. Click **OK**.

      The Single Diner w/Card window appears.

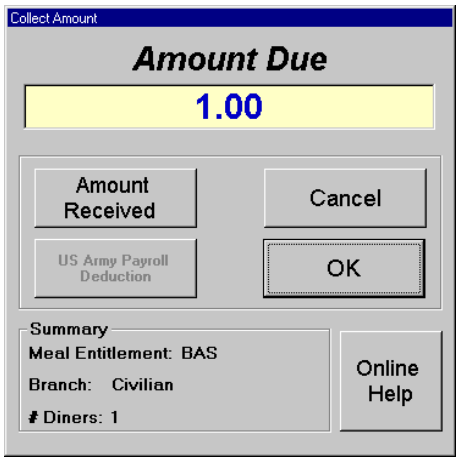
3. If applicable, change the diner's meal entitlement. Refer to section 4.5.

4. When prompted, remove the diner's Smart Card.

The Main window appears or the Collect Amount window appears.

The Main window appears if the application's initial setup was set as Credit Based, or if the diner has an SIK/RIK meal entitlement status. Otherwise the Collect Amount window appears.

5. If the Collect Amount window appears:



a. Collect from the diner the amount specified in the Amount Due field.

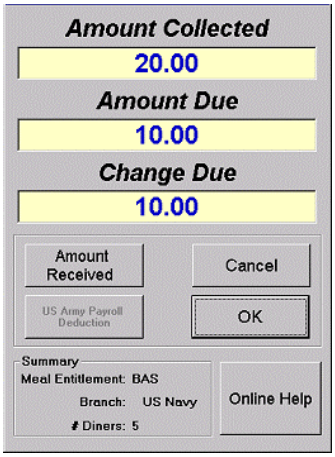
b. Click **Amount Received**.

A virtual keypad appears.

c. Enter the amount received (include the decimal point).

d. Click **Enter**.

The Change Due window appears.



e. If applicable, refund the diner the amount specified in the Change Due field.

f. Click **OK**.

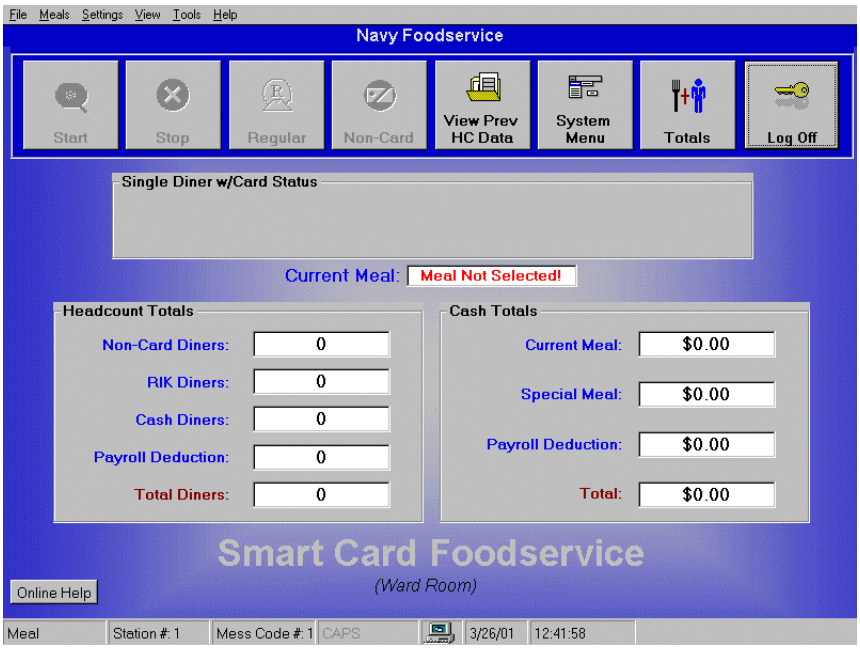
The Main window appears. The meal is processed.

4.4 Process Ward Room Regular Meals w/Card

A meal must be selected before meal processing can occur. For information on selecting Ward Room regular meals, refer to section 4.2. The application verifies whether the diner's name appears on the Ward Room List, and if so, processes the meal. If a diner's name is not on the Ward Room List, the diner must be added to the Ward Room List or to the General Mess Headcount, before meal processing can occur. Depending on the diner's meal entitlement, the meal is credited or a collection payment is required from the diner.

After selecting a Ward Room meal, the Main window appears.

The "Insert Smart Card or Insert ID Card" message appears in the Single Diner w/Card Status Area.

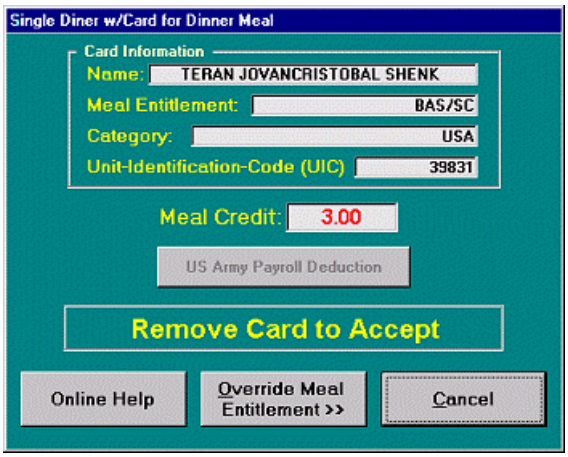


1. When prompted, insert the diner's smart card/ID card into the reader. (Depending on the card type, a PIN may be required to read the card. If required, have the cardholder enter their PIN.)

   The Single Diner w/Card window appears, or the Diner Not in Ward Room List window appears.

If the Single Diner w/Card window appears, the diner's is already on the Ward Room List and the meal is processed.

If the Diner Not in Ward Room List appears, the diner must be added to the General Mess Headcount (refer to section 4.4.1) or added to the Ward Room List (section 4.4.2).



2. When prompted, remove the diner's card from the reader.

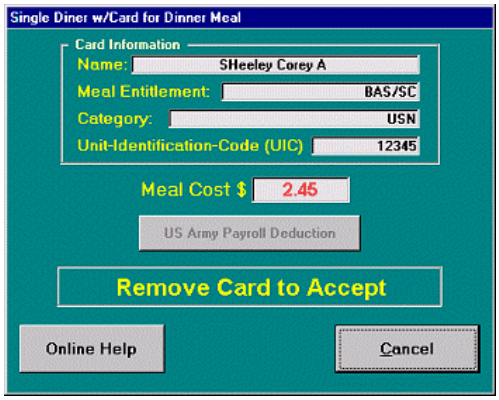
   The Main window appears. The meal is processed.

4.4.1 General Mess Headcount

If applicable, the diner must be added to the General Mess Headcount before meal processing can occur.

1. From the Diner Not in Ward Room List window, click **No**.

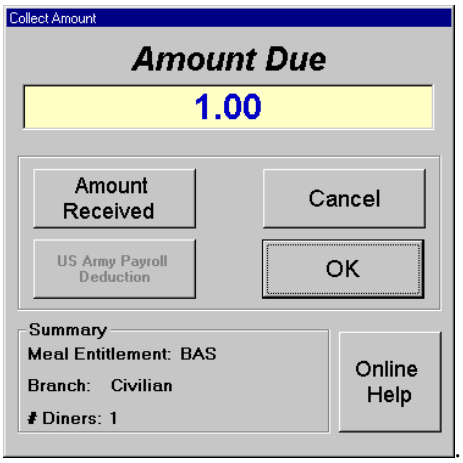
   The Single Diner with Card window appears.



2. When prompted, remove the diner's Smart Card.

   The Main window appears or the Collect Amount window appears

The Main window appears if the application's initial setup was set as Credit Based, or if the diner has an SIK/RIK meal entitlement status. If the Main window appears, the meal has been processed. Otherwise the Collect Amount window appears.



3. Collect from the diner the amount that appears in the Amount Due field.

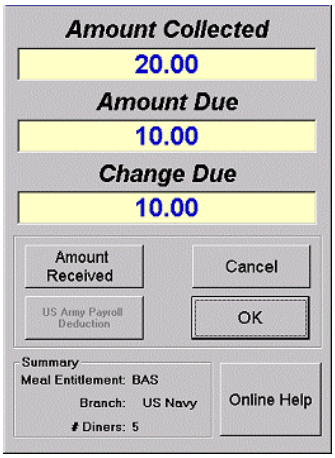
4. Click **Amount Received**.

   A virtual keypad appears.

5. Enter the amount received (include the decimal point).

6. Click **Enter**.

   The Change Due window appears.



7. If applicable, refund the diner the amount specified in the Change Due field.

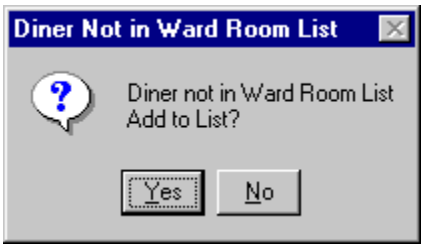
8. Click **OK**.

   The Main window appears. The meal is processed.

4.4.2 Ward Room List

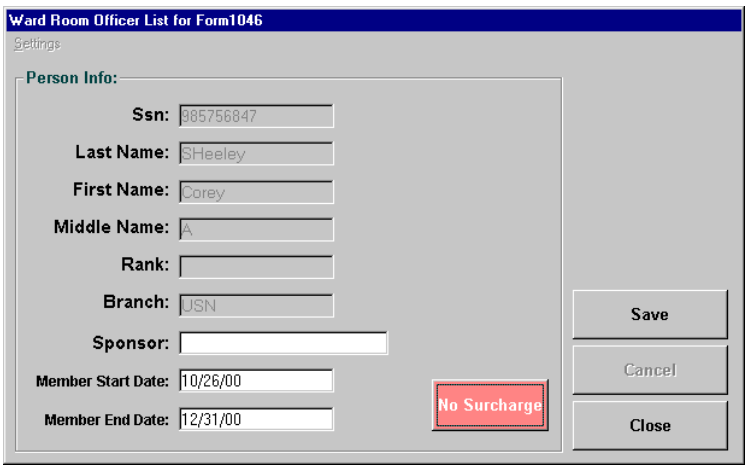
If applicable, the diner must be added to the Ward Room List before meal processing can occur.

1. From the Diner Not in Ward Room List window, click **Yes**.



The Ward Room Officer List Form window appears.

The application reads data from the diner's card and fills all the fields except the Sponsor field.



2. Click the **Sponsor** field.

The Sponsor window appears.

3. In the Display Area, select the applicable sponsor.

Although the Select Sponsor window is equipped with multiple select options, you can only select one Sponsor.

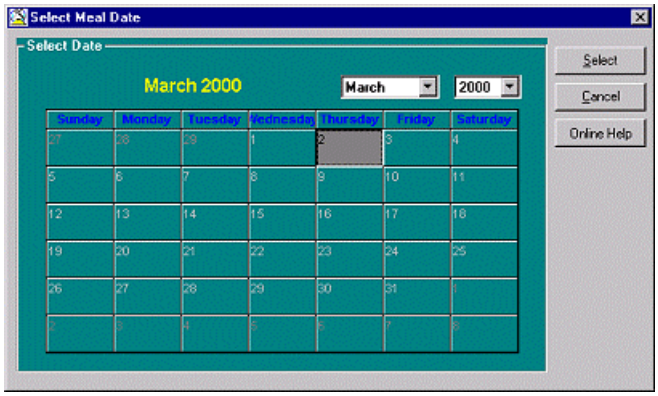
4. Click **Close**.

   The Ward Room Officer List Form appears.

5. If applicable, change the diner's Ward Room start date.

   a. Click the **Member Start Date** field.

      The electronic calendar appears.



   b. From the year drop-down list, select the correct year.

   c. From the month drop-down list, select the correct month.

   d. In the calendar area, click the correct day.

The selected day becomes gray.

e. Click **Select**.

The Ward Room Officer List Form appears.

If the Select button is disabled, click on another date on the calendar, and then click back on the desired date. The Select button should now be enabled.

6. If applicable, to change the diner's Ward Room end date.

a. Click the **Member Start Date** field.

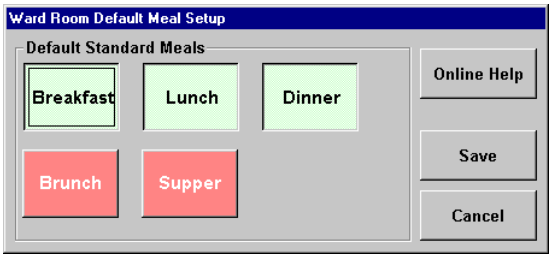
b. Repeat step 5b through step 5e.

7. Toggle the **Surcharge/No Surcharge** button until the applicable settings appear.

8. Click **Save**.

If the underway dates have not been configured, the Set Underway Dates window appears when you click the Save button. Before you can add the diner to the Ward Room List, you must configure the initial dates in the Set Underway Dates window. For information on configuring the Set Underway Dates window, refer to section 7.5.

The Ward Room Default Meal Setup window appears.



A maximum of three (3) meals can be selected at a time.

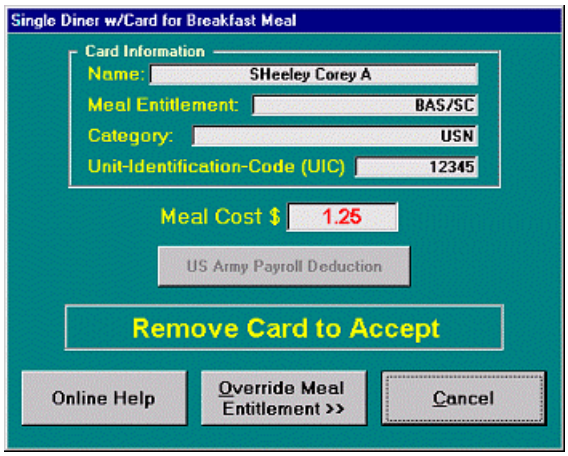
9. Toggle the meal button as applicable.

A red meal button indicates the diner will not attend the meal.

A green meal button indicates the diner will attend the meal.

10. Click **Save**.

The Single Diner w/Card window appears.



11. When prompted, remove the card. The meal is credited.

    The Main window appears.

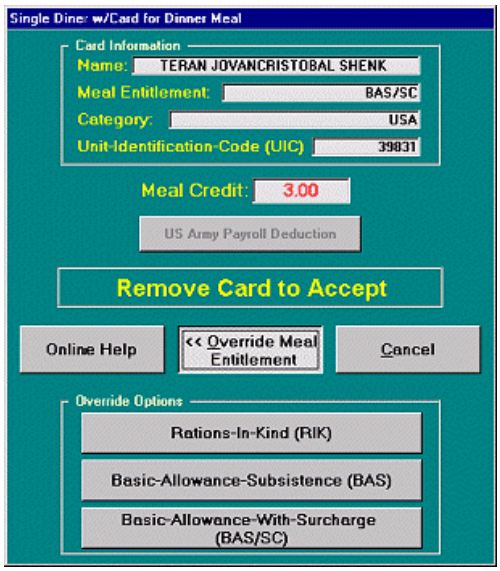
4.5 Override Meal Entitlement

In some cases, when you process a meal you may need to override the diner's meal entitlement code (MEC). This function is only possible when you are processing a regular meal. For information on processing regular meals, refer to sections 4.3 and 4.4.

Each time you override a meal entitlement, the transaction is recorded in the database. The manager can run a report on all meal overrides. For information about meal override reports, see the Smart Card Foodservice BackOffice Administrator's Guide.

1. When the Single Diner w/Card window appears, click **Override Meal Entitlement**.

   The Override Options Area appears.



Overriding the MEC does not change the MEC data on a diner's smart card.

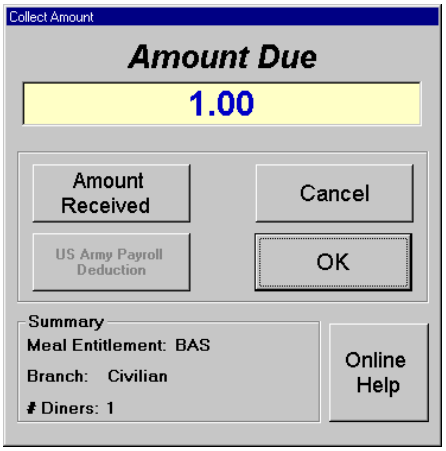
The meal entitlements that appear in the Override Options area vary, depending on the military branch selected during the application setup, as shown in the following table.

Navy	*Army/Marines*
Rations-In-Kind (RIK)	*Subsistence-In-Kind (SIK)*
Basic-Allowance-Subsistence (BAS)	*Basic-Allowance-Subsistence – Discounted (BAS -DS)*
Basic-Allowance-Subsistence with-Surcharge (BAS/SC)	*Basic-Allowance-Subsistence (BAS)*

2. Click the applicable meal entitlement button.

3. When prompted, remove the diner's smart card.

   The Main window appears and the meal is processed when you selected the SIK or RIK meal entitlement option. Otherwise, the Collect Amount window appears.



4. Collect from the diner the amount displayed in the Amount Due field.

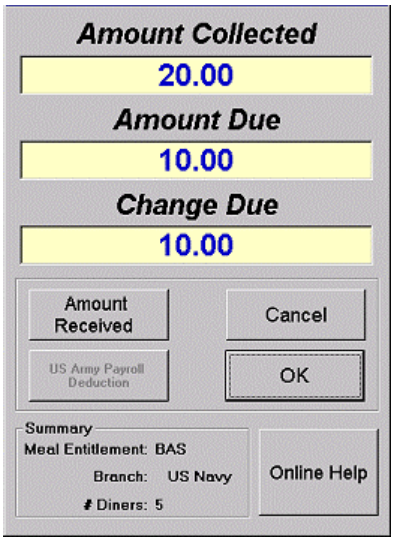
5. Click **Amount Received**.

   A virtual keypad appears.

6. Enter the amount received, including the decimal point, using the virtual keypad.

7. Click **Enter**.

   The Change Due window appears.



If applicable, refund the diner the amount that appears in the Change Due field.

8. Click **OK**.

   The Main window appears. The meal is processed

4.6 Process Regular Meals (Non Card)

A meal must be selected before meal processing can occur. For information on selecting meals, refer to section 4.1. Depending on the diner's meal entitlement, the meal is credited or a collection payment is required from the diner. The following procedure applies when a diner does not possess a smart card.

1. From the Main window Menu Bar, select **Meals ➜ Non-Card Collection**.

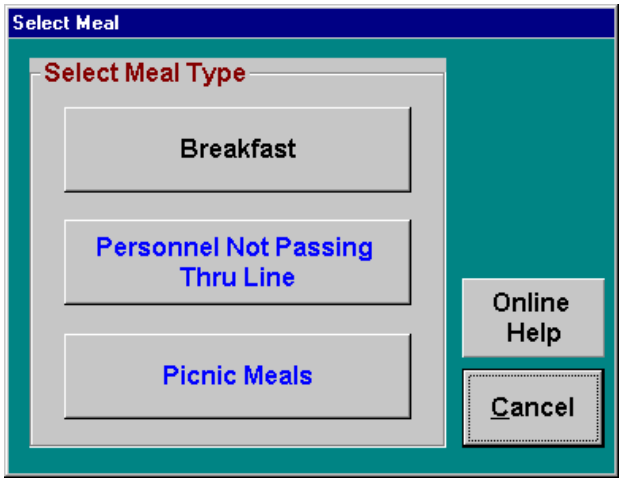
   OR

   From the Main window Took Bar, click .

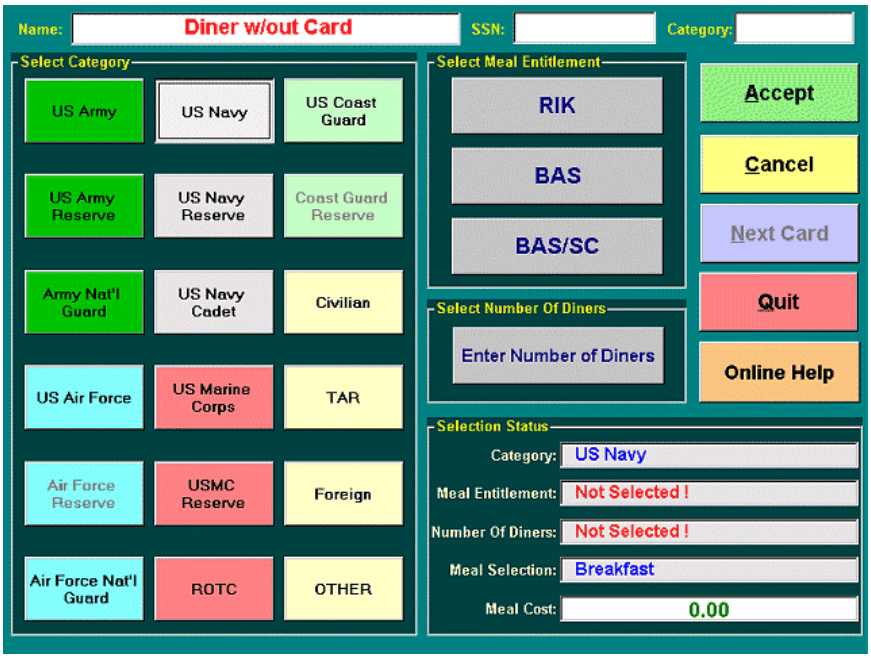
   The Select Meal window appears or the Diner w/out Card window appears.

If the selected military branch is Navy, The Select Meal window will appear before the Diner w/out Card window.

2. From the Select Meal window, click the applicable meal type. (Navy only).



   The Diner w/out Card window appears.



3. In the Select Category Area, click the applicable military branch button.

   The name of the selected military branch appears in the Category field of the Selection Status Area.

The Foreign button is enabled only if the Foreign Diner function was enabled during the Application Setup.

To select a foreign country:

a. *Click **Foreign.***

   The Select Patron Country window appears.

b. *Select the applicable country.*

   The name of the selected country appears in the Category field of the Selection Status Area.

4. In the Select Meal Entitlement Area, click the applicable entitlement button.

The entitlement options vary, depending on the military branch selected during the application setup, as shown in the following table.

Navy	*Army/Marines*
Rations-In-Kind (RIK) *Basic-Allowance-Subsistence (BAS)* *Basic-Allowance-Subsistence with-Surcharge (BAS/SC)*	*Subsistence-In-Kind (SIK)* *Basic-Allowance-Subsistence – Discounted (BAS -DS)* *Basic-Allowance-Subsistence (BAS)*

The selected entitlement appears in the Meals Entitlement field of the Selection Status Area.

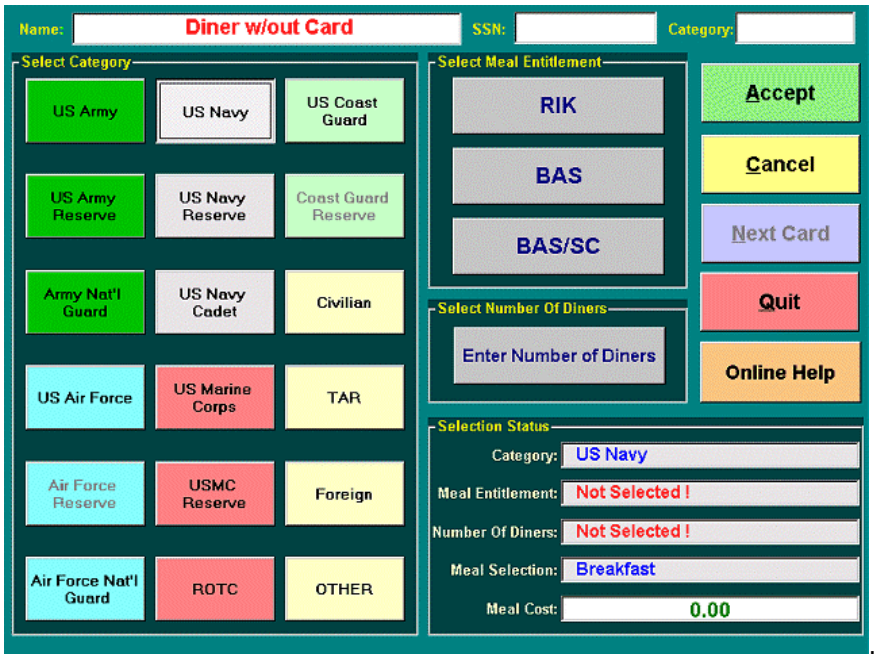
5. If you selected the SIK or RIK meal entitlement:

The SSN Key Pad window appears.

a. Enter the diner's SSN using the keypad.

b. Click **Enter**.

The Diner w/out Card window appears.



6. In the Select Number of Diners Area, click **Enter Number of Diners**.

   A virtual keypad appears.

7. Enter the number of diners using the virtual keypad.

8. Click **Enter**.

   The Diner w/out Card window appears and displays the number of diners and total cost.

9. Click **Accept**.

   The SIK/ RIK Verification Transaction window or the Amount Due window appears.

10. If the SIK or RIK Transaction Verification window appears:

RIK – Navy Meal Entitlement

SIK – Army Meal entitlement

   a. Click **OK**.

      The diner w/out Card window appears.

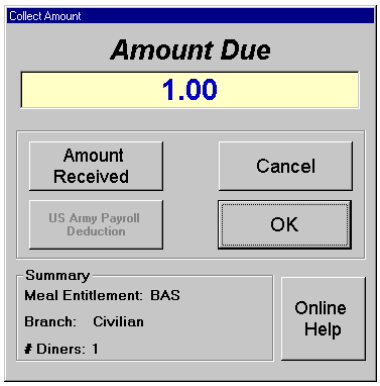
   b. If applicable, repeat steps 3 through 9 to process addition non-card meals.

      Otherwise, click **Quit**.

      The Main window appears. The meal is credited.

11. If the Collect Amount window appears:

   a. Collect from the diner the amount displayed in the Amount Due field.



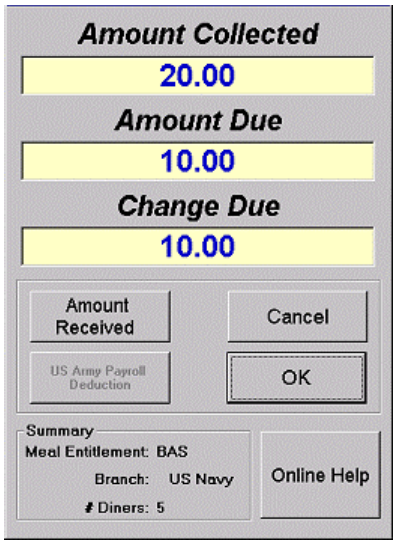
b. Click Amount Received.

A virtual keypad appears.

c. Enter the amount received (include the decimal point) using the virtual keypad.

d. Click **Enter**.

The Change Due window appears.



e. If applicable, refund the diner the amount that appears in the Change Due field.

f. Click **OK**.

The diner w/out Card window appears.

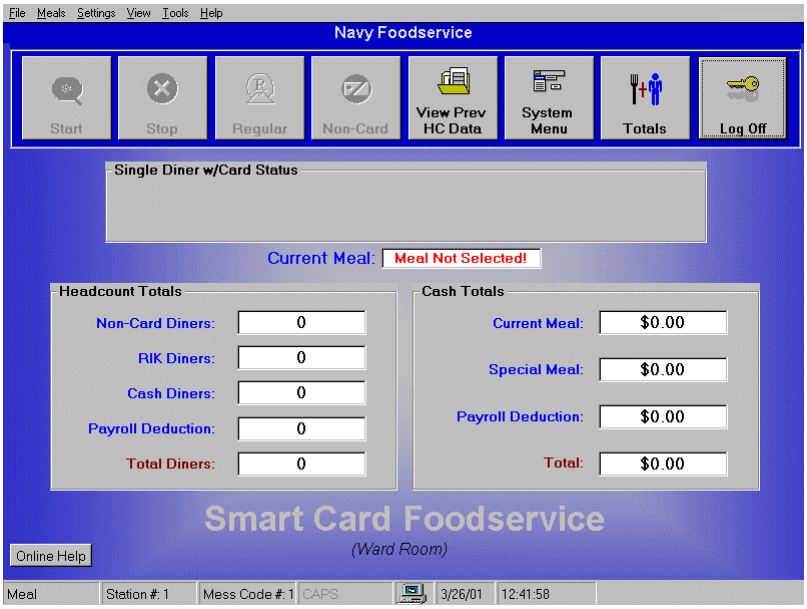
g. To process additional non-card meals, repeat step 3 through step 9. Otherwise, click **Quit**.

The Main window appears.

4.7 Process Ward Room Regular Meals (Non-Card)

A meal must be selected before meal processing can occur. For information on selecting meals, refer to section 4.2. If the diner's name is on the Ward Room List, the application processes the meal. If the diner's name is not on the Ward Room List, the diner must be added the Ward Room List or to the General Mess Head Count before meal processing can occur. Depending on the diner's meal entitlement, the meal is credited or a collection payment is required from the diner. The following procedure applies when a diner does not possess a smart card.

After selecting the Ward Room meal, the Main window appears.



1. From the Main window Menu Bar, select **Meals ➜ Non-Card Collection**.

   OR

   From the Tool Bar, click .

   The SSN virtual keypad appears.

2. Enter the diner's Social Security Number using the virtual SSN keypad.

3. Click **Enter**.

   The Main window appears or the Diner Not in Ward Room List window appears.

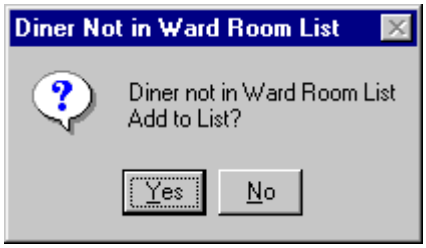
The Main window indicates the diner is already on the Ward Room List, and the meal processed.

To process the Diner Not in Ward Room List window, you must add the diner to the General Mess Headcount or to the Ward Room List. Refer to section 4.7.1and section 4.7.2.

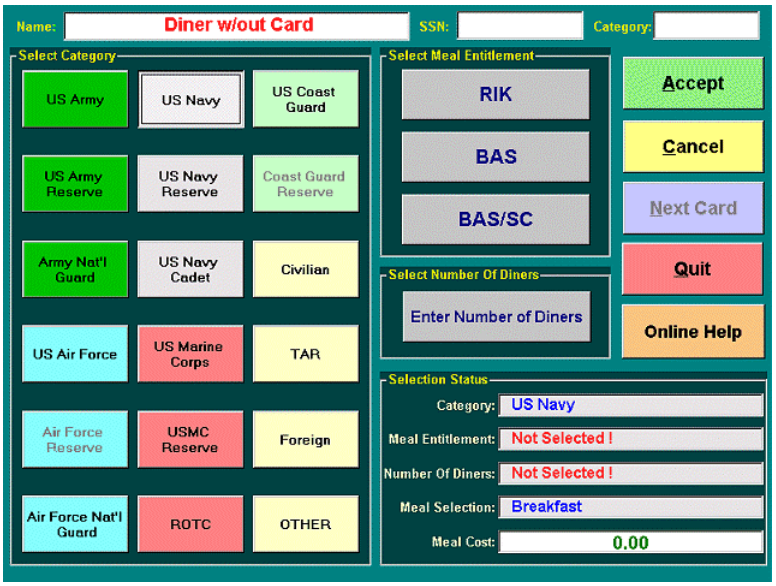
4.7.1 General Mess Headcount

As part of meal processing, the following describes the procedure to add a diner to the General Mess Headcount.

1. From the Diner Not in Ward Room List window, click **No**.



The Diner w/out Card window appears.



2. In the Select Category Area, click the applicable military branch button.

The name of the selected military branch appears in the Category field of the Selection Status Area.

The Foreign button is enabled, only if the Foreign Diner function was enabled during the Application Setup.

a. *In the Select Category Area, click* ***Foreign****.*

   The Select Patron Country window appears.

b. *Select the applicable country.*

   The name of the selected country appears in the Category field of the Selection Status Area.

3. In the Select Meal Entitlement Area, click the applicable entitlement button.

   The selected entitlement appears in the Meals Entitlement field of the Selection Status Area.

4. Click **Accept**.

   The RIK verification window appears or the Amount Due window appears, depending on the meal entitlement selected.

If the meal is credited, The RIK Verification Transaction window appears. If cash is required to process the meal, the Collect Amount window appears.

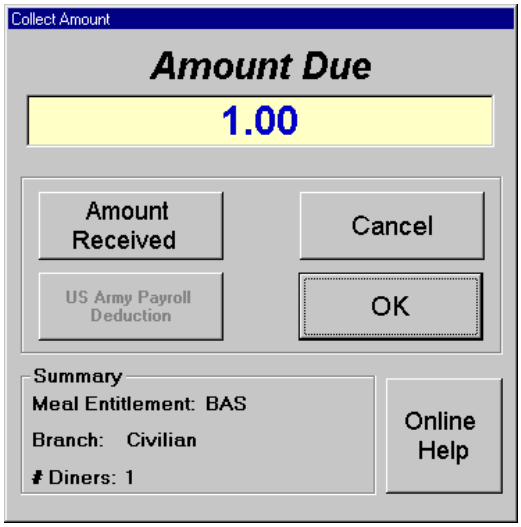
If the application's initial setup was set as Credit Based, the meal transaction is credited, the Main window appears, and the meal is processed.

5. If the RIK Transaction Verification window appears, click **OK**.

   The Main window appears. The meal is credited.

To process additional Navy Ward Room non-card meals refer to section 4.7.

6. If the Collect Amount window appears:



a. Collect from diner the amount specified in the Amount Due field.

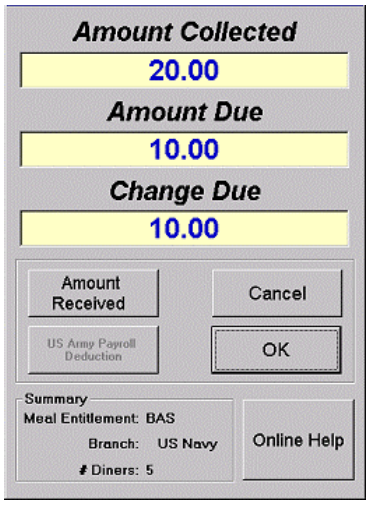
b. Click **Amount Received**.

   A virtual keypad appears.

c. Enter the amount received (include the decimal point).

d. Click **Enter**.

   The Change Due window appears.



e. If applicable, refund the diner the amount specified in the Change Due field.

f. Click **OK**.

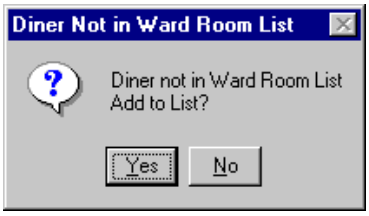
The Main window appears.

To process additional Navy Ward Room non-card meals refer to section 4.7.

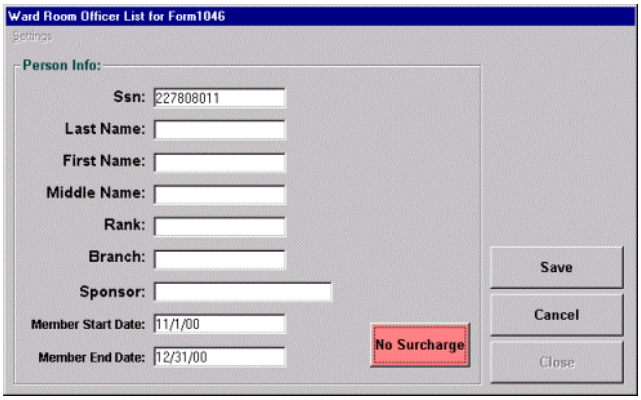
4.7.2 Ward Room List

If applicable, the diner must be added to the Ward Room List before meal processing can occur.

1. From the Diner Not in Ward Room List window, click **Yes**.



The Ward Room Officer List Form window appears.



The application fills the SSN field with the diner's SSN. The application stored the diner's SSN when the operator entered the diner's SSN from the main window. Refer to section 4.7.

2. Enter the diner's last name:

   a. Click the **Last Name** field.

      A virtual keyboard appears.

   b. Enter the diner's last name using the virtual keyboard.

c. Click **Enter**.

The Ward Room Officer List Form window appears.

3. Enter the diner's first name:

a. Click the **First Name** field.

A virtual keyboard appears.

b. Enter the diner's first name using the virtual keyboard.

c. Click **Enter**.

The Ward Room Officer List Form window appears.

4. Enter the diner's middle name:

a. Click the **Middle Name** field.

A virtual keyboard appears.

b. Enter the diner's middle name using the virtual keyboard.

c. Click **Enter**.

The Ward Room Officer List Form window appears.

5. Enter the diner's rank:

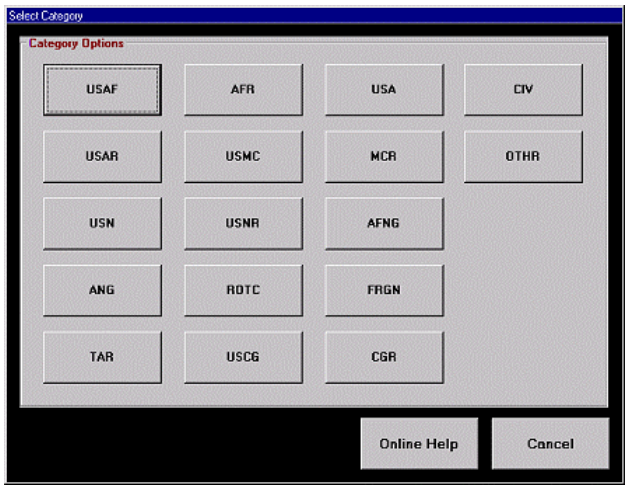
a. Click the **Rank** field

b. Select the diner's rank from the drop-down list.

6. Set the diner's military branch:

a. Click the **Branch** field.

The Select Category window appears.



b. Click the appropriate military Branch button.

The Ward Room Officer List Form appears.

7. Select the diner's sponsor:

a. Click the **Sponsor** field.

The Sponsor window appears.

b. In the Display Area, select the applicable sponsor.

Although the Select Sponsor window is equipped with multiple select options, you can only select one Sponsor.

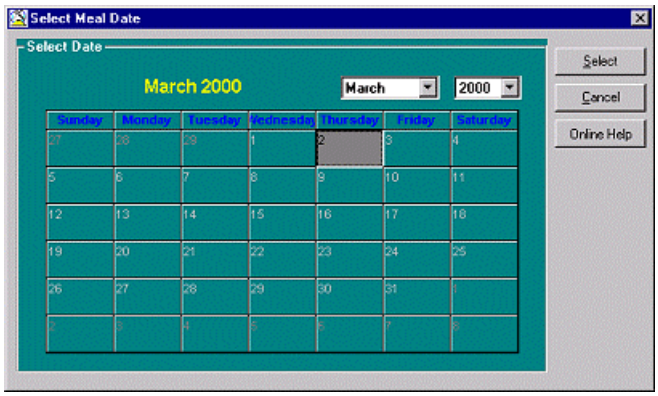
c. Click **Close**.

The Ward Room Officer List Form appears.

8. If applicable, set (change) the member start date:

   a. Click the **Member Start Date** field.

      The electronic calendar appears.



   b. From the year drop-down list, select the correct **year**.

   c. From the month drop-down list, select the correct **month**.

   d. In the calendar area, click on the correct **day**.

      The selected day becomes gray.

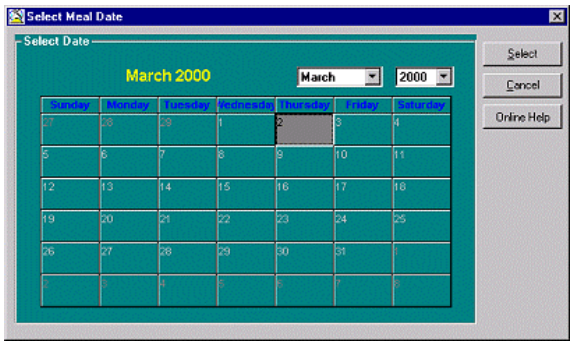
   e. Click **Select**.

      If the Select button is disabled, click on another date on the calendar, and then click back on the desired date. The Select button should now be enabled.

9. If applicable, set (change) the diner's end date:

   a. Click the **Member End Date** field.

      The electronic calendar appears.



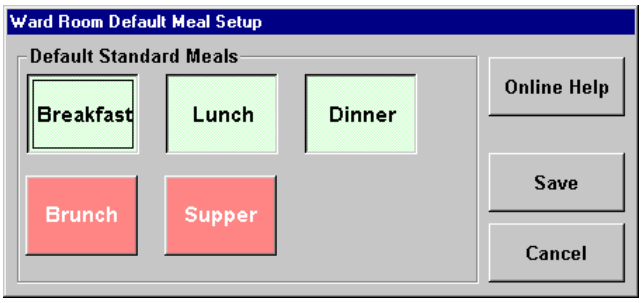
b. Repeat step 8b through step 8e.

10. Toggle the **Surcharge/No Surcharge** button until the applicable setting appears.

11. Click **Save**.

    The Ward Room Default Standard Meals window appears.

If the underway dates have not been already configured, the Set Underway Dates window appears and requires processing before you can add a diner to the Ward Room List. For information on configuring the Set Underway Dates window, refer to section 7.5.



A maximum of three (3) meals can be selected at a time.

12. Toggle the meal buttons as applicable.

A red meal button indicates the diner will not attend the meal.

A green meal button indicates the diner will attend the meal.

13. Click **Save**.

    The Main window appears. The meal is credited. To process additional Ward Room non-card meals, refer to section 4.7.

4.8 Process Group Meals

Serving as an operator, you can only process a group meal if the diner has a smart card, and is sponsoring a group of diners. You must select a meal, before you can process the group meal. For information on selecting regular meals, refer to section 4.1 or section 4.2.

1. From the Main window Menu Bar, select **Meals ➜ Group Collection**.

   OR

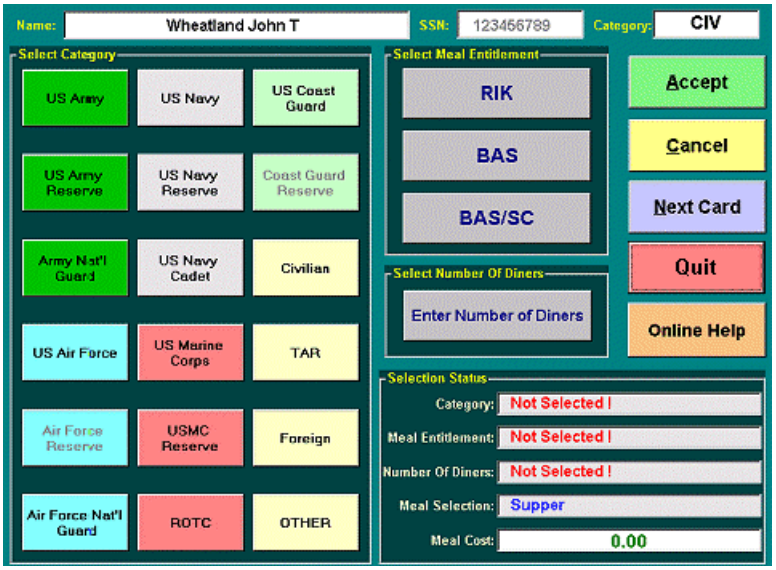
   From the Main window Tool Bar, click

   .

   The Insert Smart Card or Insert ID Card window appears.

2. When prompted, insert the sponsor's card into the reader. (Depending on the card type, a PIN may be required to read the card. If required, have the cardholder enter their PIN.)

   The Group Meals window appears.



At the top of the Group Meal window, the sponsor's name, social security number, and military branch appear in the applicable fields.

3. In the Select Category Area, click the applicable military branch button that represents the sponsored diner(s).

   The name of the selected military branch appears in the Category field of the Selection Status Area.

The Foreign button is enabled, only if the Foreign Diner function was enabled during the Application Setup.

To select a foreign country:

a. *Click **Foreign.***

   The Select Patron Country window appears.

b. *Select the applicable country.*

   The name of the selected country appears in the Category field of the Selection Status Area.

4. In the Select Meal Entitlement Area, click the applicable entitlement button for the sponsored diner(s).

The entitlement options vary, depending on the military branch selected during the application setup, as shown in the following table.

Navy	*Army/Marines*
Rations-In-Kind (RIK)	*Subsistence-In-Kind (SIK)*
Basic-Allowance-Subsistence (BAS)	*Basic-Allowance-Subsistence – Discounted (BAS -DS)*
Basic-Allowance-Subsistence with-Surcharge (BAS/SC)	*Basic-Allowance-Subsistence (BAS)*

   The selected entitlement appears in the Meals Entitlement field of the Selection Status Area.

   The Group Meal window appears.

5. In the Select Number of Diners Area, click **Enter Number of Diners**.

   A virtual keypad appears.

6. Enter the number of sponsored diners using the virtual keypad.

7. Click **Enter**.

   The Group Meal window appears and displays the number of diners and total cost.

8. Click **Accept**.

Depending on the meal entitlement selected, one of the following windows appear:

- *The (SIK/RIK) Verification Transaction window appears if the SIK/RIK meal entitlement option is selected.*
- *The Collect Amount window appears if the sponsor is paying cash.*

9. Process the applicable window:

   The SIK or RIK Verification Transaction window – refer to section 4.8.1.

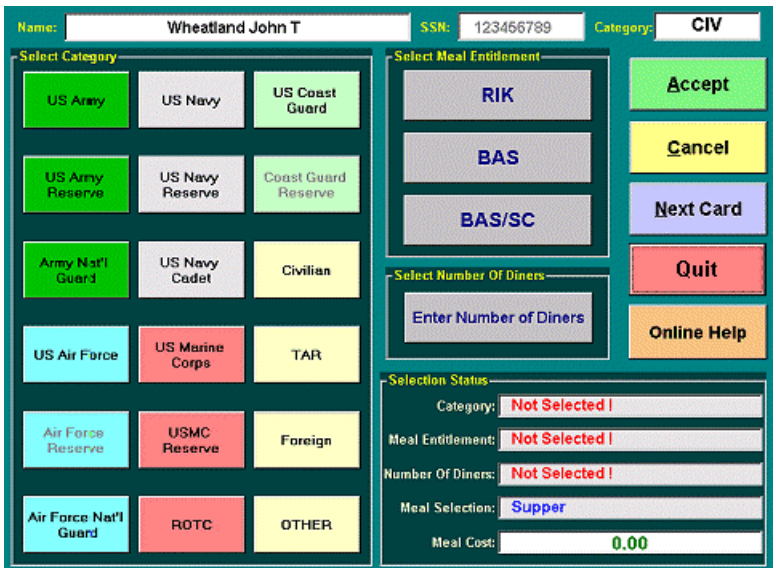
   The Collect Amount window – refer to section 4.8.2.

4.8.1 (SIK/RIK) Verification Transaction Window

The SIK Verification Transaction window is Army specific, and the RIK Verification Transaction window is Navy specific.

1. From the (SIK/ RIK) Transaction Verification window, click **OK**.

   The Group Meals window appears.



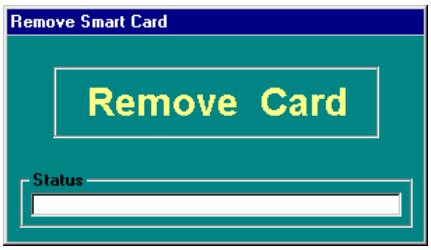
2. Click **Quit**.

   The Group with Card window appears.

3. To exempt the sponsor:

   a. From the Group with Card window, click **No**.

      The Remove Card window appears.



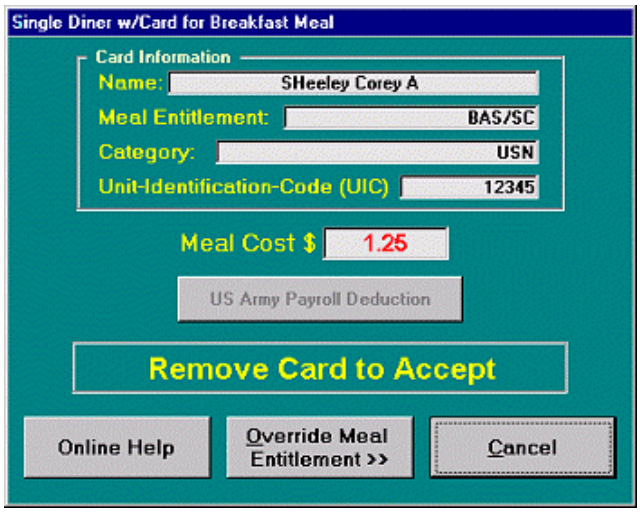
b. When prompted, remove the card from the reader.

The Main window appears. The Group meal is processed.

4. To process the sponsor as a single card diner:

a. From the Group with Card window, click **Yes**.

The Single Diner w/Card window appears.



b. If applicable, change the sponsor's meal entitlement. Refer to section 4.5.

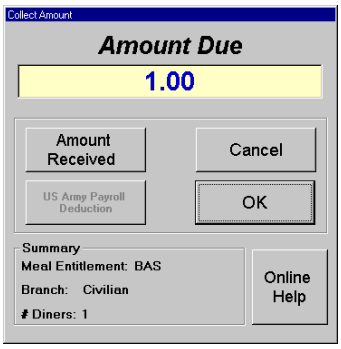
c. When prompted, remove the sponsor's card from the reader.

The Collect Amount window appears:

d. Process the Collect Amount window. Refer to section 4.8.2.

4.8.2 Collect Amount Window

The Collect Amount window appears when cash payment is required from the diner.



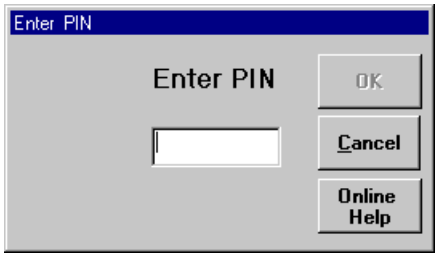
The US Army Payroll Deduction option (button) is enabled only if both the dining facility and the sponsor are Army. In this case, the sponsor can choose to make a cash payment or deduct the cost of the meal(s) through payroll deduction.

1. Collect from the diner the amount specified in the Amount Due field.

2. If applicable (Army only), deduct the amount due through payroll deduction. Otherwise, proceed to step 3.

   a. Click **PAYROLL DEDUCTION**.

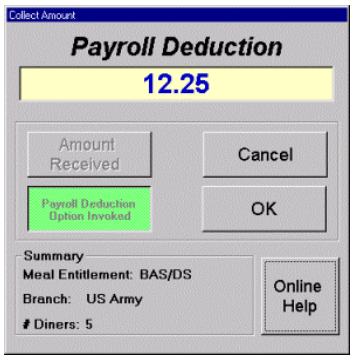
      The Enter PIN window appears.



   b. In the Enter PIN field, enter the sponsor's PIN using the numerical keypad on the keyboard.

   c. Click **OK**.

      The (Collect Amount) Payroll Deduction window appears.



d. Click **OK**.

The Group Meal window appears.

e. Click **Quit**.

The Remove Card Message window appears

f. When prompted, remove the card from the reader.

The Main window appears.

To process additional group meals refer to section 4.8.

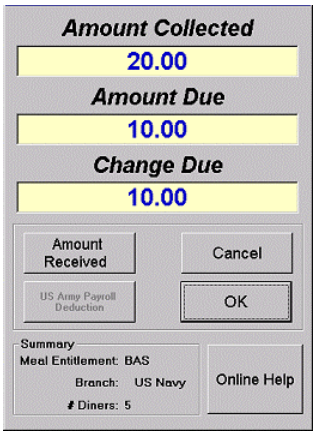
3. From the Collect Amount window, click **Amount Received**.

A virtual keypad appears.

4. Enter the amount received (include the decimal point) using the virtual keypad.

5. Click **Enter**.

The Change Due window appears.



6. If applicable, refund the diner the amount specified in the Change Due field.

7. Click **OK**.

   The Main window appears.

To process additional group meals refer to section 4.8.

4.9 Void Meals

If the operator makes a mistake while collecting a regular meal, and the meal must be voided, only the manager can void that meal. In order to void a transaction, both the manager's smart card and the diner's smart cards must be available.

1. From the Main window Menu Bar, select **Meals ➜ Void Meal Transaction**.

   OR

   From the Tool Bar, click

.

   The “Insert Manager’s Card” message appears in the Void Meal window.

*If the Void Meal Transaction function from the Menu Bar and the Voids button on the Main window Menu Bar are disabled, click **Start** on the Main window Tool Bar to enable both features.*

2. When prompted, insert the manager's card into the reader.

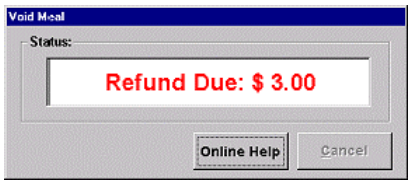
   The “Remove Manager’s Card” message appears in the Void Meal window.

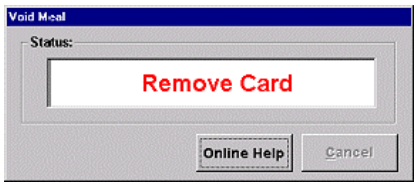
3. When prompted, remove the manager's card from the reader.

   The “Insert Diner’s Card” message appears in the Void Meal window.

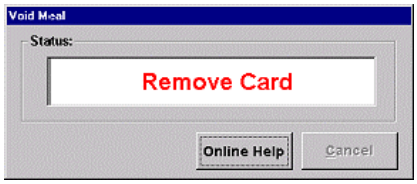
4. When prompted, insert the diner’s card into the reader.

5. The “Refund Due” message and “Remove Card” message alternately appear in the Void Meal window.





If the diner has an SIK or RIK meal entitlement status, the meal is automatically voided and the following messages alternately appear in the Void Meal window.



6. If applicable, refund the diner the amount that appears in the Void Meal window.

7. When prompted, remove the diner's card from the reader.

   The Main window appears.

4.10 Edit Meals

If an operator makes a mistake processing non-card regular meals or group meals, the manager can correct (edit) the meal. Each time a manager edits a meal; the application records the transaction in the database. In order to edit the meal, the manager must locate the meal record in the database. The search criteria the manager uses to locate the meal record in the database include the Meal Entitlement Code (MEC) and the Meal Transaction Type.

Meal Entitlement Codes include:

- SIK or RIK
- BAS
- BAS/DS or BAS/SC

Meal Transaction Types include:

- Group with Card
- Group without Card
- PNPTL

4.10.1 Edit Meal Data

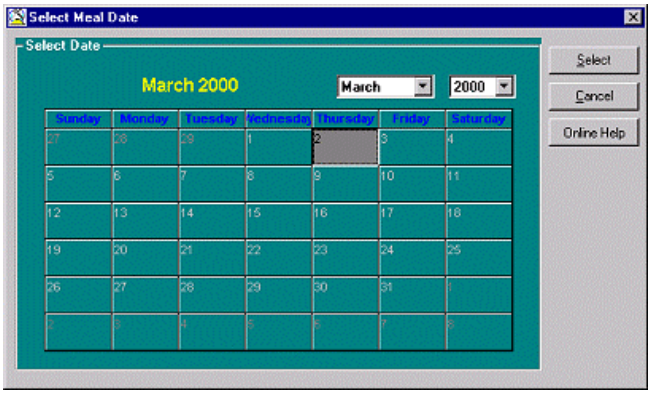
1. Log on as a manager. Refer to section 3.3.

2. From the Main window Menu Bar, select **Settings ➜ Edit Meal Data**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Edit Meal Data.**

   The Select Meal Date window appears.



3. From the year drop-down list, select the correct year.

4. From the month drop-down list, select the correct month.

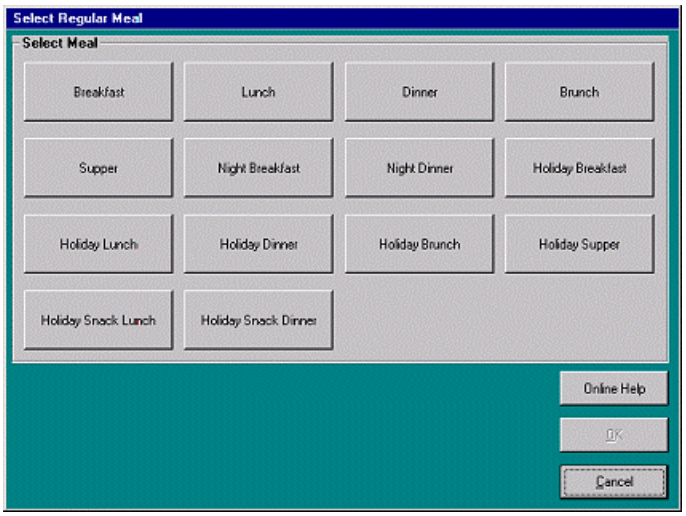
5. In the calendar area, click on the correct day button.

   The selected day becomes gray.

6. Click **Select**.

   The Select Regular Meal window appears.

If the Select button is disabled, click another date on the calendar, and then click the desired date. The Select button is now enabled.

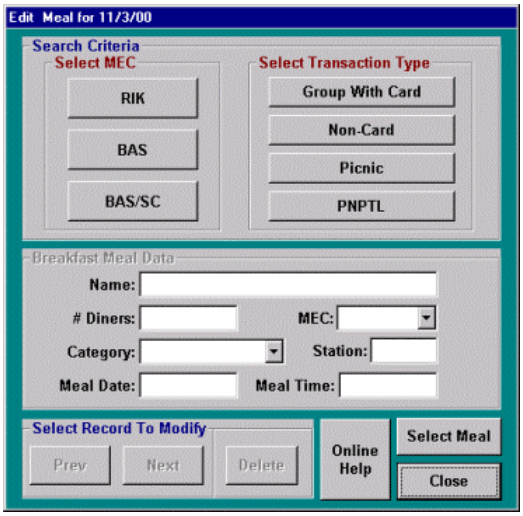


7. In the Select Meal Area, click the applicable meal.

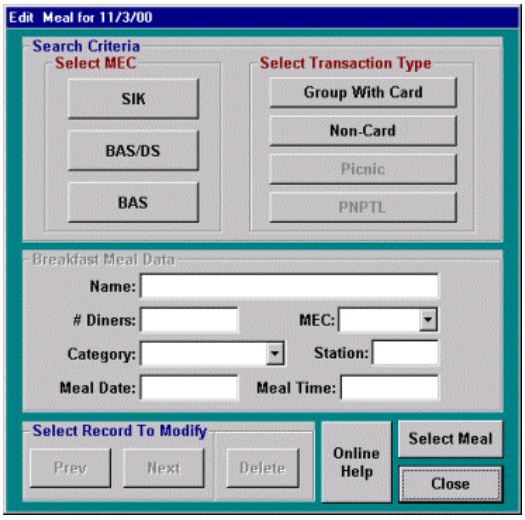
8. Click **OK**.

   The Edit Meal window appears.

Navy



Army

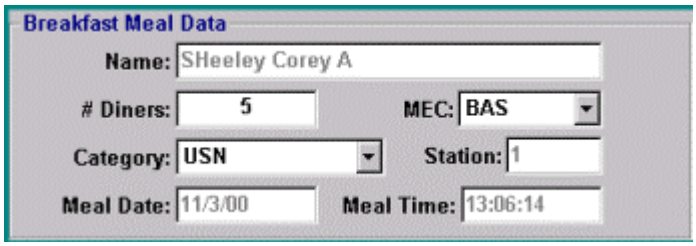


9. In the Select MEC Area, click the applicable meal entitlement button.

10. In the Select Transaction Type Area, click the applicable meal-processing button.

Foodservice searches the database for all records that match the search criteria. The Meal Data Area displays the results of the search. Depending on the search results, the following appear in the Meal Data Area, including:

- *If there are no matches, the fields in the Meal Data Area remain blank.*
- *If the search locates the meal record in the database, the meal record data appear in the Meal Data Area.*



- *If there are multiple matches to the search criteria, the Next button in the Select Record to Modify Area is enabled.*

11. If there are multiple matches, click the **Prev** button or the **Next** button.

12. To edit the number of diners:

    a. In the Meal Data Area, click the **# Diners** field.

    A virtual keypad appears.

    b. Enter the correct number of diners using the virtual keypad.

    c. Click **Enter**.

    The Edit Meal Data window appears. The new (edited) diner number appears in the # Diners field.

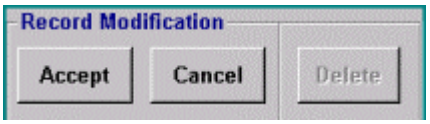
13. To change the diner's meal entitlement, select the applicable meal entitlement from the MEC drop-down list.

14. To change the functional group, select the correct functional group from the Category drop-down list.

15. Repeat steps 9-14 until all records are correct.

16. To delete the selected record, click **Delete** in the Record Modification Area.

When you edit a record, the application replaces the Select Record to Modify Area with the Record Modification Area.



17. After you complete all edits, click **Accept** in the Record Modification Area.

*If you click **Cancel**, the Select Record to Modify Area replaces the Record Modification Area.*

The Record Successfully Modified message appears in the Edit Meal Data window.

18. Click **OK**.

    The Edit Meal window appears.

19. Click **Close**.

    The Main window appears.

4.11 Stop Meal Processing

As an operator, you can stop processing meals at the workstation anytime you need to leave the workstation, or need to switch to another meal type (for example, from brunch to lunch).

From the Menu Bar, select **Meals ➜ Stop Collection**.

OR

From the Tool Bar, click

.

The Foodservice application stops collecting headcount data.

4.12 Re-Start Meal Processing

As an operator, after you stop the meal processing meal function, you can resume processing the last regular meal type that was selected.

From the Menu Bar, select **Meals ➜ Start Collection**.

OR

From the Tool Bar, click

.

The Foodservice application resumes collecting headcount data for the last regular meal selected.

4.13 End of Day Processing

At midnight, a message window briefly appears to indicate that the application is performing necessary updates to change the transaction recording to the new date. At this time, the operator and manager are unable to process any functions. When the updates are complete, the Main window appears and normal functions can resume.

5

REPORTS

Foodservice provides four reporting options that include: view meal totals, view previous headcount data, export headcount data, and print meals edit reports. This chapter describes these reporting options.

For information regarding other reports, refer to the Smart Card Foodservice BackOffice Administrator's Guide.

Topics **Page**

View Current Headcount Data 101

View Previous Headcount Data 102

Export Navy/Marines Headcount Data 104
Print Meal Edit Reports 108

5.1 View Current Headcount Data

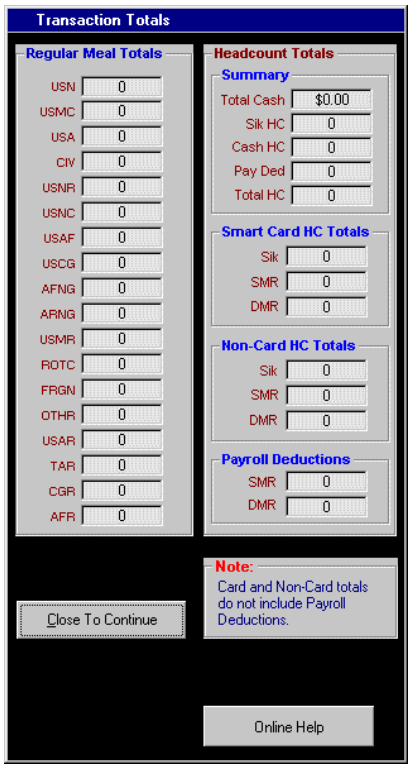
1. From the Main window Menu Bar, select **View ➜ Meal Totals**.

   OR

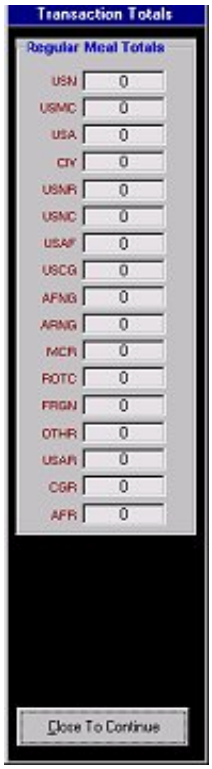
   From the Main window Tool Bar, click .

   The Transaction Totals window appears.

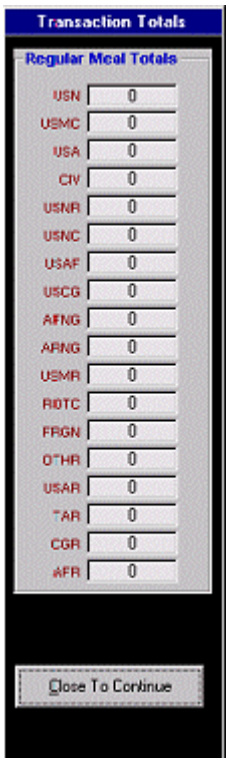
ARMY



MARINES



NAVY



2. To close the Transaction Totals window, click **Close To Continue**.

   The Main window appears.

5.2 View Previous Headcount Data

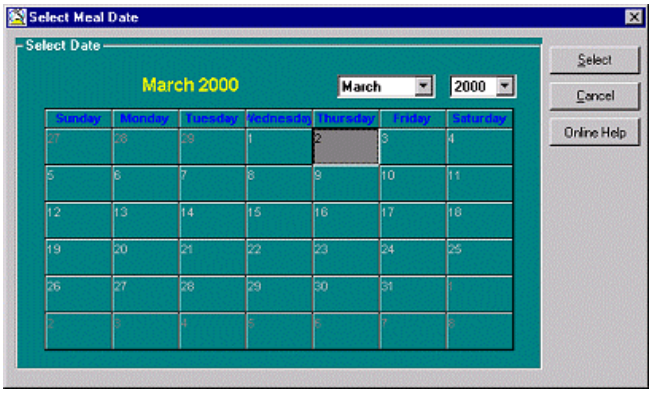
1. Log on as a manager. Refer to section 3.3.

   OR

   From the Tool Bar, click

   .

   The Select Meal Date window appears.



2. From the year drop-down list, select the correct year.

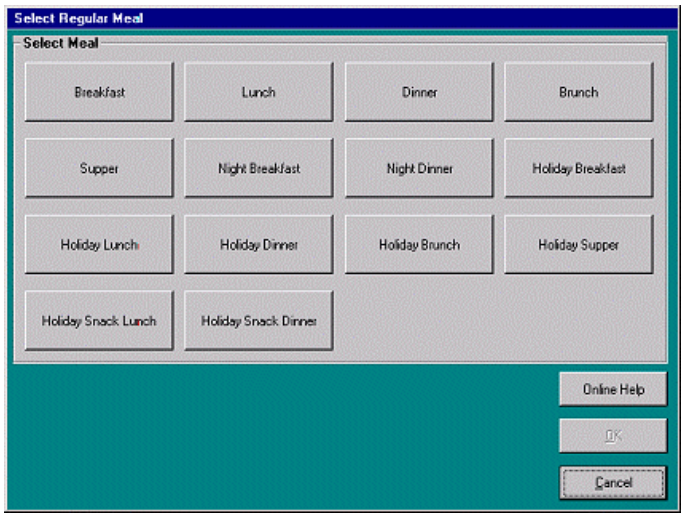
3. From the month drop-down list, select the correct month.

4. In the calendar area, click the correct day.

   The selected day becomes gray.

5. Click **Select**.

   The Select Regular Meal window appears.



If the Select button is disabled, click another date on the calendar, and then click the desired date. The Select button is now enabled.

6. Click the applicable meal button.

   The meal button turns red.

7. Click **OK**.

   The Main window appears and displays the previous headcount data for the selected date and meal.

8. To close the Previous Headcount Data View, click

from the Main window Tool Bar.

   The Main window appears and displays the current headcount data.

5.3 Export Navy/Marines Headcount Data

The Export Headcount Data option should only be used when the Foodservice is running on a stand-alone platform, or if the network connection is broken. This feature saves headcount data to a diskette or to the local database.

For all branches, this data can be imported from the BackOffice application where the headcount data can be viewed or printed. For information about importing the headcount data from the BackOffice, see Smart Card Foodservice BackOffice Administrator's Guide.

5.3.1 Current Headcount Data

1. Stop processing meals. Refer to section 4.11.

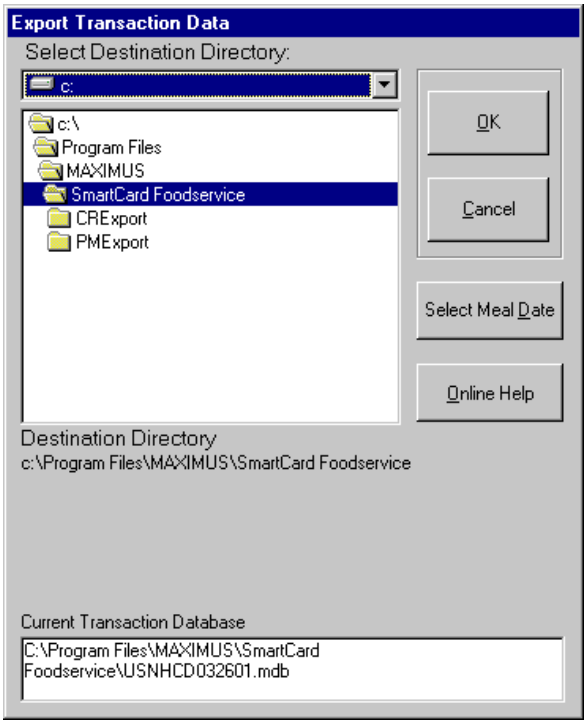
2. Insert a diskette into the applicable drive.

3. From the Main window Menu Bar, select **File ➜ Transaction Data ➜ Export**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Export Meal Data**.

   The Export Transaction Data window appears.



4. To export today's file, click **OK**.

   The Verify Meal Data Export window appears.

5. Click **Yes**.

   The Main window appears. The application exports the file to the diskette.

5.3.2 Archived Headcount Data

1. Stop processing meals. Refer to section 4.11.

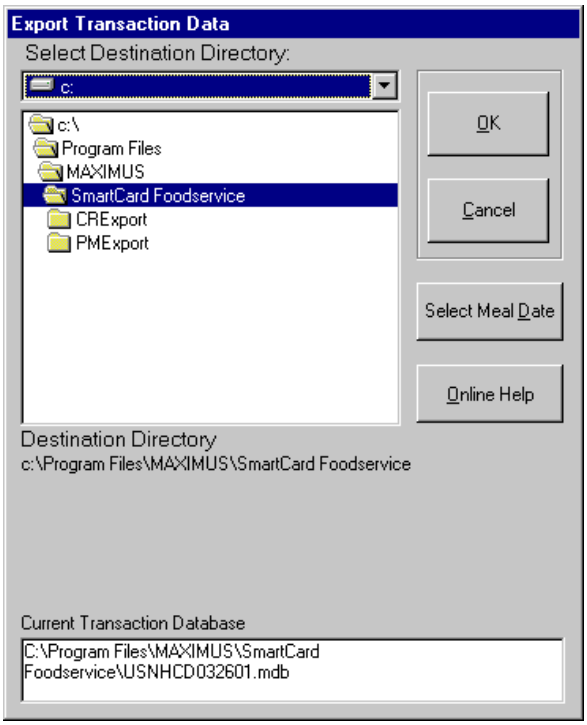
2. Insert a diskette into the applicable drive.

3. From the Main window Menu Bar, select **File ➜ Transaction Data ➜ Export**.

   OR

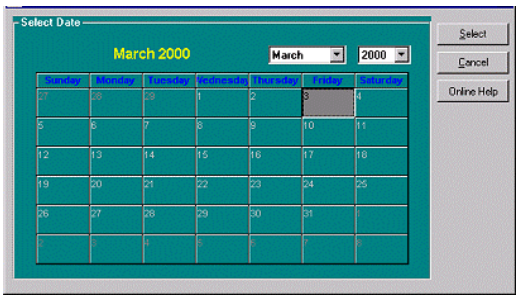
   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Export Meal Data**.

   The Export Transaction Data window appears.



4. From the Export Transaction Data window, click **Select Meal Date**.

   The electronic calendar appears.



5. From the year drop-down list, select the correct year.

6. From the month drop-down list, select the correct month.

7. In the calendar area, click the correct day.

   The selected day button turns gray.

8. Click **Select**.

The Export Transaction Data window appears.

9. From the Select Destination Directory drop-down box, select the applicable directory.

File format: <branch>HCD<month><day><year>.mdb

Example: The transaction database for the US Navy, dated 13 December 1998 appears as USNHCD121398.mdb.

10. Click **OK**.

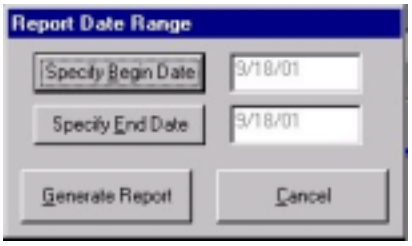
The Main window appears.

5.4 Print Meal Edit Reports

1. Log on as a manager. Refer to section 3.3.

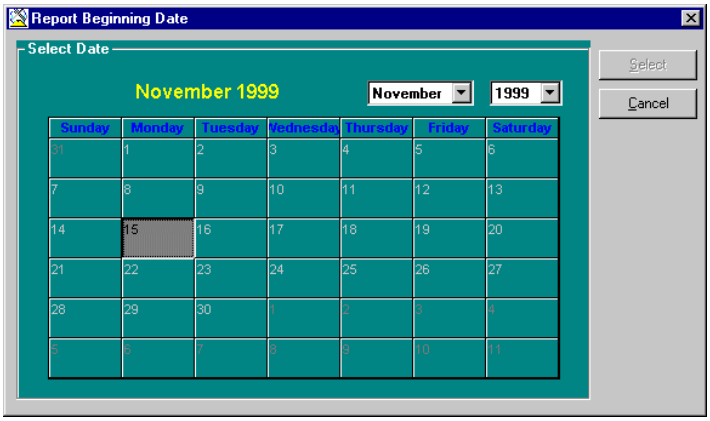
2. From the Main window Menu Bar, select **File ➜Report ➜ Meal Edit Report**.

   The Report Date Range window appears.



3. Click **Specify Begin Date**.

   The electronic calendar appears.



4. From the year drop-down list, select the correct year.

5. From the month drop-down list, select the correct month.

6. In the calendar area, click the correct day.

   The selected day becomes gray.

7. Click **Select**.

   The Report Date Range window appears with the report beginning date displayed.

8. Click **Specify End Date**.

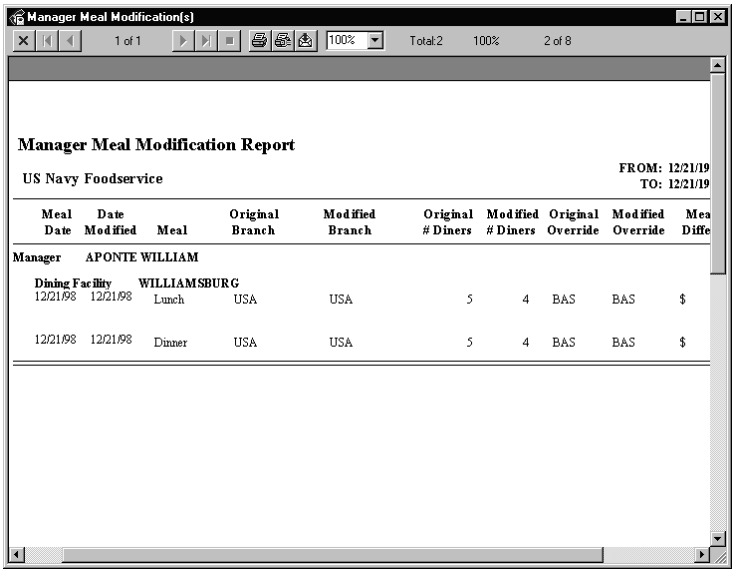
   The electronic calendar appears.

9. To select the end date, repeat step 4 through step 8.

   The Report Date Range window appears.

10. Click **Generate Report**.

    The Meal Edit Report window appears.



11. To print the Meal Edit Report, click from the Tool Bar.

    The Printer Settings window appears.

12. As applicable, configure the printer settings.

13. Click **OK**.

    The Meal Edit Report appears. The specified printer prints the reports.

6

APPLICATION SETTINGS

The application settings are used to make changes to the initial application configuration rendered during the Configuration Wizard. All settings, except for Select COM Port, are available only to the manager.

This chapter describes each of the application settings.

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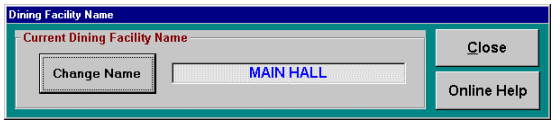
6.1 Change Dining Facility Name/Mess Code

1. Log on as a manager. (For information, see sec.3.3.)

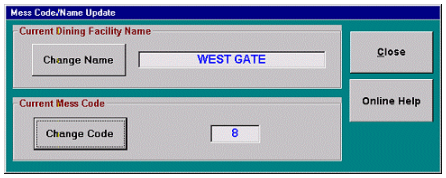
2. From the Menu Bar, click **Settings** **Change Dining Fac. Name/UIC or Change Mess Code/DF Name**.

   The applicable service Change Facility Name screen appears.

   ARMY/AIR FORCE

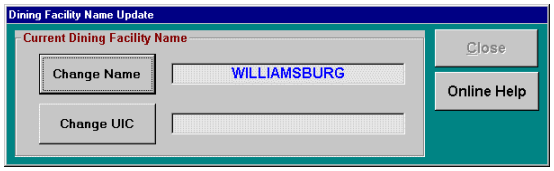


   NAVY



   The Navy must set up a mess code in addition to the facility name.

   MARINES



3. Click **Change Name**.

   A virtual keyboard appears.

4. Using the virtual keyboard, enter the facility name.

5. To accept the displayed name, click **Enter.**

   The Change Facility Name window appears.

6. To set the Mess Code (Navy Only) or UIC (Marines Only):

   a. Click **Change Code** or **Change UIC**.

      A virtual keypad or keyboard appears.

   b. Using the virtual keypad or keyboard, enter the identifying code.

   c. Click **Enter**.

      The dinning facility name and mess code or UIC code is set.

6.2 Change Operator Log On Status

This procedure specifies whether an operator must log on before any meal data can be collected.

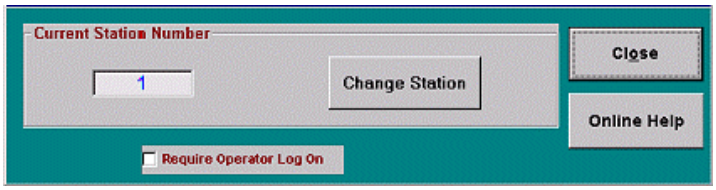
1. Log on as a manager. (For information, see sec. 3.3.)

2. From the Main window Menu Bar, select **Settings ➜ Change Operator Log on Status**.

   OR

From the Main window Tool Bar, click **System Menu → Next → Next → Edit Logon Status**.

The Change Station Number window appears.



For instructions to change the station number see sec.6.3.

3. To require the operator to log on, select the **Require Operator Log On** check box.

4. Click **Close**.

6.3 Change Station Number

The Set Station Number option allows the manager to establish a unique identification number for each workstation.

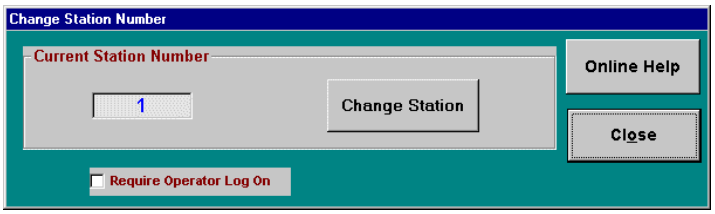
1. Log on as a manager. (For information, see sec. 3.3.)

2. From the Main window Menu Bar, select **Settings ➜ Change Station Number**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Change Station Number**.

   The Change Station Number window appears.



3. Click **Change Station**.

4. From the virtual keypad, enter the workstation's identification number.

   The workstation ID number must be between 1 and 20.

5. Click **Enter**.

6. From the Station Number Change Successful Message, click **OK**.

7. From the Change Station Number window, click **Close**.

   The Main window appears.

6.4 Edit Manager

The Edit Manager option allows an authorized manager to register cardholders as authorized managers. Managers can be added using the cardholder's smart card or entered manually. A manager can remove an individual from the Authorized Managers list, which revokes their access to the applications administrative functions. This function is only accessible in a non-networked environment. In a networked environment, managers are edited through the BackOffice application. (For more information, see the Smart Card Foodservice BackOffice Administrator's Guide.)

6.4.1 Add Manager with Smart Card

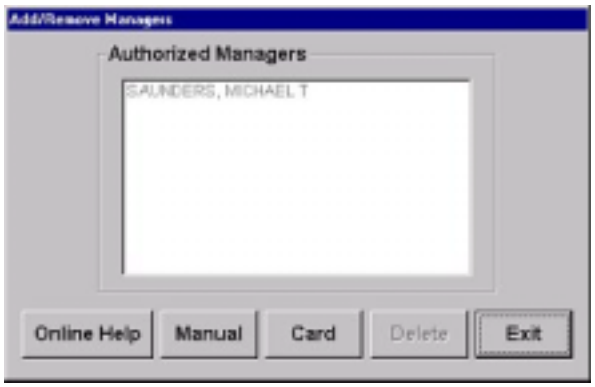
1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Settings ➜ Edit Manager**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Add/Delete Managers**.

   The Add/Remove Manager window appears.



3. Click **Card**.

   The Insert Smart Card/Insert ID Card window appears.

4. When prompted, insert the cardholder's card into the card reader. (Depending on the card type, a PIN may be required to read the card. If required, have the cardholder enter their PIN.)

   The cardholder's name appears in the Display Area of the Authorized Managers window.

5. To add more managers, repeat step 3 and 4.

6. From the Add/Remove Managers window, click **Exit**.

6.4.2 Add Manager Manually

1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Settings ➜ Edit Manager**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Add/Delete Managers**.

   The Add/Remove Manager window appears.

3. Click **Manual**.

   An electronic keypad appears.

4. Enter the manager's **SSN**.

5. Click **Enter**.

   An electronic keyboard appears.

6. Enter the manager's **Name**.

7. Click **Enter**.

8. To enter more managers, repeat steps 3-7.

9. From the Add/Remove Managers window, click **Exit**.

6.4.3 Remove Manager

1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Settings ➜ Edit Manager**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Add/Delete Managers**.

   The Add/Remove Manager window appears.

3. Click to highlight the manager's name you wish to delete.

4. Click **Delete**.

   The delete confirmation message appears.

5. Click **Yes**.

   The manager's name is removed from the Authorized Managers window.

6. From the Add/Remove Managers window, click **Exit**.

6.5 Edit Meal Times

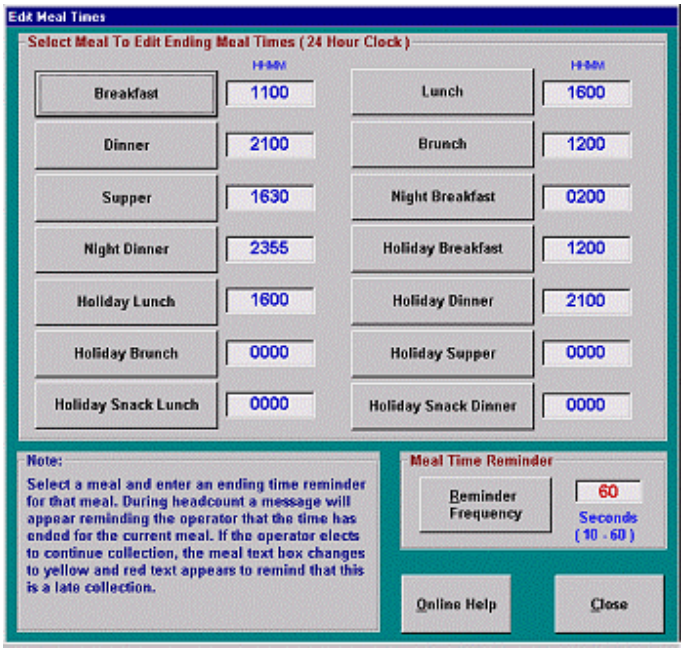
The Edit Meal Times option allows the manager to establish the meal's ending time and the frequency of reminders that notify the operator that a meal time has ended. The Edit Meal Time option is enabled only if the application is running on a stand-alone platform. Otherwise, this option can only be accessed through the server computer using the BackOffice application.

1. Log on as a manager. (For information, see sec. 3.3.)

2. From the Main window Menu Bar, select **Settings ➜ Edit Meal Times**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Edit Meal Times**.



After the ending time has passed for a specific meal, the operator can continue to collect data for that meal. A banner appears on the Main window to remind that the meal's time has passed.

3. Click the applicable meal button.

   A virtual keypad appears.

4. Enter the meal ending time in HHMM format.

5. Click **Enter**.

   The Edit Meal Times window appears.

6. Repeat step 3 through 5 until all meal-ending times are set.

7. To schedule the frequency of passed meal reminder messages to the operator, click **Reminder Frequency**.

8. From the virtual keypad, enter the number of seconds to elapse between reminder messages.

9. Click **Enter**.

10. Click **Close**.

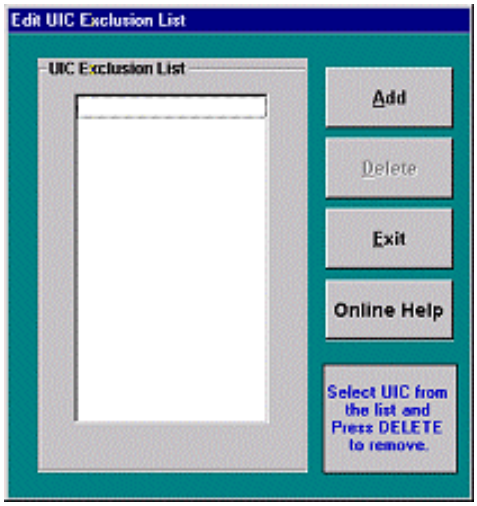
6.6 Edit UIC Exclusion List

The UIC Exclusion List is used to exclude diners who belong to specific UICs from dining in the facility. This function is only available for the Navy.

1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, click **Settings** **Edit UIC Exclusion List**.

   The UIC Exclusion List window appears.



3. From the Edit UIC Exclusion List window, click **Add**.

4. Using the virtual keyboard or computer keyboard, type the correct UIC.

5. To accept the UIC, click **Enter**.

6.6.1 Delete an Exclusion List UIC

1. On the UIC Exclusion List window, click to applicable UIC.

2. Click **Delete**.

   The Delete Confirmation message appears.

3. From the Delete Confirmation message, click **Yes**.

   The UIC Exclusion List window appears.

6.6.2 Exit the UIC Exclusion List

On the UIC Exclusion List, click **Exit**.

The Main window appears.

6.7 Network Settings

The first time the application is run the network settings are configured from the Smart Card Foodservice Application Wizard. Settings can be changed at anytime through the Main window Settings Menu.

6.7.1 Connect Client to Network

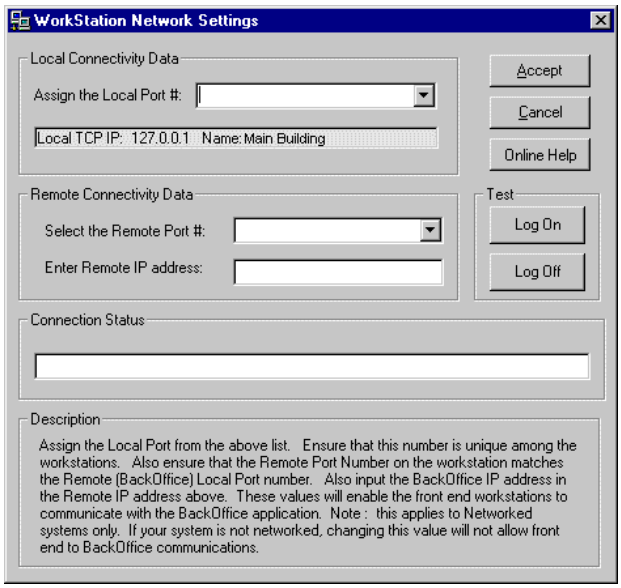
1. Log on as a manager. (For information, see sec. 3.3.)

2. From the Main window Menu Bar, select **Settings** **Network Settings**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Next** **Next** **Network Settings**.

   The Workstation Network Settings window appears.



To avoid conflicts, it is recommended that the local port number's last digit match the station number. For information on assigning station numbers, refer to sec. 6.3. (Example, station number is 4, designate the local port number 1504.)

Use the remote port number that was assigned when the BackOffice application was set up. For information about the BackOffice, see Smart Card Foodservice BackOffice Administrator's Guide.

3. From the Assign the Local Port # drop-down list, select the applicable Local Port #.

4. From the Select the Remote Port # drop-down list, select the applicable Remote Port #.

5. Select the **Enter Remote IP address** field.

   A virtual keypad appears.

6. Using the virtual keypad, enter the correct Remote IP address or the machine name of where the BackOffice application resides.

7. Click **Enter**.

   The Network Settings window appears.

8. Test the BackOffice connections:

   a. From the Network Settings window, click **Log On**.

      The Front-End to BackOffice Test window appears.

   b. Verify the BackOffice indicator is green for the corresponding workstation.

      If the workstation's number is 12, the line #12 Line Indicator should be green. If the Line Indicator is still red, repeat step 3 through 5.

   c. Click **Log Off**.

      The line indicator should turn red indicating the connection between the Client and BackOffice functioned correctly.

9. From the Network Settings window, click **Accept**.

10. Click **Close**.

    The Network Settings "elect to connect to server" message appears.

11. From the Network Settings message, click **OK**.

12. Locate and select the required database.

    For instructions on locating and selecting the Database, refer to section 6.7.2.

6.7.2 Disconnect from Network

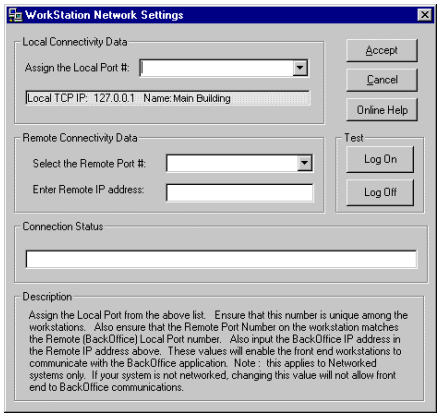
1. Log on as a manager. (For information, see sec. 3.3.)

2. From the Main window Menu Bar, select **Settings** **Network Settings**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Next** **Next** **Network Settings**.

   The Workstation Network Settings window appears.



3. From the Assign the Local Port# drop-down list, select **None**.

4. From the Select the Remote Port# drop-down list, select **None**.

5. From the Network Settings window, click **Accept**.

   The Network Settings “elect to disable the server” message appears.

6. From the Network Settings message, click **Yes**.

7. Click **Close**.

   The Network Settings “elect to disable the server” message again appears.

8. Click **OK**.

9. Locate and select the required database.

   For instructions on locating and selecting the Database, refer to section 6.7.2.

6.8 Open Database

If the application is running in a network environment, the directory that the application resides must be set for “Sharing”. For information on “Sharing”, refer to the BackOffice Administrator’s Guide.

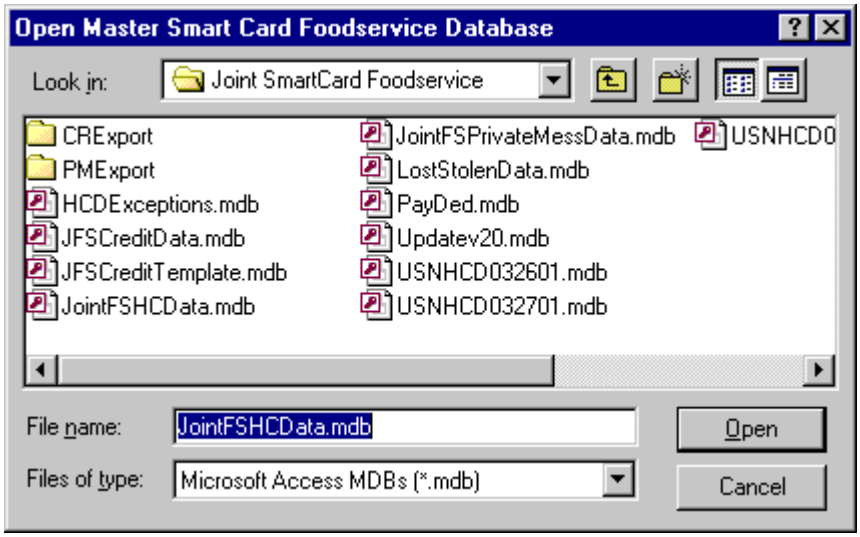
1. Log on as a manager. (For information, see sec. 3.3.)

2. From the Main window Menu Bar, select **File** **Open Database** **Master**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Next** **Select Master Database**.

   The Open Master Smart Card Foodservice Database window appears.



3. From the Look in field, locate the directory that contains the Smart Card Foodservice Headcount Database file (JointFSHCData.mdb).

4. In the Display Area, select **JointFSHCData.mdb**.

   The selected filename appears in the File name field.

5. Click **Open**.

   The Master Database file opens.

6.9 Select Rapids Reader Port

The Select Rapids Reader Port is setup when the Rapids ID Cards are used. The Rapids ID Card Reader is connected in addition to the primary card reader connected. Once the Rapids ID Card Reader is connected and its port selected the operator can use either card reader to process meal transactions.

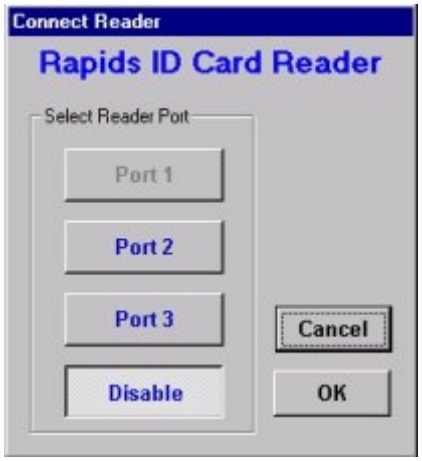
1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Settings** **Select Rapids Reader Port**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Next → Next → Change Rapids Port**.

   The Rapids Reader Port window appears.



   The port number that the primary card reader is connected to is grayed out and cannot be selected.

3. Click the port button that represents the connector the card reader is attached to on the computer.

   OR

   If Rapids ID cards are not to be used, click Disable.

4. Click **OK**.

6.10 Select Reader Port

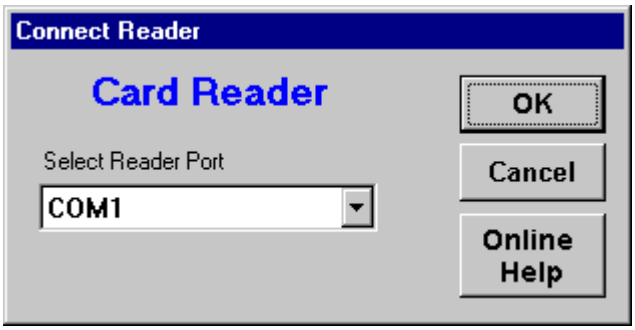
The Connect Reader window allows you to specify the port where the Smart Card reader is attached to your computer.

1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Settings** **Select Reader Port**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Change Reader Port**.



3. From the Select Reader Port drop-down list, click the correct reader port.

4. Click **OK**.

6.11 Input Meal Prices

The Input Meal Prices option allows the manager to set the prices for each meal type. The Input Meal Prices option is enabled if the application is running on a stand-alone platform. Otherwise, the option can only be enable through the server using the BackOffice application.

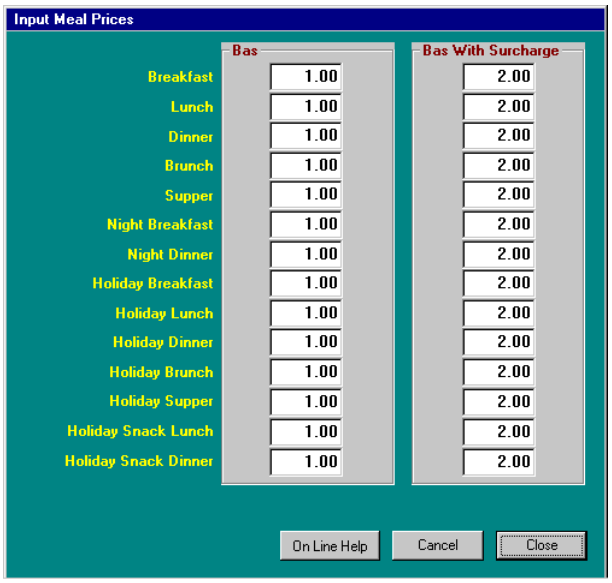
1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Settings** **Input Meal Prices**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Edit Meal Prices**.

   The Input Meal Prices window appears.



3. To set the price for a specific meal, click in the applicable price box field.

   The virtual keypad appears.

4. Using the virtual keypad or your computer keyboard, enter the price for the selected meal.

   The price entered should be the same amount that the operator will collect. The BAS with discount (Navy Only – BAS with Surcharge) price should always be lower than the BAS price.

5. Click **Enter**.

   The Input Meal Prices window appears.

6. To input other meal prices, repeat steps 3 through 5.

7. From the Input Meal window, click **Close**.

   The Save Changes confirmation message appears.

8. Click **Yes**.

   The Date Updated Confirmation message appears.

9. From the Date Updated confirmation message, click **OK**.

6.12 Foreign Diner

The Foreign Diner option tracks meals served to foreign diner.

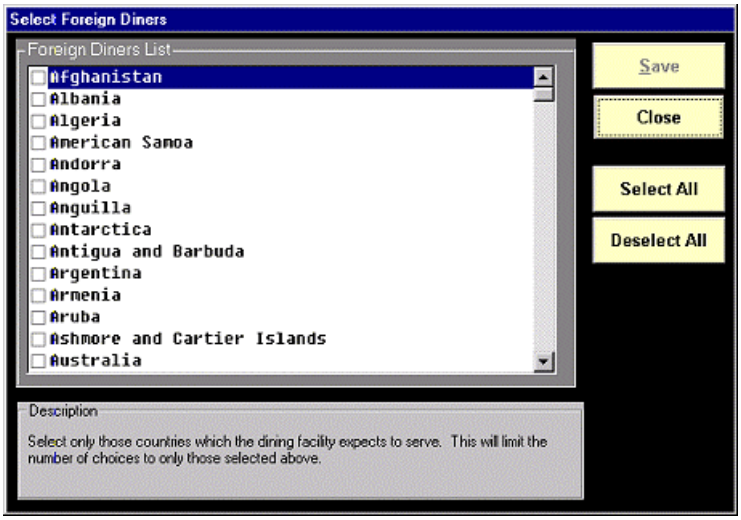
1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Settings** **Foreign Diners**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Foreign Diners**.

   The Foreign Diner window appears.



3. In the Foreign Diners List Display Area, select or de-select the applicable foreign diner(s).

4. Click **Save**.

5. Click **Close**.

   The Foreign Tracking Confirmation Message window appears.

6. Click **OK**.

6.13 Change System Date

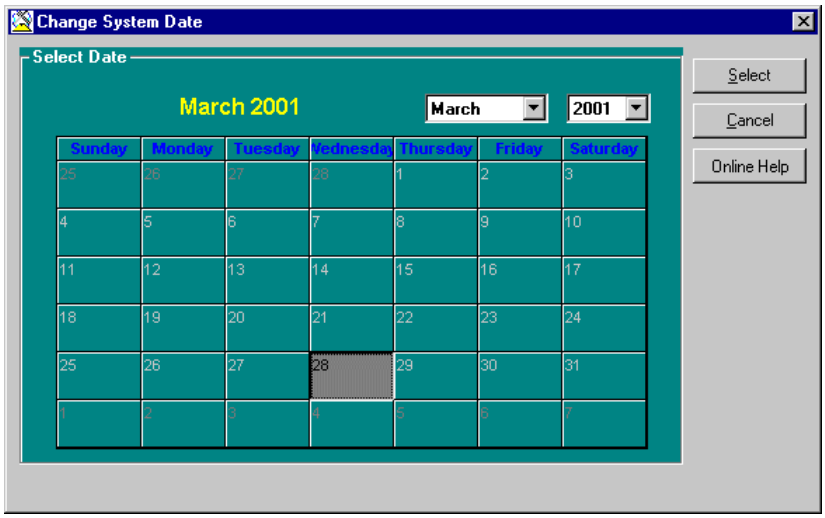
1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Tools** **Change Date**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Change System Date**.

   The Change System Data window appears.



3. From the year drop-down list, select the correct year.

4. From the month drop-down list, select the correct month.

5. In the calendar area, click the correct day.

6. Click **Select**.

   The System Date is set.

6.14 Change System Time

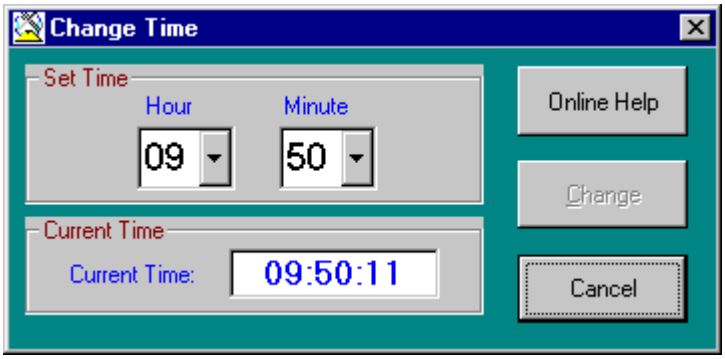
1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Tools** **Change Time**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Change System Time**.

   The Change System Time window appears.



3. From the Hour drop-down list and the Minute drop-down list, select the correct hour and minute.

   The selected time appears in the Current Time field.

4. Click **Change**.

   The system time is changed to the new time.

5. Click **Close**.

   The Main window appears.

6.15 Select Holiday Dates

The Select Holiday Dates option establishes the serving dates of holiday meals. This option is enabled if the application is running on a stand-alone platform. Otherwise, this option can only be enabled through the server using the BackOffice application.

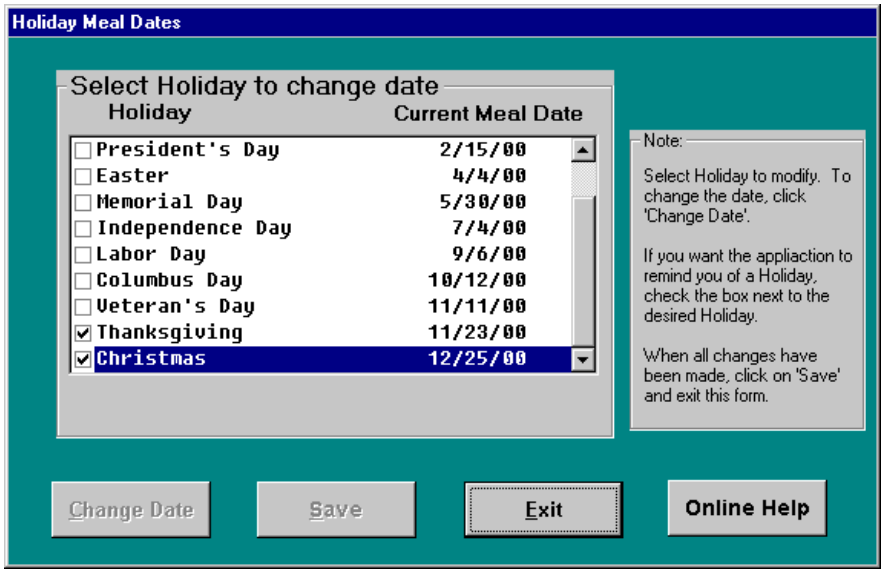
1. Log on as a manager. (For information, see sec.3.3.)

2. From the Main window Menu Bar, select **Tools** **Select Holiday Dates**.

   OR

   From the Main window Tool Bar, click **System Menu** **Next** **Change Holiday Dates**.

   The Holiday Meal Dates window appears.



3. In the Display Area, select (highlight) the holiday whose date you wish to change.

4. If you wish the application to remind you of the holiday, select the applicable holiday checkbox.

5. Click **Change Date**.

   The electronic calendar appears.

6. From the Year drop-down list, select the correct year.

7. From the Month drop-down list, select the correct month.

8. In the calendar area, click the correct day.

9. Click **Select**.

   The Holiday Meal Confirmation Message appears.

10. Click **Yes**.

    The Holiday Meal Dates window appears.

11. To set the holiday reminder messages for the operator, click the checkbox next to the applicable holiday.

    These messages appear if an operator attempts to collect non-holiday meal data on a holiday.

12. Repeat step 2 through step 10 until all holiday meal dates are set.

13. Click **Save**.

14. Click **Exit**.

    The Main window appears.

7

APPLICATION TOOLS

The Foodservice application tools enable managers and operators to open and repair the master and transaction databases, manage the Ward Room List (Navy), send messages to the BackOffice application, and run the on-window calculator.

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7.1 Repair Database

The Repair Database option should only be used when a system error occurs. The option is enabled only when the application is running on a stand-alone platform. Otherwise, the option is only enabled from the server using the BackOffice application.

The application can repair four databases:

- Master
- Transaction
- Exception

1. Log on as a manager. Refer to section 3.3.

2. From the Main window Menu Bar, select **Tools ➜ Repair Database ➜ Master/Transaction/Exceptions**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Master/Transaction/Exception**.

3. If the Transaction or the Exception database option is the selected database:

   The “Repair the < > database” confirmation message appears in the Repair Transaction Database window.

   a. Click **Yes**.

      The “Database Repair Complete” message appears in the DB Repair window.

   b. Click **OK**.

      The Main window appears.

4. If the Master database is the selected database:

   The “Repair Master Database” confirmation message appears in the Repair Master Database window.

   a. Click **Yes.**

      The “Proceeding will close all open manager processes! Save all changes before proceeding” message appears in the Repair Master Database window.

   b. Click **Yes**.

The “Database Repair Complete” message appears in the DB Repair window.

c. Click **OK**.

The Main window appears.

7.2 Archive

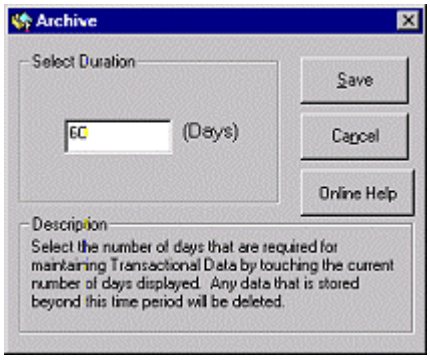
The Archive option should only be used when a system error occurs. The option is enabled if the application is running on a stand-alone platform. Otherwise, the option is enabled only from the server using the BackOffice application.

The manager can set the number of days' worth of archived data to retain. Data from before the specified period will be automatically deleted from the database.

1. Log on as a manager. Refer to section 3.3.

2. From the Main window Menu Bar, click **Tools ➜ Archive**.

   The Archive window appears.



3. In the Select Duration Area, enter the applicable number of days.

4. Click **Save**.

   The application will store the selected number of days' worth of data.

7.3 Open Database

The Open Database option allows managers and operators to specify the master (default) database and add headcount to the transaction database. The Master database file contains information on all of the application settings; and the Transaction database contains all of the headcount information that the operator gathers.

If the network connection is disrupted, and must operate in standalone mode, the master database must be set to the local Access database. If the dining facility decides to switch to a client/server platform, the manager must change the database to the server using the BackOffice application.

7.3.1 Master Database

For information on the re-configuring the Master Database, refer to section 2.2.3.

7.3.2 Add Headcount to Transaction Database

The following procedure enables operators or manager to add headcount data to previous days headcount totals in the transaction database.

The Add Headcount to Transaction Database option (i.e., transaction option) is not enabled if the application is running in a Navy Ward Room environment.

To add Headcount data to the Transaction database:

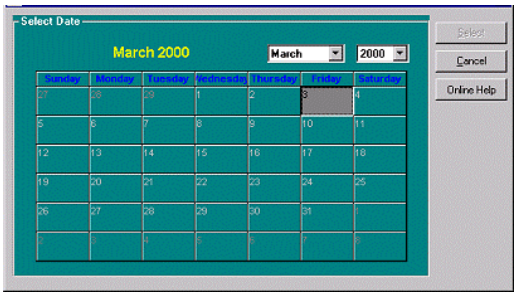
1. Log on as a manager and or operator. Refer to section 3.3 or section 3.4.

2. From the Main window Menu Bar, select **File ➜ Open Database ➜ Transaction**.

   The Open Transaction Database Confirmation window appears.

3. Click **Yes**.

   The electronic calendar appears.



4. To specify the date the head count is added to:

   a. From the year drop-down list, select the correct year.

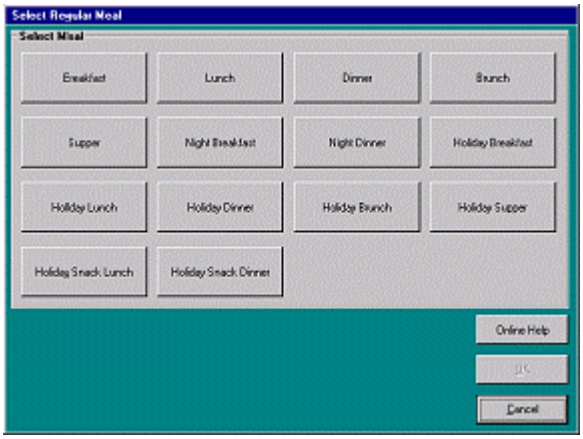
   b. From the month drop-down list, select the correct month.

   c. In the calendar area, click the correct day.

      The selected day becomes gray.

5. Click **Select**.

   The Select Regular Meal window appears.



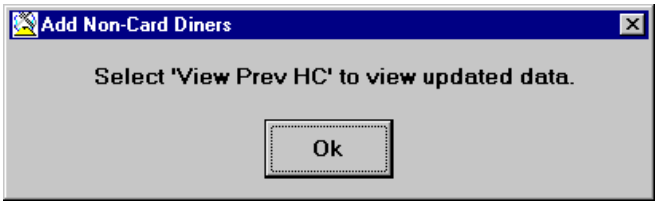
6. In the Select Meal Area, click the applicable meal button.

7. Click **OK**.

   The Select Meal window appears (Navy Only) or the diner w/Out Card window appears.

8. Process a regular meal (non-card). Refer to section 4.6. Perform steps 2-11.

The View Prev HC message window appears.



9. Click **OK**.

   The Main window appears.

10. View the previous headcount data. Refer to section 5.2.

    The Main window appears and displays the update to previous headcount data for the specified day. The following figure is an example of the headcount data for Meal Date: 11/15/00.

7.4 Manage the Ward Room Officer List

It is the manager's responsibility to ensure the Ward Room Officer list remains current. The manage Ward Room Officer List option allows the manager to add, edit, or delete members from the list.

7.4.1 Add Diners (Smart Card)

1. Log on as a manager. Refer to section 3.3.

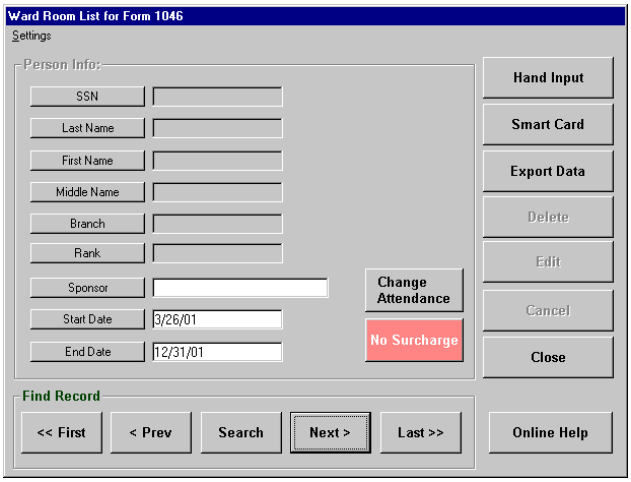
2. From the Main window Menu Bar, select **Tools ➜ Manage Ward Room Officer List**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next Edit Ward Room List.**

3. When prompted, remove the card from the reader.

   The Ward Room Officers List window appears.



4. Click **Smart Card**.

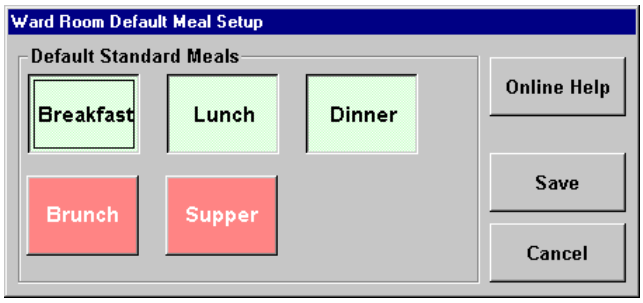
5. When prompted, insert the diner's smart card into the reader. (Depending on the card type, a PIN may be required to read the card. If required, have the cardholder enter their PIN.)

6. When prompted, remove the diner's card from the reader.

7. Click **Save**.

   The Ward Room Default Setup window appears.

If applicable, change the default meals attended by the new diner.



8. Toggle the meal button(s) as applicable.

   A red meal button indicates the diner will not attend the meal.

   A green meal button indicates the diner will attend the meal.

   A maximum of three (3) meals can be selected at a time.

9. Click **Save**.

   The Ward Room Officers List window appears.

10. Click **Save**.

    The Main window appears.

7.4.2 Add Diners (Hand Input)

1. Log on as a manager. Refer to section 3.3.

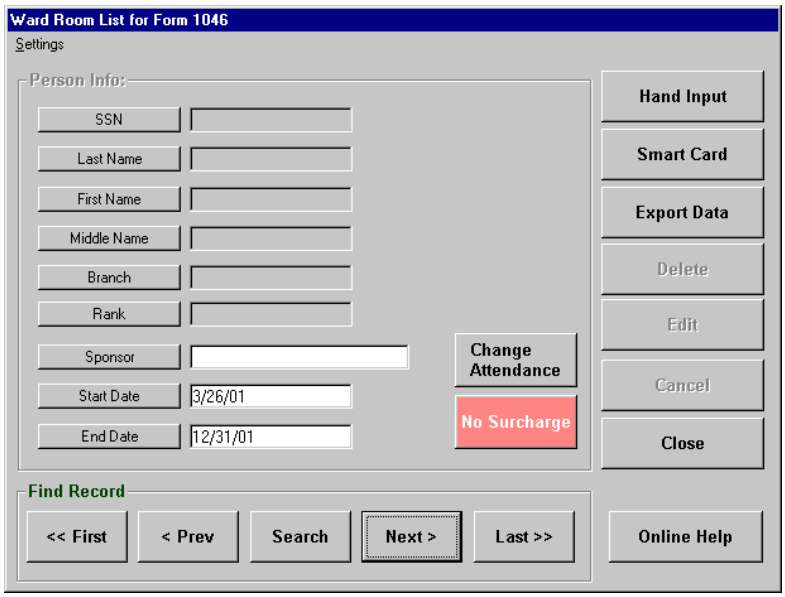
2. From the Main window Menu Bar, select **Tools ➜ Manage Ward Room Officer List**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next Edit Ward Room List**.

3. When prompted, remove the card from the reader.

   The Ward Room Officers List window appears.



4. Click **Hand Input**.

   The application clears the data from all the fields.

5. Enter diner's social security number:

   a. Click the **SSN** field.

      A virtual keypad appears.

   b. Using the virtual keypad, enter the diner's social security number.

   c. Click **Enter**.

      The Ward Room Offer List window appears.

6. Enter the diner's last name:

   a. Click the **Last Name** field.

      A virtual keyboard appears.

   b. Using the virtual keyboard, enter the diner's last name.

   c. Click **Enter**.

      The Ward Room Officer List window appears.

7. Enter the diner's first name:

   a. Click the **First Name** field.

      A virtual keyboard appears.

   b. Using the virtual keyboard, enter the diner's first name.

   c. Click **Enter**.

      The Ward Room Officer List window appears.

8. Enter the diner's middle name:

   a. Click the **Middle Name** field.

      A virtual keyboard appears.

   b. Using the virtual keyboard, enter the diner's middle name.

   c. Click **Enter**.

   The Ward Room Officer List window appears.

9. Enter the diner's rank:

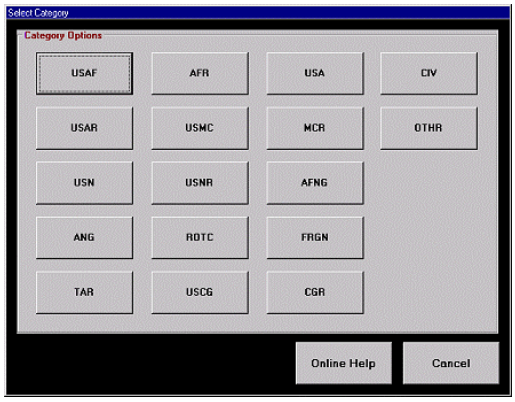
   a. Click the **Rank** field.

   b. Select the diner's rank from the drop-down list.

10. Set the diner's military branch:

    a. Click the **Branch** field.

       The Select Category window appears.



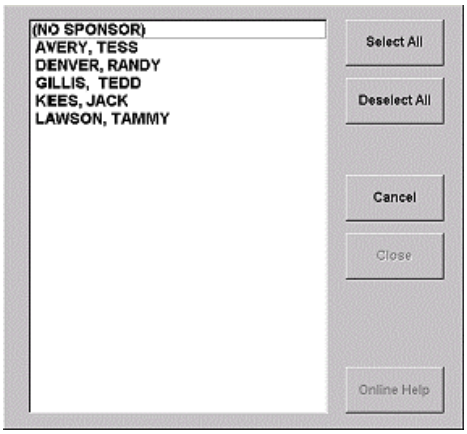
b. Click the appropriate military branch button.

The Ward Room Officer List window appears.

11. If applicable, select the diner's sponsor:

a. Click the **Sponsor** field.

The Sponsor window appears.



b. In the Display Area, select the applicable sponsor.

Although the Select Sponsor window is equipped with multiple select options, you can only select one Sponsor.

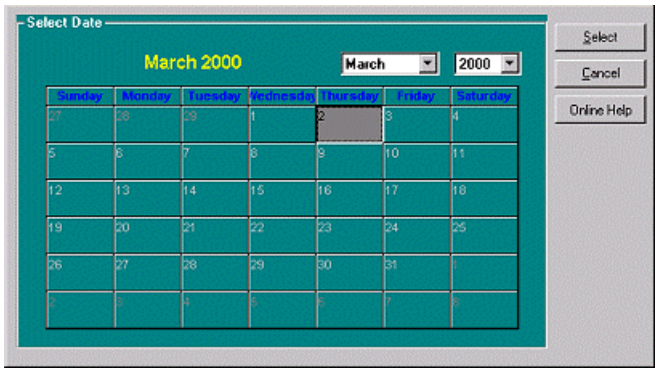
c. Click **Close**.

The Ward Room Officer List window appears.

12. If applicable, set (change) the member start date:

a. Click the **Member Start Date** field.

The electronic calendar appears.



b. From the year drop-down list, select the correct year.

c. From the month drop-down list, select the correct month.

d. In the calendar area, click the correct day.

The selected day becomes gray.

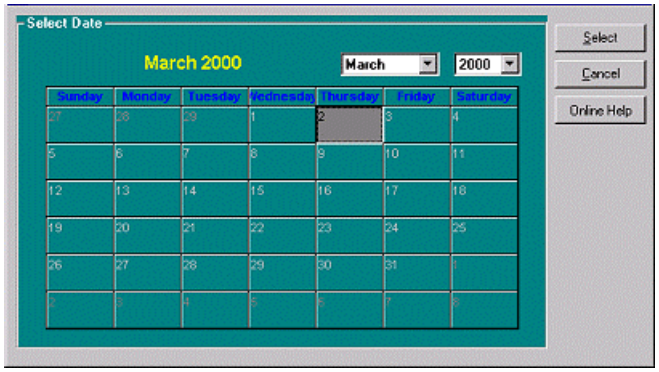
e. Click **Select**.

If the Select button is disabled, click on another date on the calendar, and then click back on the desired date. The Select button should now be enabled.

13. If applicable, set (change) the diner's end date:

a. Click the **Member End Date** field.

The electronic calendar appears.



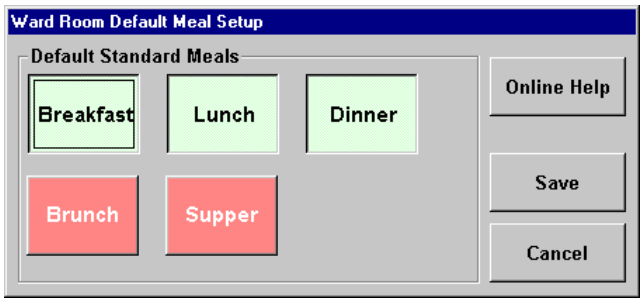
b. Repeat step 12b through step 12e.

14. Toggle the **Surcharge/No Surcharge** button until the applicable settings appear.

15. Click **Save**.

    The Ward Room Default Meal Setup window appears.

If the underway dates have not been already configured, the Set Underway Dates window appears and requires processing, before you can add a diner to the Ward Room List. For information on configuring the Set Underway Dates window, refer to section 7.5.



A maximum of three (3) meals can be selected at a time.

16. If applicable, change the default meal setting:

    a. Toggle the meal button as applicable.

    A red meal button indicates the diner will not attend the meal.

    A green meal button indicates the diner will attend the meal.

    b. Click **Save**.

    The Ward Room Officers List window appears.

    c. Click **Close**.

    The Main window appears.

7.4.3 Locate Diners' Records

1. Log on as a manager. Refer to section 3.3.

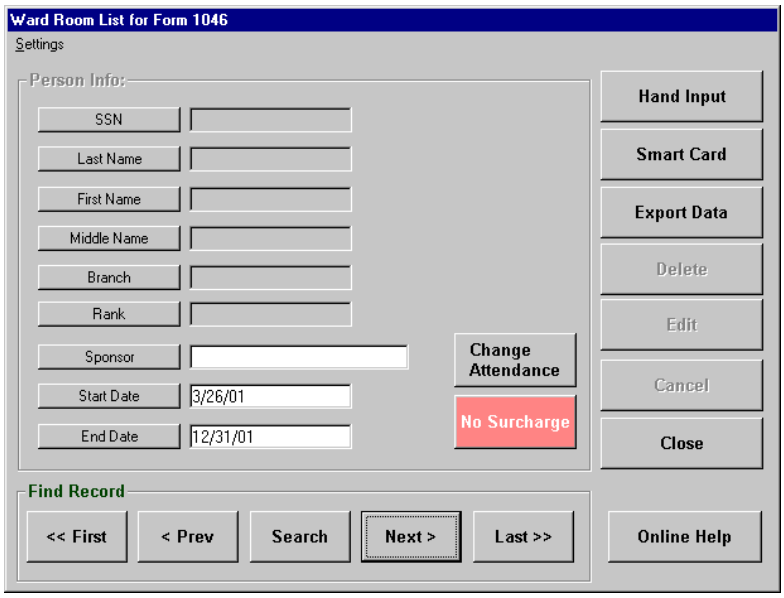
2. From the Main window Menu Bar, select **Tools ➜ Manage Ward Room Officer List**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next Edit Ward Room List**.

3. When prompted, remove the card from the reader.

   The Ward Room Officer List window appears.



4. In the Find Record Area, click **<<First/<Prev/Next/Last>>** until the applicable record appears in the Person Info Area.

   OR

   Click **Search**.

   The Select Member window appears.

a. In the Display Area, select the applicable name.

b. Click **Close**.

The selected diner's record data appears in the Ward Room Officer List window.

7.4.4 Edit Diners' Records

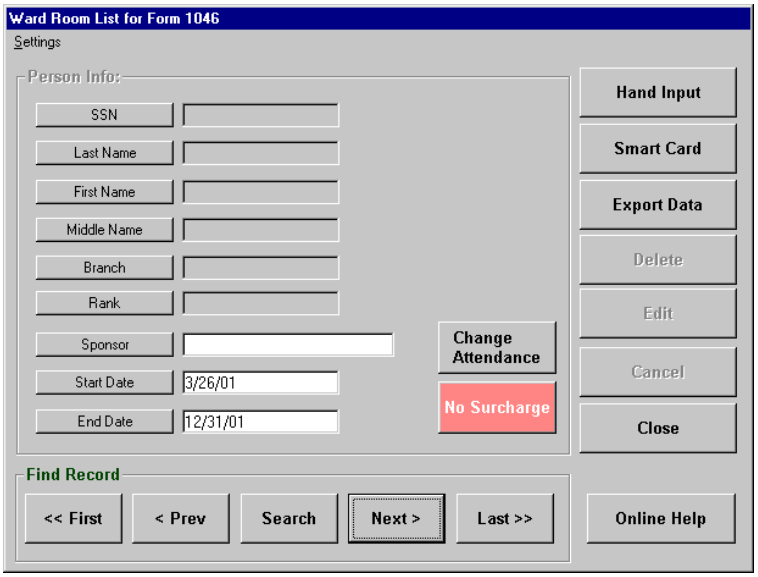
The editable portion of a diner's record depends on whether the diner's record was derived from a smart card or from hand input (non-card). For information on editing a diner's meal attendance and meal setting, refer to section 7.4.7.

If a diner was added to the Ward Room List with a smart card, only the Sponsor field, Member Start Date field, and Member End Date field are editable .

If a diner was added to the Ward Room List via hand input, all the fields are editable.

1. Locate a diner's record. Refer to section 7.4.3.

The Ward Room Officers List window appears.



2. Click **Edit**.

   The Ward Room Officer List window appears in Edit Mode.

3. To change the diner's SSN:

   a. Click the **SSN** field.

      The SSN virtual keypad appears.

   b. Using the virtual keypad, enter the new social security number.

   c. Click **Enter**.

      The Ward Room Officer List window appears

4. To change the diner's last name:

   a. Click the **Last Name** field.

      A virtual keyboard appears.

   b. Using the virtual keyboard, enter the diner's last name.

   c. Click **Enter**.

      The Ward Room Officer List Form window appears.

5. To change the diner's first name:
   a. Click the **First Name** field.

      A virtual keyboard appears.

   b. Using the virtual keyboard, enter the diner's first name.
   c. Click **Enter**.

      The Ward Room Officer List Form window appears.

6. To change the diner's middle name:
   a. Click the **Middle Name** field.

      A virtual keyboard appears.

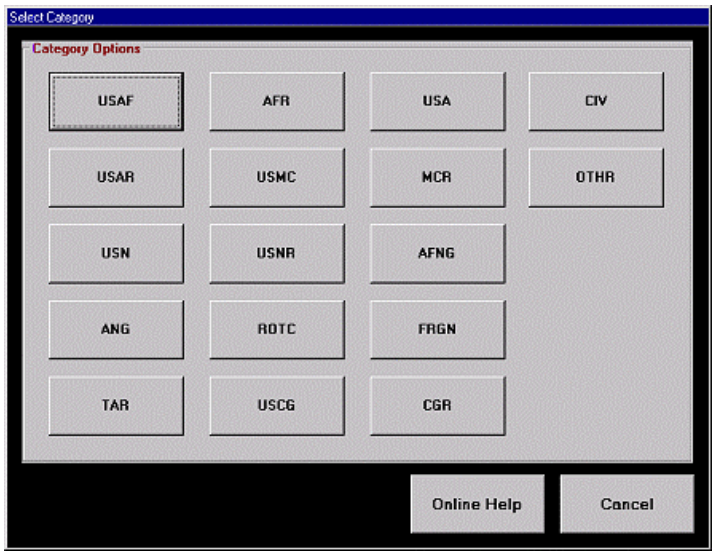
   b. Using the virtual keyboard, enter the diner's middle name.
   c. Click **Enter**.

      The Ward Room Officer List Form window appears.

7. To change the diner's rank:
   a. Click the **Rank** field
   b. Select the diner's rank from the drop-down list.

8. To change the diner's military branch:
   a. Click the **Branch** field.

      The Select Category window appears.



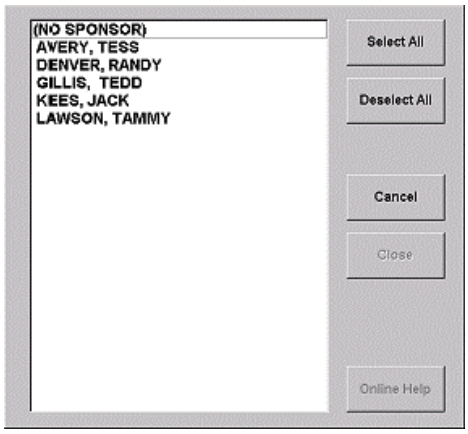
b. Click the appropriate military Branch button.

The Ward Room Officer List Form appears.

9. To change and/or add the diner's sponsor:

a. Click the **Sponsor** field.

The Sponsor window appears.



b. In the Display Area, select the applicable sponsor.

Although the Select Sponsor window is equipped with multiple select options, you can only select one Sponsor.

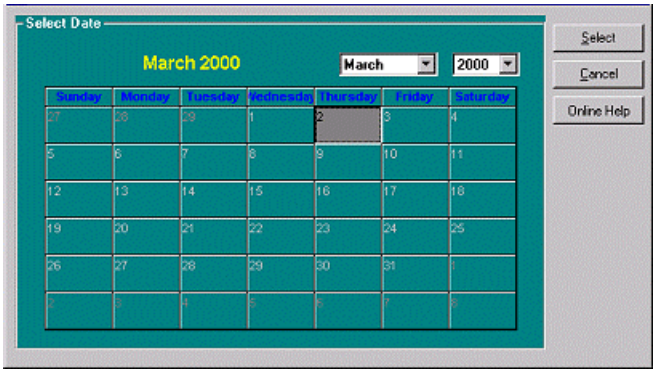
c. Click **Close**.

The Ward Room Officer List Form appears.

10. To change the member start date:

    a. Click the **Member Start Date** field.

    The electronic calendar appears.



    b. From the year drop-down list, select the correct year.

    c. From the month drop-down list, select the correct month.

    d. In the calendar area, click the correct day.

    The selected day becomes gray.

    e. Click **Select**.

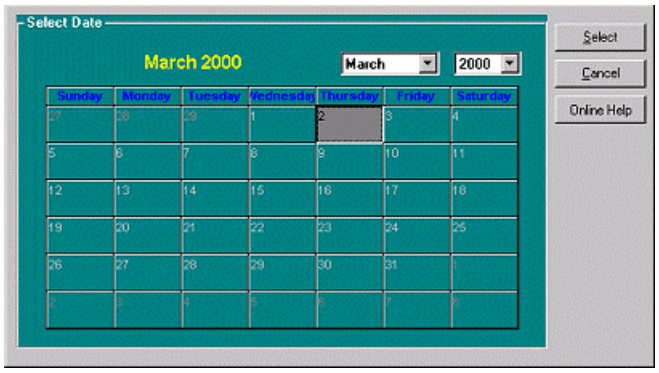
    The Ward Room Officer List Form window appears.

If the Select button is disabled, click on another date on the calendar, and then click back on the desired date. The Select button should now be enabled.

11. To change the diner's end date:

    a. Click the **Member End Date** field.

    The electronic calendar appears.



b. Repeat step 10b through step 10e.

12. To change the diner's surcharge status, toggle the **Surcharge/No Surcharge** button until the applicable settings appear.

13. To change the diner's meal attendance, refer to section 7.4.7.

14. Click **Save**.

    The Ward Room Officer List window appears in Display Mode.

15. Click **Close**.

    The Main window appears.

7.4.5 Delete Diners' Records

1. Log on as a manager. Refer to section 3.3.

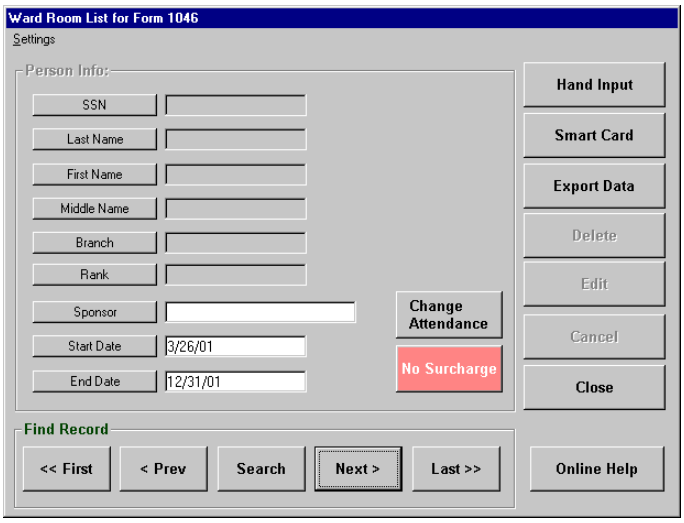
2. From the Main window Menu Bar, select **Tools ➜ Manage Ward Room Officer List**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Edit Ward Room List**.

3. When prompted, remove the card from the reader.

   The Ward Room Officer List window appears.



4. Locate the diner record you wish to delete. Refer to section 7.4.3.

5. From the Ward Room Officer List window, click **Delete**.

   A delete confirmation message appears.

6. Click **Yes**.

   The Ward Room Officer List window appears.

7. Click **Close**.

   The Main window appears.

7.4.6 Export Foodservice BackOffice Data

After any changes are made to the Ward Room Officer List, the updated records can be exported into the BackOffice application. Exporting this data ensures that the BackOffice application has the most current available information.

1. Log on as a manager. Refer to section 3.3.

2. From the Main window Menu Bar, select **Tools ➜ Manage Ward Room Officer List**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Edit Ward Room List**.

3. When prompted, remove the card from the reader.

   The Ward Room Officer List window appears.

4. Click **Export JFSB Data**.

   The Export Confirmation window appears.

5. When prompted, insert a diskette into the applicable drive.

6. Click **Yes**.

   The Export Complete window appears.

7. Click **OK**.

   The Ward Room Officer List appears.

8. Click **Close**.

   The Main window appears.

7.4.7 Edit Attendance Control

The Attendance Control window enable the manager to view and change the expected serve meal times, and the type of meals to be served to a member during a tour. When a member is added to the Ward Room List, an "X" appears on all meals that the member is expected to attend. To prevent a charge from being applied to a meal that is not attended by a member, the manager can remove the "X" designator from any specific day, series of days, or meal(s).

1. Log on as a manager. Refer to section 3.3.

2. From the Main window Menu Bar, select **Tools ➜ Manage Ward Room Officer List**.

   OR

   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Edit Ward Room List**.

3. When prompted, remove the card from the reader.

   The Ward Room Officer List window appears in display mode.

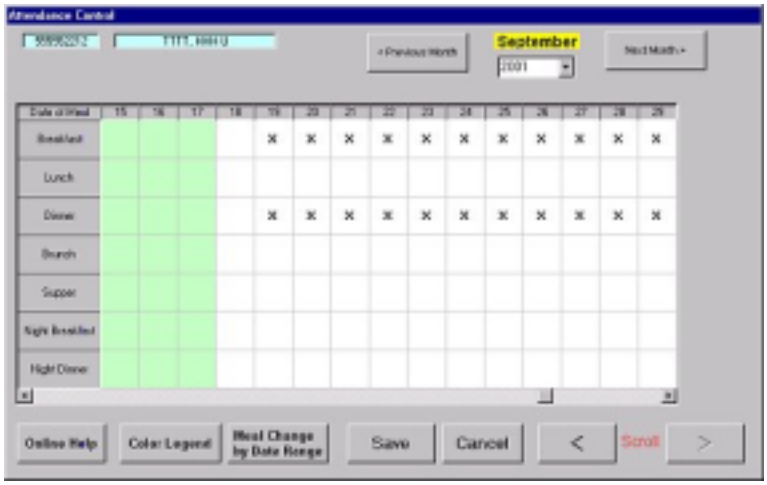
4. Locate the applicable diner record. Refer to section 7.4.3.

5. From the Ward Room Officer List window, click **Edit**.

   The Ward Room Officer List window appears in edit mode.

6. Click **Change Member's Meal Attendance**.

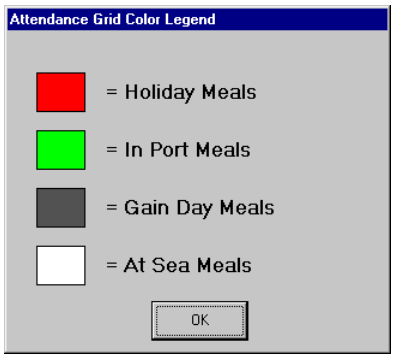
   The Attendance Control window appears.



7. To view the value of an area shaded in the window:

   a. Click **Color Legend**.

      The Attendance Grid Color Legend window appears.



   b. Click **OK**.

      The Attendance Control window appears.

8. To modify the attendance information:

   a. Click **<Previous Next Month** or **Next Month** until the applicable month appears.

   b. Click **<**(scroll button) or **>**(scroll button) until the applicable day appears.

   c. Click the appropriate date box for the specific meal.

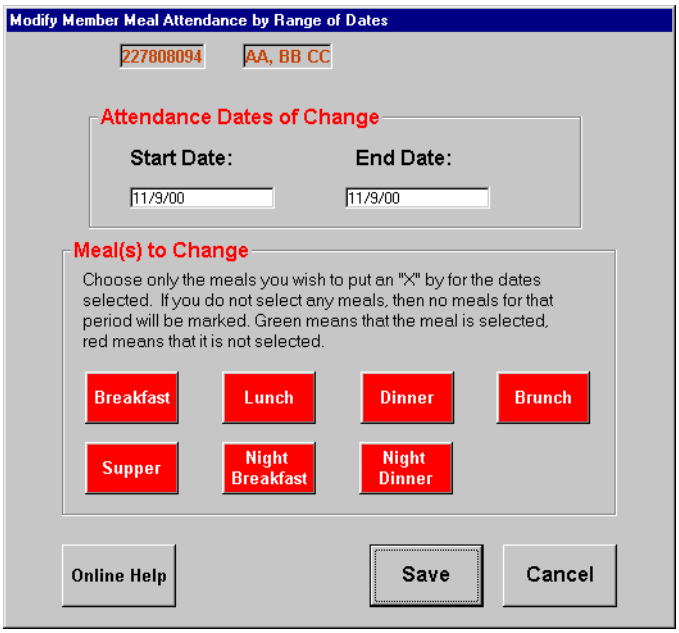
   An "X" denotes that the meal was attended and will be charged.

   A blank box denotes that the member did not attend the meal and not charged.

9. To modify the diner's meal attendance start date:

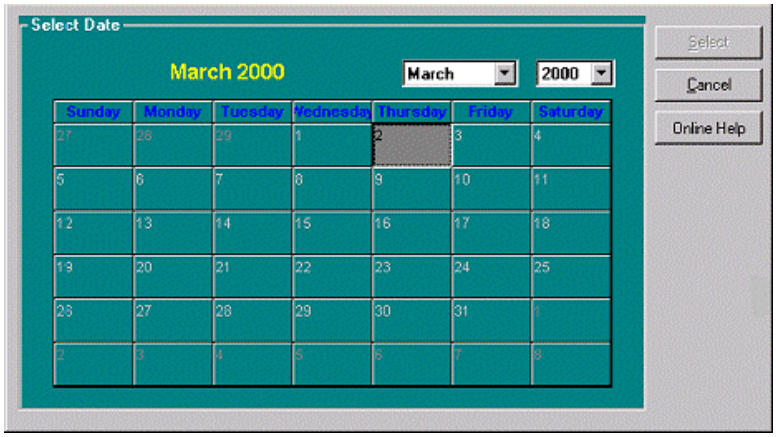
   a. Click **Meal Change by Date Range**.

      The Modify Member Meal Attendance window appears.



b. In the Attendance Dates of Change Area, click the **Start Date** field.

The electronic calendar appears.



c. From the year drop-down list, select the correct year.

d. From the month drop-down list, select the correct month.

e. In the calendar area, click the correct day.

The selected day becomes gray.

f. Click **Select**.

The Modify Member Meal Attendance window appears.

10. To modify the diner's meal attendance end date, click the **End Date** field, and repeat step 9a through step 9f.

    The Modify Member Meal Attendance window appears.

11. To change the diner's default meal setting, click the applicable meal button in the Meal(s) to Change Area.

    A maximum of 3 meals can be selected. The selected meal buttons turn green.

12. Click **Save**.

    The Attendance Control window appears.

13. Click **Save**.

    The Ward Room Officer List window appears.

14. Click **Save**.

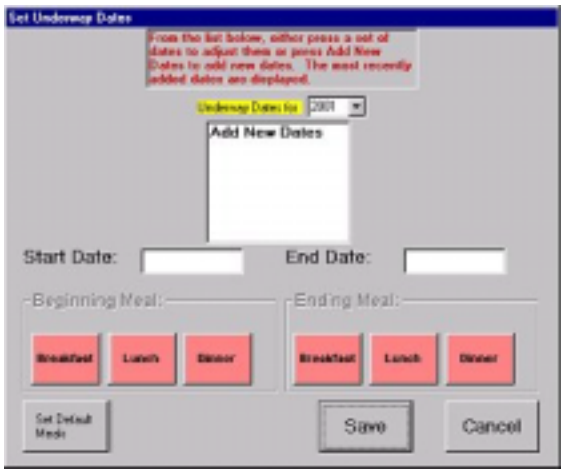
    The Main window appears.

7.5 Set Underway Dates

The Set Underway Dates function specifies the date range and the meals that are to be served aboard ship.

1. From the Main window, select **Settings → Set Underway Dates**.

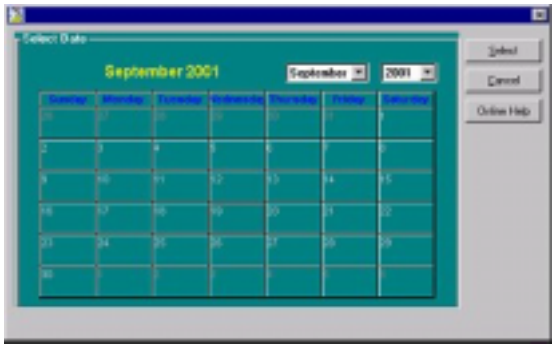
   The Set Underway Dates window appears.



2. From the Underway Date for: drop-down list, select the **year** for which the ship is to be underway.

3. To specify the initial date of departure for which the ship is to be underway, click in the Start Date: field.

   The electronic calendar appears.



4. Select the applicable date:

   a. From the year drop-down list, select the correct **year**.

   b. From the month drop-down list, select the correct **month**.

c. In the calendar area, click the correct **day**.

The selected day becomes gray.

d. Click **Select**.

The entered date appears in the Start Date field.

5. To specify the date that the underway ship returns, click in the End Date: field.

   The electronic calendar appears.

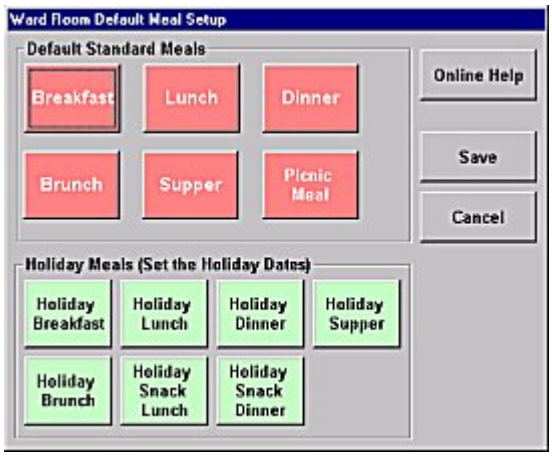
6. Repeat **step 4**.

7. From the Beginning Meal section, click the button that represents the first meal that is to be served aboard the ship.

8. From the Ending Meal section, click the button that represents the last meal that is to be served aboard the ship.

9. Click Set Default Meals.

   The Ward Room Default Meal Setup window appears.

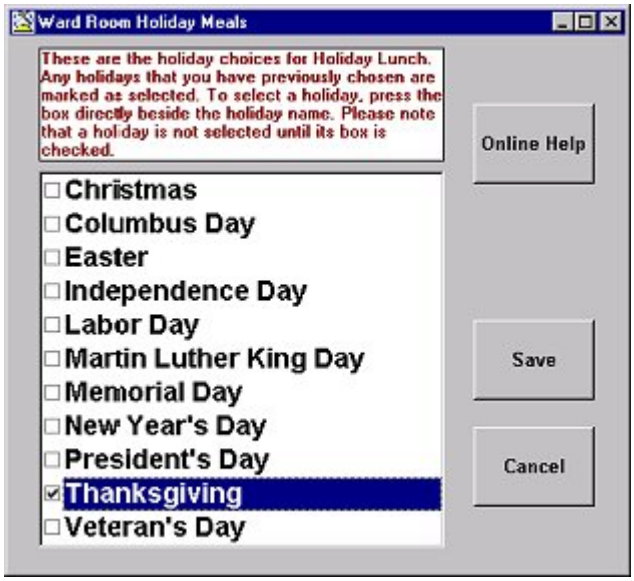


10. From the Default Standard Meals section, click the meal options to be served while underway.

    Only three meals can be selected.

11. From the Holiday Meals section, click if applicable the meals to be served on a holiday that takes place while underway.

The Holiday Meal window appears.



a. From the Holiday Meals window, click the Holiday box for which a meal is to be served.

   The electronic calendar appears.

b. From the electronic calendar, select the applicable date. (Refer to step 4.)

12. From the Holiday Meals window, click **Save**.

13. From the Default Meal Setup window, click **Save**.

14. From the Set Underway Dates window, click **Save**.

    The Main window appears.

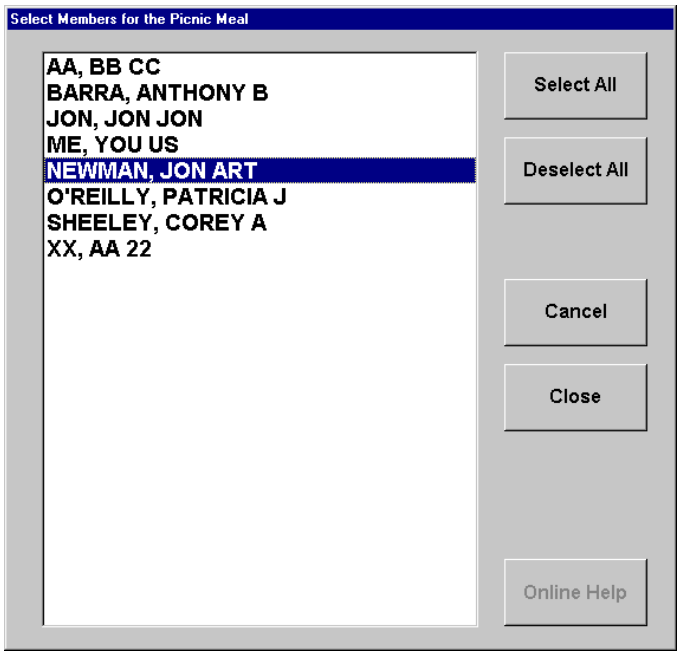
The underway dates, default meals, and holiday meals are set for everyone on the Ward Room List.

7.5.1 Set Picnic Meal Dates

1. From the Select Member for the Picnic Meal window, select the applicable diners;

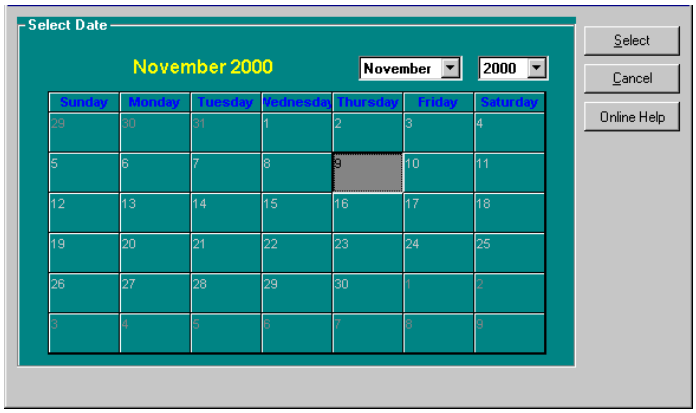
   OR

   Click **Select All**.



2. Click **Close**.

   The Set Picnic Meal Date window appears.



3. From the year drop-down list, select the correct **year**.

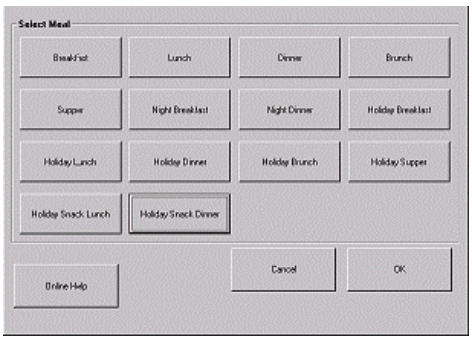
4. From the month drop-down list, select the correct **month**.

5. In the calendar area, click the correct **day**.

   The selected day becomes gray.

6. Click **Select**.

   The Select Picnic window appears.



7. To designate the picnic meal, click the applicable meal button.

8. Click **OK**.

   The Picnic confirmation message appears.

9. Click **Yes**.

   The Ward Room Default Meal Setup appears.

10. Click **Save**.

    The Set Underway Dates window appears.

11. Click **Save**.

    The Set Default Meals confirmation window appears.

12. Click **OK**.

    The Main window appears. The Picnic meal is set for the diner(s).

7.6 Add IDL Crossing Date

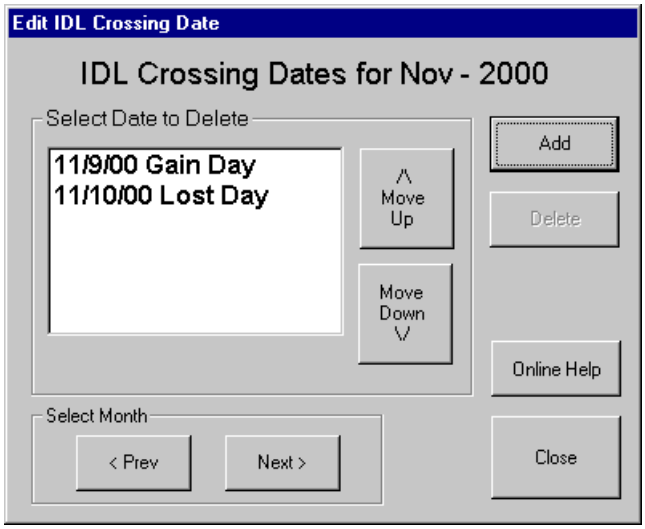
The manager can record Ward Room meal dates for an International Dateline Crossing. The Set IDL Crossing Date option, allow managers to track dates of the meals (past, present and future) affected by a dateline change, and add or delete dates as they become applicable.

1. From the Main window Menu Bar, select **Tools ➜ Set IDL Crossing Date**.

   OR

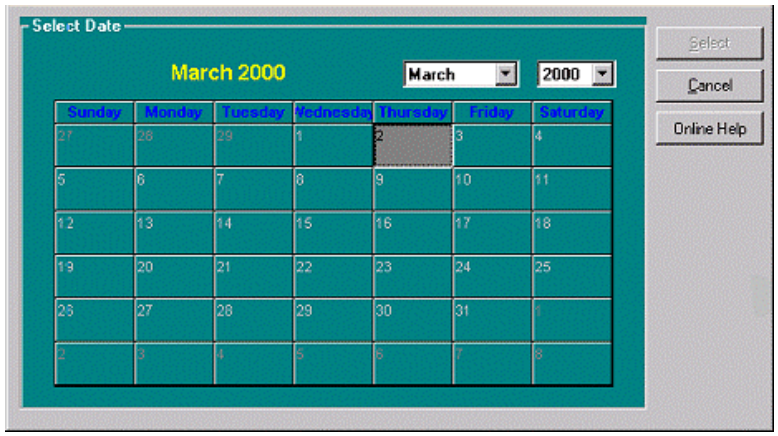
   From the Main window Tool Bar, click **System Menu ➜ Next ➜ Edit IDL Crossing Date**.

   The IDL Crossing Date window appears.



2. Click **Add**.

   The electronic calendar appears.



3. From the year drop-down list, select the correct year.

4. From the month drop-down list, select the correct month.

5. In the calendar area, click the correct day.

   The selected day becomes gray.

6. Click **Select**.

   The IDL Crossing Date window appears with the selected date(s).

7. To continue adding dates, repeat step 1 through step 6.

8. Click **Close**.

   The Main window appears.

7.7 Delete IDL Crossing Date

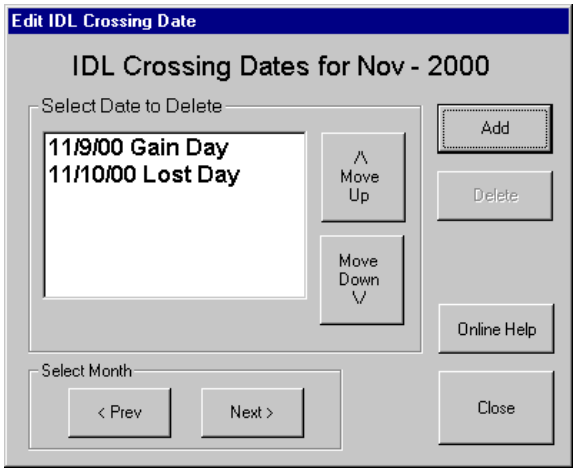
The manager can record Ward Room meal dates for an International Dateline Crossing. The Set IDL Crossing Date option allows managers to track dates of the meals (past, present and future) affected by a dateline change, and add or delete dates as they become applicable.

1. From the Menu Bar, select **Tools ➜ Set IDL Crossing Date**.

   OR

   From the Tool Bar, click **System menu ➜ Next ➜ Edit IDL Crossing Date**.

   The IDL Crossing Date window appears.



2. If the correct IDL crossing date(s) do not appear in the Select Date to Delete Area, click **<Prev/Next** in the Select Month Area until the correct IDL date(s) appear in the Select Date to Delete Area.

3. In the Select Date to Delete Area, select the IDL crossing date.

   OR

   In the Select Date to Delete Area, click **Move Up/Move Down** until the correct IDL crossing date is highlighted.

4. Click **Delete**.

5. Click **Close**.

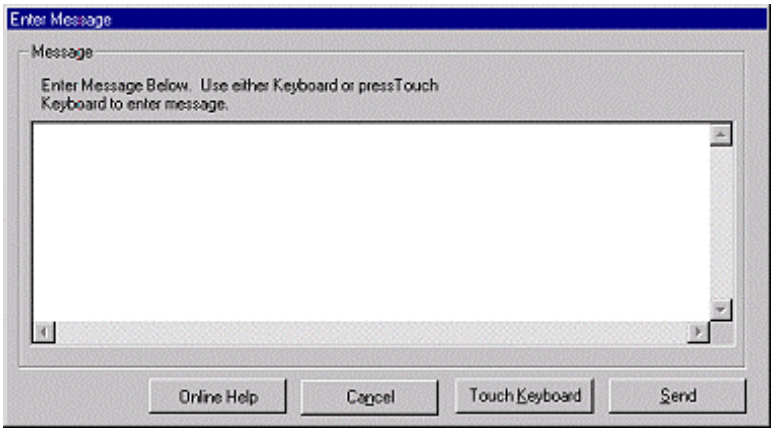
   The Main window appears.

7.8 Send a Message

When Foodservice is running on a client/server platform, the operator can send a written message to the BackOffice application. The Send a Message option is not available if Foodservice is running on a stand-alone platform.

1. From the Main window Status Bar, click **Message**.

2. The Enter Message window appears.



3. In the Display Area, enter the message you wish to send.

   OR

   To use the virtual keyboard, click **Touch Keyboard** and enter the message you wish to send then click **Enter**.

   The Enter Message window appears.

4. Click **Send**.

   The Main window appears.

7.9 Run the Calculator

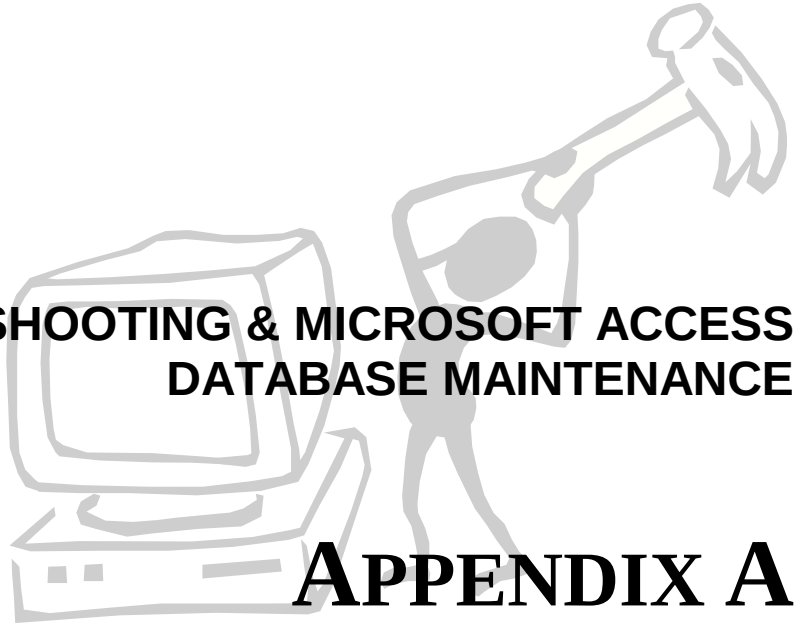
1. From the Main window Menu Bar, select **Tools ➜ Run Calculator**.

   The On-window Calculator appears.

*For detailed instructions, access Window Help from the Start menu and enter **Calculator** in the Index Tab's text box. Follow the Windows Help Calculator instructions.*

2. To exit the calculator, click ☒.

   The Main window appears.

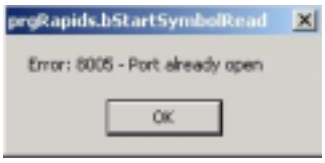


TROUBLESHOOTING & MICROSOFT ACCESS DATABASE MAINTENANCE

APPENDIX A

Using a Symbol PDF620 barcode scanner

Error 8005 Port already open



Verify that the serial port assigned to the barcode scanner is not in use by another peripheral device.

To determine the port assignment for the barcode scanner device:

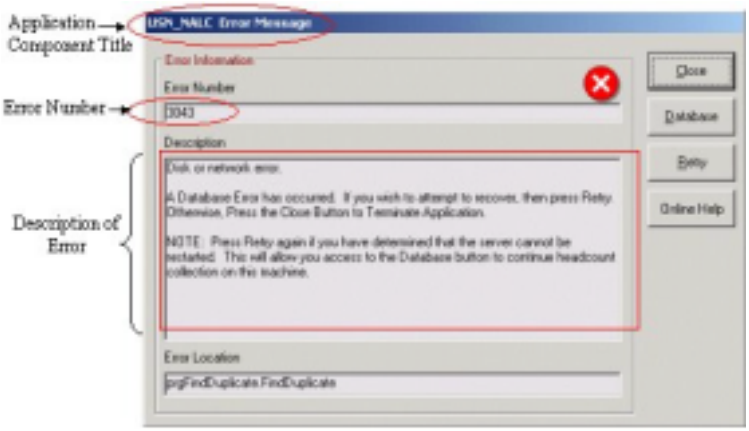
1. From the Settings menu, click **Select Rapids Reader Port**.

2. Select the correct port.
   OR
   If the barcode scanner is not in use, click the **Disable** option.

3. Click **OK**.

Note: *The port assigned to the smart card reader is disabled.*

Understanding the Error Window



The Error window contains important information that can be used by support technicians to diagnosis application errors. If the same error persists, note the information presented. This information can then be entered in the Technical Support Problem Description information window to be sent to technical support. Typically a LOG file is generated whenever an error message appears. All LOG file extensions are ".log" and stored on the BackOffice, in the application directory (c:\Program Files\Maximus\SmartCard Foodservice\).

Example of an Error Log

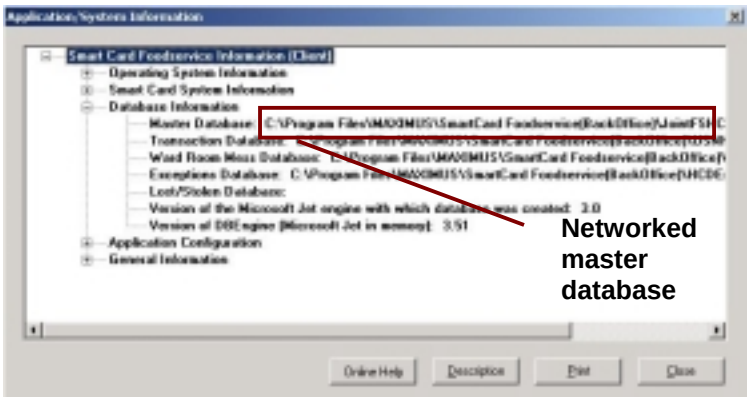
An Error Log contains detailed information pertaining to either a fault that occurred or some logged activity (i.e. manager login) within the program. Technical support uses this information to evaluate the fault and submit the solution. The log file follows the file naming of: <app/component name><mmddyy>.log (translates as, Client 110601.log.

```
Application initialized
    DFName: N/A
    Meal Date: 11/6/2001 9:56:09 AM
    Station 1 Operator: N/A

Setup Logon by REYNOLDS CYNTHIA C
    DFName: USS HARRY S. TRUMAN
    Meal Date: 11/6/2001 9:57:45 AM
    Station 1 Operator: N/A

 Error 341 - Invalid control array index  Location:frmRapidsPortSelect.EnableButtons
    DFName: USS HARRY S. TRUMAN
    Meal Date: 11/6/2001 10:22:30 AM
    Station 1 Operator: N/A
    Interface Mode: Non A-La-Carte
    Ward Room Mess: Yes
    System Networked: No
    Shipboard: Yes
    Ship Underway: No

    JSCFS App Ver: 3.50 Build: 10
    Operating System: Windows NT Version 5.00 Build 2195
    Meal: Lunch

    Master Database:  C:\Program Files\MAXIMUS\SmartCard Foodservice\JointFSHCData.mdb
    Transaction Database:  C:\Program Files\MAXIMUS\SmartCard Foodservice\USNHCD110601.mdb
    Ward Room Mess Database:  C:\Program Files\MAXIMUS\SmartCard
Foodservice\JointFSPrivateMessData.mdb
    Exceptions Database:  C:\Program Files\MAXIMUS\SmartCard Foodservice\HCDExceptions.mdb
    Lost/Stolen Database:

Manager  terminated application
    DFName: USS HARRY S. TRUMAN
    Meal Date: 11/6/2001 10:23:26 AM
    Station 1 Operator: N/A


Application initialized
    DFName: N/A
    Meal Date: 11/6/2001 10:24:13 AM
     Station 1 Operator: N/A
```

Technical Support

The technical support window provides details about the application and encompasses all the associated components that create the complete system. Each and every bit of information in this area is a vital source of information that provides a technical support technician the insight needed in order to understand your system's setup and diagnosis a problem.

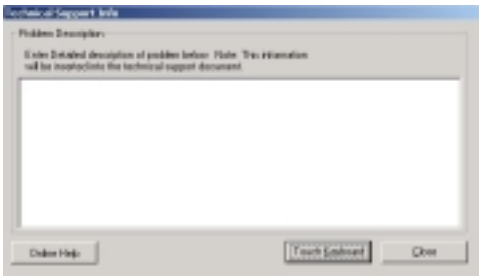
Application/System Information



- A **networked** master database connection is indicated by two back slashes "\\" at the beginning of the path. **\\Honolulu\Smart Card…**
- A **local** database connection is indicated by a single back slash "\" at the beginning of the path. **C:\Program Files\Maximus\Smart Card Foodservice\JointFSHCData.mdb**

Technical Support Info

The Technical Support Info window allows you to enter a detailed description of your problem and inserts that information into a technical support document that will be faxed to a technical support technician.



1. From the Application/System Information window, click **Description**.
2. Enter your problem description.
3. When completed, click close. For additional information refer to the Help menu in the Menu Bar section of your user's guide.

Example of a Technical Support Document

The description entered into the Technical Support Info window is complied with all the information contained in the System Info window. The complied information automatically generates a formatted Technical Support form that includes all the essential information that is to be faxed to the Support information number provided at the bottom of the form.

Smart Card Foodservice (Client)
Dining Facility: USS HARRY S. TRUMAN
Application and System Information
3.50 Build: 11

Operating System Information:
Platform: Windows NT
Version: 5.00
Build: 2195

Smart Card System Information:
MARCW32.DLL:
BSmart32.DLL:
MAPHi.DLL:
GSAW32.DLL:

Database Information
Master Database: C:\Program Files\MAXIMUS\SmartCard Foodservice\JointFSHCData.mdb
Transaction Database: C:\Program Files\MAXIMUS\SmartCard Foodservice\USNHCD110801.mdb
Ward Room Mess Database: C:\Program Files\MAXIMUS\SmartCard Foodservice\JointFSPrivateMessData.mdb
Exceptions Database: \\Phuket\SmartCard Foodservice(BackOffice)\HCDExceptions.mdb
Lost/Stolen Database:
Version of the Microsoft Jet engine with which database was created: 3.0
Version of DBEngine (Microsoft Jet in memory): 3.51

Application Configuration Information
Branch: US Navy
Reader Communications Port: COM1
Station Number: 1
Application Version: 3.50
Application Build: 11

Description
Application can't read smart cards.

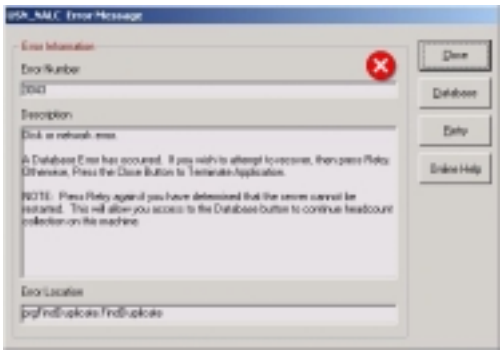
Please send a copy of this information by Fax
to the below number or
to your local support contact if available.

Support Information
Fax: 757-564-1478

Technical Support Fax Number

Network Database connection error.

Error Message **3043**



Be sure to select the option that provides the result you require.

Close

Pressing the Close button will result in the termination of the application. Select this option if you are attempting to correct a physical connection problem. Restart of the application should resolve the error.

Database

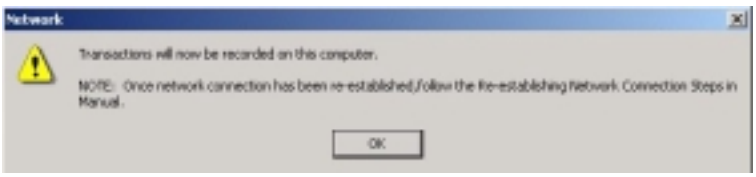
Pressing the Database button will result in the recording of transactions to the local database rather than record the transactions to the BackOffice database. To re-establish the database connection with the BackOffice, follow the instructions in the Client User's Manual "Connect Client to Network". **Notify your Foodservice Manager immediately.**

Retry

Retry will attempt to re-establish the connection with the current database. The retry option supports multiple uses. In cases where a physical problem is suspected (i.e. loose network cable) leave the error message window open until all corrections are made. When corrections are completed, then press Retry to reconnect.

Database Messages

When receiving a message that the station is set to its LOCAL Database or a Network connection message, follow the instructions provided in the message.



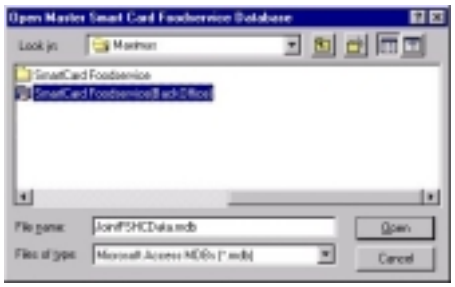
Open Master Database

If the system is networked, the directory that the application resides must be set for sharing. See your BackOffice Administrator's guide for instructions on directory sharing.

When Foodservice is initially setup, the master database is selected. However, there are certain instances when the manager may need to change the database that Foodservice uses.

1. To open the Master Database, you must be logged on as a manager.
2. From the menu bar, click File → Open Database.
3. From the Open Database submenu, click Master.
4. In the Look in: text field, select Network Neighborhood from the drop-down.

5. Double click the BackOffice Computer's Name.
6. Once you have accessed the BackOffice computer, you should see the SmartCard Foodservice(BackOffice) folder. Note: If the SmartCard Foodservice (BackOffice) folder is not visible, ensure that the folder is shared.



7. Double click the SmartCard Foodservice(BackOffice) folder.
8. Click the JointFSHCData.mdb file, so that it appears in the File name field.
9. Click Open. The master database file is now open, and the client (POS) is connected to the BackOffice computer.

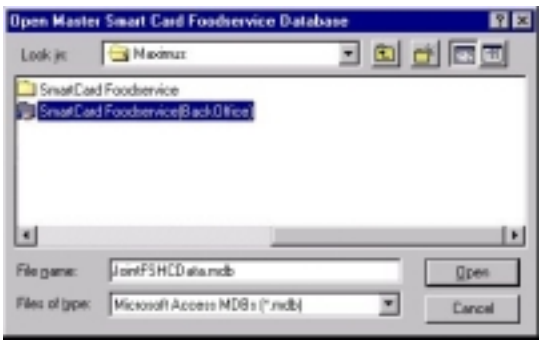
Re-connect POS to server Database

Navy & Marine Only

If the Database button is selected from a Network Database connection error window, you will need to re-establish the connection to the BackOffice database (Refer to your user's guide "Open Master Database" section). Prior to reconnecting, you will need to export data from the client POS and import the data into the BackOffice database.

The following procedures must be performed to re-establish connection to the BackOffice database:

1. Data will need to be exported from the client POS for each day set to collect local transactions.
2. Select a shared directory on the BackOffice computer to export the files.



3. Once you access the BackOffice computer, you should see the highlighted folder shown above.
4. Double click the folder SmartCard Foodservice(BackOffice) or click the Open button.
5. Perform a file export from the client POS following the instructions provided in your user's guide "Export Navy/Marines Headcount Data" section.
6. When the export is complete for every day the client POS was operating off-line, re-connect the client POS to the BackOffice master database following the instructions in your user's guide "Master Database" section.
7. From the BackOffice computer, go to the File/Import/Transactions menu and follow the instructions in your BackOffice Administrator's guide "Export/Import Headcount Data". Select the shared directory as mentioned above that you placed your files in. All transactions for each day will automatically be imported into the appropriate BackOffice transaction database.
8. If any data has been exported to FSM, you will need to re-process exports from BackOffice to FSM for those days (refer to your BackOffice Administrator's guide "Export" section).

How the application automatically maintains records via the Archive Settings

Use of the Archive feature, ensures that data is automatically retained for a specified period of time. Each day's transaction data is preserved in a separate database. Therefore, aside from a complete hard drive failure, problems incurred by a corrupted transactional database shouldn't result in a total data loss. In most cases, corrupted databases result from improperly shutting down the computer, corrupted diskettes, etc.

Repair Client/BackOffice Database

The most common database corruption is caused from improperly shutting down the client POS or BackOffice server machines (refer to your Foodservice client or BackOffice user's guide "Repair Database" section).

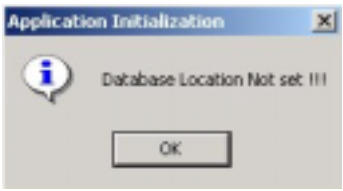
Do Not – power down the computer while the operating system is running.

Consult your Operating Systems manual for the proper procedure when shutting down your system.

Always exit the application prior to shutting down the computer.

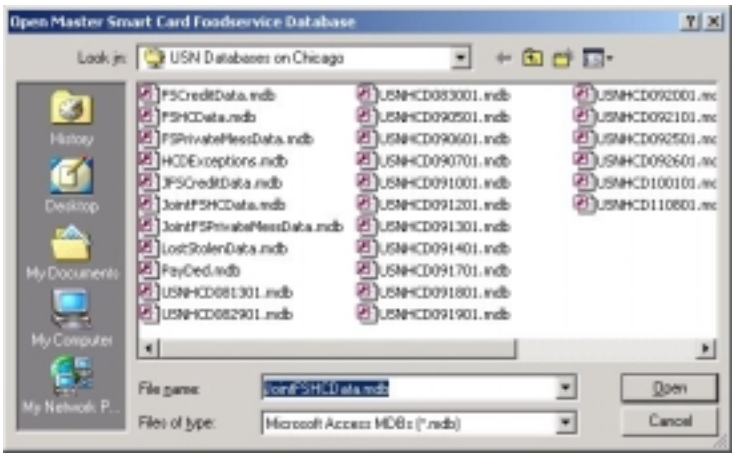
Database Initialization Error

The database is not found during the application startup



Failure to detect the database during application startup will force the application to display a "Database Location Not set" message. This message will require you to locate the database.

1. From the Database Location Not set message, click OK.
2. From the Open Master Smart Card Foodservice Database window, click the "JointFSHCData.mdb" file.



3. Click Open.

If the JointFSHCData.mdb file is not listed when the Open Master Database window appears, refer to the "Open Database" trouble shooting topic to access the file.

Card Errors

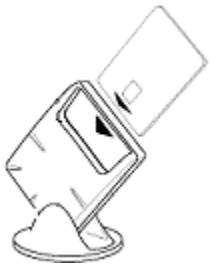
Should an error occur during a card read, verify the following procedures.

Card Read Error

1. Remove the card from the reader and re-insert.
2. Remove the card and clean the IC chip with a clean soft cloth. (Do not use any cleaning agents).
3. Verify the card reader connector and/or power connector is securely connected.
4. Replace the card reader with another reader that is known to be working properly.
5. If the error persists, process the meal as a non-card meal.

Card not powered up

Remove the card from the card reader and re-insert correctly (card should be inserted face up with end closest to the IC chip).



TERMINOLOGY

APPENDIX B

Biometrics	Automated methods of authenticating or verifying an individual based on a physical or behavioral characteristic.
Bit (Binary Digit)	The unit of information; the amount of information obtained by asking a yes-or-no question; a computational quantity that can take on one of two values, such as true and false or zero and one; the smallest unit of storage - sufficient to hold one bit.
Common Access Card (CAC)	A smart card used as the Department of Defense (DoD) standard identification card. It is replacing existing military and civilian personnel identification cards, and will be used as the DoD's authentication token. The new CAC combines multiple technologies on a single plastic card, including: a microcomputer based on an embedded integrated circuit computer chip; a magnetic stripe; a barcode: and a photograph. The CAC will be the principle card used to enable physical access to buildings and controlled spaces, and will be used to enable information technology systems and applications that access the Department's computer networks. The new CAC will be issued to active duty and selected reserve personnel, DoD civilian employees, and eligible DoD contractor personnel. *See Smart Card.*
Cryptography	The art of protecting information by transforming (encrypting) it into an unreadable format, called cipher text. Only those who posses a secret key can decipher (or decrypt) the message into plain text. Encrypted messages can sometimes be broken by cryptanalysis (also called code breaking), although modern cryptography techniques are virtually unbreakable. Cryptography is used to protect e-mail messages, credit card information, and corporate data.
Encryption	A process for scrambling electronic files into an unreadable format using a mathematical algorithm to prevent any but the intended recipient from reading that data.
Enterprise	Literally, it refers to an organization. In the computer industry, the term is often used to describe any large organization that utilizes computers. An intranet is a good example of an enterprise computing system.
PIN	Personal Identification Number made up of 4 to 8 alphanumeric characters. A PIN is used to gain access to a specific application, smart card or function.

Public Key Infrastructure (PKI)	PKI is a framework of laws, policy, procedures, and technologies for the use of digital credentials. These credentials provide confidentiality, integrity, authenticity, and non-repudiation in electronic communications and transactions. PKI is the service that validates, issues, and revokes digital credentials for objects.
Secure Sockets Layer (SSL)	A protocol designed by Netscape Communications to enable encrypted, authenticated communications across the Internet.
Security	Protection of resources (e.g., facilities, systems, and information) against unauthorized access, modification, and/or limited use to unauthorized users, including those measures necessary to detect and counter such threats. It may include data encryption (e.g., Public Key Infrastructure (PKI)), virus detection, firewalls, and the use of authentication codes such as username, passwords, and PINs.
Security Certificate	A chunk of information (often stored as a text file) used by the Secure Socket Layer (SSL) protocol to establish a secure connection. Security certificates contain information about whom it belongs to, from who it was issued, a unique serial number or other unique identification, valid dates, and an encrypted "fingerprint" that can be used to verify the contents of the certificate. In order for an SSL connection to be created both sides must have a valid security certificate.
Server	A host computer on a network that answers requests for information from it. The term server is also used to refer to the software that makes the process of serving information possible.
Smart Card	A credit card-size device, normally for use by personnel, that contains one or more integrated circuits and may also employ one or more of the following technologies: magnetic stripe; bar codes, linear or two-dimensional; non-contact and radio frequency transmitters; biometric information; encryption and authentication; and photo identification.
Smart Card Reader	A peripheral device or integrated device that is capable of reading and writing to any ISO 7816 compliant smart card.

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