ACCOUNT MISUSE GUIDELINE

The following steps should be taken if a student or parent reports suspected account misuse.

- Change student pin # to a new number supplied by customer
- Contact D.O. to mark account to Verify at register
- Print an account history and review the transactions with the customer
- Highlight the suspect transactions
- Review the issue with cashiers so they are aware of the issue and ask their input.
- Send account history with suspect transactions highlighted along with a summary of customer concerns to the District Office.
  - Account History will be reviewed by District Office to determine approval of account adjustment
  - District Office will send e-mail notification of adjustment
- Notify Principal of the situation.

AT Register – If Verify Patron message pops up
1. Ask student name – MS or HS ask for student ID
2. Compare name to name on terminal screen
   a. If name is correct – complete the sale
   b. If name is not correct:
      - Write down student’s Name & ID#, return ID card if appropriate
      - Notify student that he/she was attempting to use someone else’s account and that building officials will be following up with them.
      - Click NO to cancel sale
      - Have student re-enter their correct account number and re-enter sales items.
   c. If student has NO ID; have school monitor identify them or they may pay cash.