1. **The SchoolFood Manager logs in, one of his buildings is not listed.**
   - Not all schools with BIC are participating in the pilot, is the school part of the pilot?
   - The Manager should check if he is assigned to the school in the Staffing System and escalate to his Supervisor if not assigned.

2. **The School is split between a main and an annex location, the students are showing up on the wrong roster or the wrong class. How is this resolved?**
   - The rosters will be printed based on the attendance roster print settings that are maintained in ATS.
   - The school administration will need to correct the student classroom enrollment and update the physical location for the official class in ATS. This is done via CMOD or CCMM functions.

3. **The School is split between a main and an annex location, how do I check my ATS Printer Locations and assignments?**
   - Printer information is available with the ATS ADSP function.
   - This function is used by ATS Field Service Team to update printer information for schools.
   - You are required to ULOC to the school in question and put an “A” in the LOC CATEGORY Field.
   - The printer # in the Roster Location field is where ATS would send all centrally generated reports.
   - Printers: 0 thru # are the number of available ATS Printers.

4. **I am a School Aide and I forgot to scan a few class pages, the SchoolFood Managers told me he entered his meals in to SOFA already. What should I do?**
   - Scan the page that was missing, the Manager will receive an alert when he logs into the BIC Meal System to notify him that he should to update his meal counts in SOFA.

5. **The bubble sheet rosters were scanned, but meals are not appearing in the BIC Meal System.**
   - The BIC meal system will update 24 hours after the rosters are scanned. If after 24 hours, meals are still not in the system check the DFS Confirmation Page for any error messages.
   - If all roster pages are not confirmed as completed, you should rescan the missed pages.

6. **Where is this training going to be available to view?**
   - The PowerPoint presentation will be on the SchoolFood website in the Meal Accountability Area

7. **Will we be notified what page is rejected?**
   - Yes, whenever page is rejected, the page number and teacher name will be listed under the error section of the DFS Confirmation Page.

8. **Is School administration aware of this new meal system?**
   - We ask that SchoolFood Managers communicate the system availability to the Principals, also the Borough Field Support Operations Managers were notified and asked to communicate the program to Principals.

9. **What steps do we take if rosters are given to us after we submitted by us in SOFA? We submitted the SF1 in SOFA to the FO, then FO bumps it up to the next level. Do we call to have it rejected?**
   - You will follow the process which is currently in place.

10. **Will schools be able to print these bubble rosters on their own?**
    - The bubble sheet roster will print automatically over Thursday night into Friday. If an additional set is needed because one is damaged it will be available in the ATS Print Queue for 30 days.

11. **What is a backup plan in the event that the scanner is not working?**
    - The rosters are used for attendance scanning also, and there is a service level agreement of (XXX days) to have them repaired. You can scan the rosters when the scanner is repaired.

12. **Does every non-POS school in the pilot have a representative from administration on this webinar?**
    - That’s unknown, Managers were asked to view the webinar with the school administration staff who handle the current BIC rosters.

13. **How will schools without the POS systems proceed? Will the school staff still be responsible for accountability?**

For help and support with the SchoolFood BIC Meal System, contact the OSSSIT Help Desk at (718) 349-5783
As is the case in most schools, accountability is a joint process and assignments have not changed. The process of how the meals are counted is changing.

i. If the school administration staff is currently responsible for the accountability they will continue to do so.

ii. If SchoolFood staff is currently responsible for accountability the bubble sheet will replace the RMEA and the scanner will replace the manual counting and tallying of check marks.

14. How does this effect accountability and correct meal status claims when considering September and October when statuses are changing more frequently.
   - We will have more accurate eligibility in the BIC Meal System since SchoolFood determines the student eligibility. RMEA rosters are counted based on the eligibility at the time of printing (or if manually updated) which is typically the week prior to its use.

15. What is a backup plan in the event that the scanner is not working?
   - In the event that the scanner is not working, documents can be scanned at any other nearby school or another scanner that is available at that school. The service level agreement for the main attendance printer/scanner is next business day.

16. Will holidays be shaded and not be able to enter those day?
   a. Holiday’s will be noted on the roster based, similar to the attendance sheet which is based on the school calendar that is managed through ATS. They will be omitted from the scanned transactions.

17. Who will be responsible for scanning the bubble sheets?
   - It depends on the school and who currently uses the scanner for attendance, in some cases it may be a School Aide, Pupil Accounting Secretary or another staff member assigned by the Principal.

18. Once bubble sheets are generated on Thursday night for Friday, can a copy be made for backup in the event that they get damaged or misplaced?
   - If an additional set is needed because one is damaged it will be available in the ATS Print Queue for 30 days.