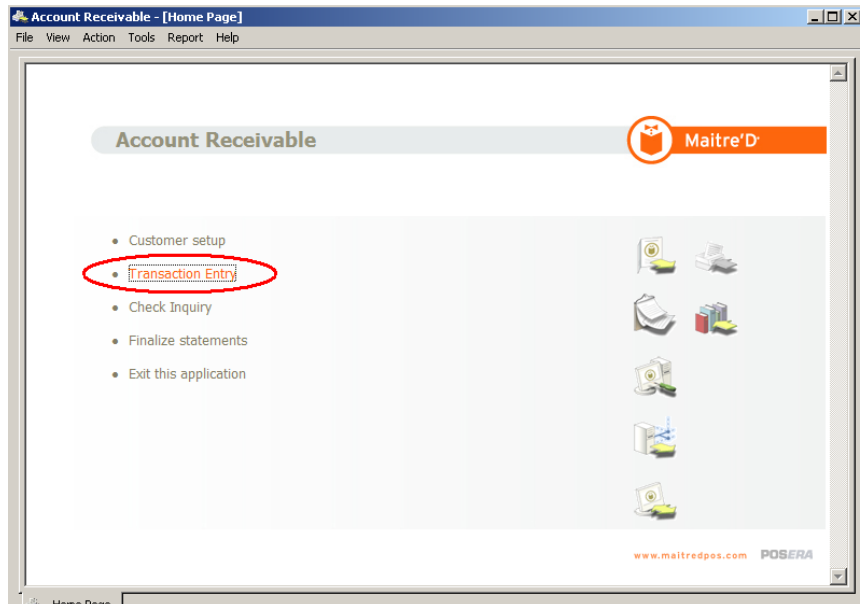


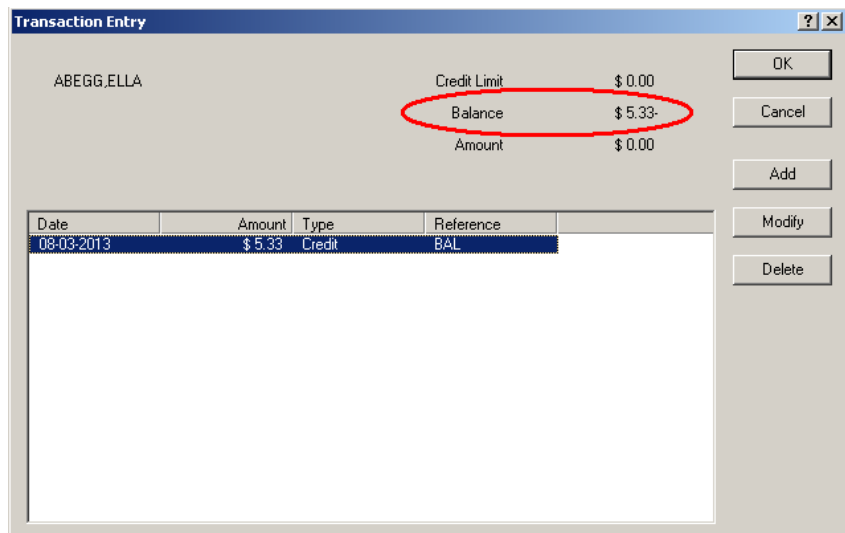
LOST CARD PROCEDURE

(Updated)

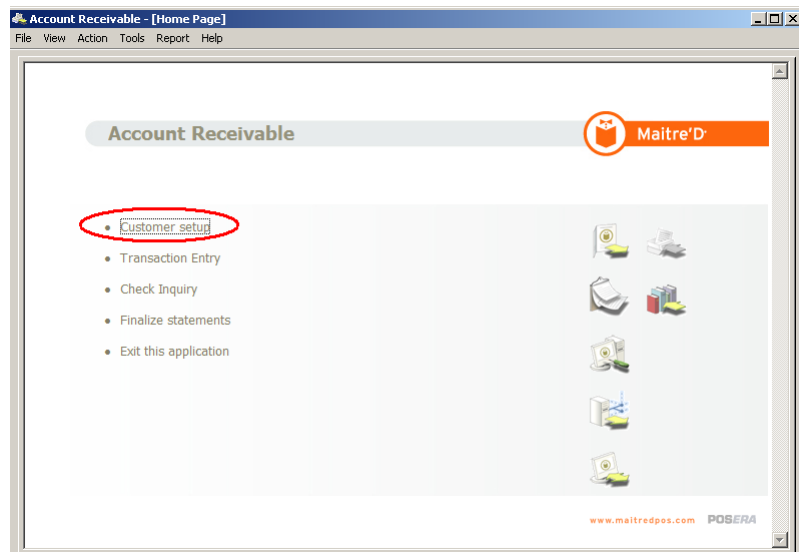
1) Open Maitre'd Back Office and Select "Transaction Entry"



2) Select the student who lost their card and note their balance. Then press "OK"



3) Now Select "Customer Setup"
Then select the student with the lost card.



4) Add “zzOLD” to the front of their name and add a “-1” after their name. (Now they will appear at the bottom of the list when you search names)

Then click the “inactive” checkbox and press “OK”

Customer - Record #489

Code: 00100

Name: zzOLD ABEGG,ELLA -1

Address 1: []

Address 2: []

Address 3: []

Postal Code: []

Reference: []

Phone: []

Inactive

OK Cancel

% to Account: 0.00

Auto Discount: Undefined

Revenue Center: Undefined

Credit Limit: \$ 0.00

Amount Due: \$ 5.33

Total Amount: \$ 0.00

Available Credit: \$ 5.33

Frequent diner Member: Undefined

5) Now click “Add” in Customer Setup to create the new card

Customer number

Code	Description
00100	ABEGG,ELLA
00101	ADRIAN, ALI 5 WAL
00466	ADRIAN,NICK 1 OCON
00144	AHLHEIM SANDY FAC 8TH
00237	AHMED,ZEESHAN 7 DEL
00116	Albanese,Ava P GAR
00614	ALBRECHT,MOLLY 4 LAM
00272	ALBRIGHT,ISAAC 8 WERT
00265	Alexander, Haley P KAEM
00234	ALEXANDER,AVA 6 STOK
00454	ALEXANDER,BEN 2 SCHROPP
00563	ALEXANDER,JILLIAN 4 LAM
00437	ALEXANDER,LUCAS 1 SCHROP
00554	ALEXANDER,MAGGIE 3 FAER
00294	BAIN,LISA 7 RUS
00253	BANNISTER,ANNA 7 TEX

Modify Add Remove

Show record number Close

6) Enter the new card number in the “Code” field and enter the student’s name in the “Name” field

Customer - Record #497

Code: []

Name: []

Address 1: []

Address 2: []

Address 3: []

Postal Code: []

Reference: []

Phone: []

Inactive

OK Cancel

% to Account: 0.00

Auto Discount: Undefined

Revenue Center: Undefined

Credit Limit: \$ 0.00

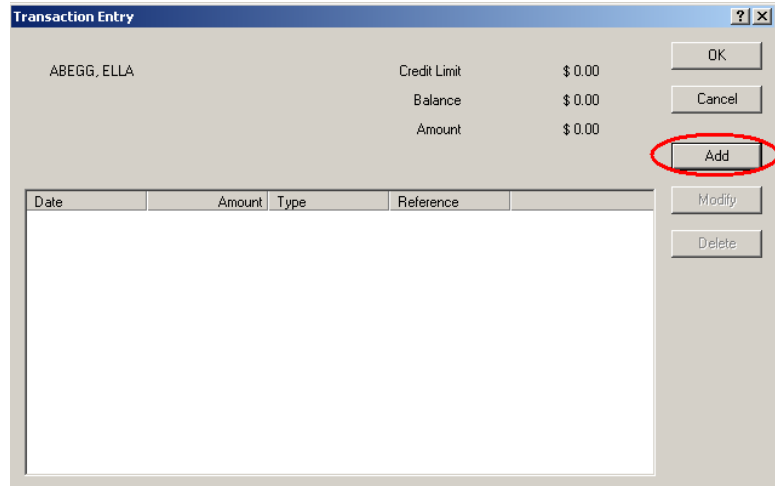
Amount Due: \$ 0.00

Total Amount: \$ 0.00

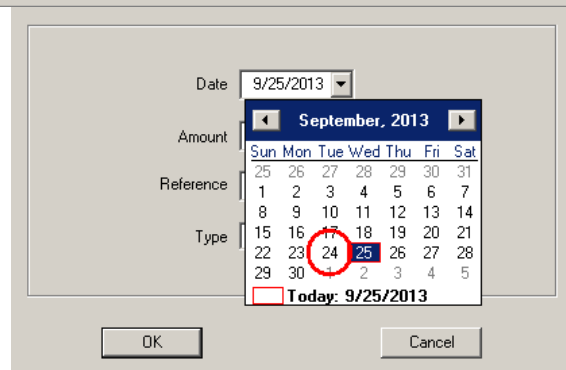
Available Credit: \$ 0.00

Frequent diner Member: Undefined

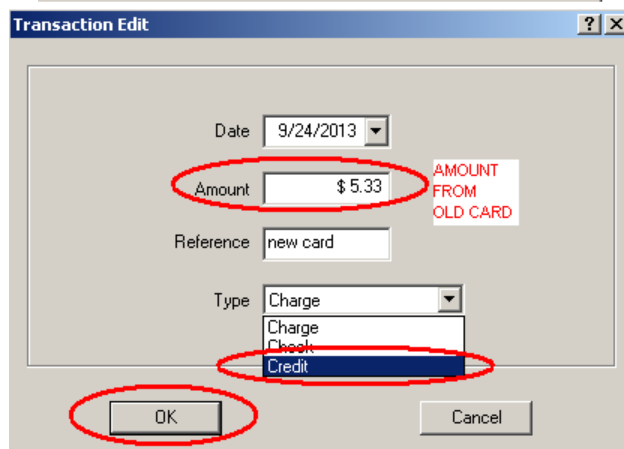
7) Now open “Transaction Entry” and select the new name we just created. Click the “Add” button.



8) Click the red box for today’s date then pick YESTERDAY’S DATE so it doesn’t appear as a deposit for today



9) Enter the balance from the old card in the “amount” field. Make sure to select “Credit” and then click OK



10) Now you can see the record with yesterday’s date and the “balance” should be the same as the lost card. Just Click “OK” and we’re done!

