

Adjust the Balance of a Food Service Account

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Classic View: Point of Sale > Account Maintenance > Account > Journal tab

Search Terms: Journal

Erroneous patron balances can be adjusted to the correct amount using the Adjustment button.

Account Journal ☆
 Food Service > Information > Account Journal

Buttons: New Transaction, Print, Transfer, **Adjustment**

Journal Period
 From: 09/03/2019 To: 09/03/2019 Date Type: Post Date

Transaction List

Post	TX	Description	Patron	#	Debit	Credit	Run Balance
09/03/2019	09/03/2019	Starting Balance					
		Balance		1		\$0.00	
09/03/2019	09/03/2019	Brkfst Meal (Sec)	Emily Smith	1	\$1.25		-\$1.25
09/03/2019	09/03/2019	KJ/SH Deposit	Emily Smith	1		\$20.00	\$18.75
09/03/2019	09/03/2019	Lunch Meal (Sec)	Emily Smith	1	\$2.05		\$16.70

Adjustment

*Customer: Smith, Emily
 *Type: Refund
 *Date: 08/24/2020
 *Amount: \$ 2.05
 *Description: Cashier Error

Adjusting a Patron's Account

1. Select the **Customer**. If the patron has their own individual account, this field will only be populated with their name. If the patron is in a family account, this field will populate with all the patrons within the account.
2. Select the appropriate adjustment type for the action you are performing.

Campus provides the following default values; however, your system administrator can change these options in the [Attribute Dictionary](#).

- **Balance Forward**
- **Bad Debt**
- **Refund**
- **Write-Off**

3. Enter the **Date** of the adjustment.
4. Enter the **Amount** of money being removed or added to the patron's account.

By default, Campus enters an amount that brings the account to zero.

5. Enter the **Description** as to why the account is being adjusted.
6. Click **Save**. The adjustment will appear in the Transaction List and the patron's balance will reflect the adjustment made.