

Manually Disallow Meals

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CDT

Sometimes, you may need to manually disallow meals based off of an error on the Office Error Report (OER). For example, the OER may warn a meal, you investigate the error, and you discover that the meal should be disallowed instead. You can manually disallow this meal on the Manually Disallow Meals page.

1. From the menu to the left, click **Claims**.
2. Select **Manually Disallow Meals**. The Manually Disallow Meals page opens.
3. Click the **Select Center** drop-down menu at the top of the page and select the center to adjust.
4. Click the **Claim Month** drop-down menu and select the claim month to adjust.
5. Click **Create New Disallowance**. A pop-up opens.
6. Check the box next to affected meals on specified dates, as shown below.

Step 1: Select Claim Date(s) and Meals Affected

March 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5
		<input type="checkbox"/> B <input type="checkbox"/> A <input type="checkbox"/> L <input type="checkbox"/> P <input type="checkbox"/> D <input type="checkbox"/> E	<input checked="" type="checkbox"/> B <input type="checkbox"/> A <input type="checkbox"/> L <input type="checkbox"/> P <input type="checkbox"/> D <input type="checkbox"/> E	<input type="checkbox"/> B <input type="checkbox"/> A <input type="checkbox"/> L <input type="checkbox"/> P <input type="checkbox"/> D <input type="checkbox"/> E	<input type="checkbox"/> B <input type="checkbox"/> A <input type="checkbox"/> L <input type="checkbox"/> P <input type="checkbox"/> D <input type="checkbox"/> E	<input type="checkbox"/> B <input type="checkbox"/> A <input type="checkbox"/> L <input type="checkbox"/> P <input type="checkbox"/> D <input type="checkbox"/> E
6	7	8	9	10	11	12
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13	14	15	16	17	18	19
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20	21	22	23	24	25	26
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27	28	29	30	31	1	2
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B: Breakfast **A:** AM Snack **L:** Lunch
P: PM Snack **D:** Dinner **E:** Evening Snack

Cancel Next →

7. Click **Next**.
8. Click the **Children Affected** drop-down menu and select the age group(s) affected by this disallowance. You can also choose **Specific Children** to select specific children to disallow.

Step 2: Select all children Affected

Children Affected

2+ Years olds, 1 Year olds, Infants

2+ Years olds

1 Year olds

Infants

Specific Children

9. Click **Next**.
10. Click the **Disallow Reason** drop-down menu and select the reason you are manually disallowing these meals.

The screenshot shows a window titled "Step 3: Select Disallow Reason & Select Warn status". At the top, there is a progress bar with three steps. The first two steps are marked with green checkmarks, and the third step is marked with the number "3". Below the progress bar, there is a "Disallow Reason" section. It features a dropdown menu currently set to "Meal over capacity". To the right of the dropdown is a checkbox labeled "Warn only". Below the dropdown is a search bar with a magnifying glass icon and the word "Search". A list of reasons is displayed below the search bar, with "Meal over capacity" highlighted in green. Other reasons include "No one was in attendance", "Insufficient quantities v", "Missing components", and "Milk Audit - Whole Milk: 0.09 gal short". At the bottom of the dropdown menu is a text input field labeled "Enter other disallow reason". To the right of the dropdown and checkbox are three buttons: "Back", "Cancel", and "Create Disallow". The "Create Disallow" button is green, while the others are grey. In the background, a table is partially visible with columns for "All 1 Year olds" and "03/01/2022".

11. Check the **Warn Only** box to flag this as a warning only.
12. Click **Create Disallow**.
13. Re-process the affected claim. See [Re-Process Claims](#) for more information.