

Process Claim: Claims Step 4: Review of Errors by Sponsor



NOTE: the dashboard icon “Review Disallowed Meals” is called “Check for Errors or Submit to Sponsor” if logged in as a site-level user. In addition, site-level users do not have a “Process Claim” dashboard button.

The claims process has five steps:

1. Meal validation (“check for errors”) by the site.
2. Review and correction of any errors by the site.
3. Submission to sponsor by the site.
4. Correction of any errors and meal disallowances by the sponsor.
5. Claims creation by the sponsor.

Once a site has indicated that they have completed the review of their meal counts and attendance for the month, the next step is for the sponsor to complete a second review and also disallow any meals. Any errors that have been identified by My Food Program are listed on the “Review Disallowed Meals” screen. Below is a list of all potential errors and the method used to resolve the errors if it is possible. You may be asking the site for additional documentation in order to clear errors. **Sponsors must not resolve errors unless they are genuine, have documentation and a logical explanation. If errors are true violations of CACFP rules and not incorrect input, the corresponding meals will be disallowed in the claims creation process.**

#	ERROR	HOW IT GETS TRIGGERED	HOW TO GET DETAILS	WHAT TO DO NEXT
1	Meals/snacks claimed in excess of the approved total license capacity.	Site Details are configured to “Error” for Licensing Age Range Errors AND a meal or snack has more participants checked in than is allowed by the total licensed capacity.	Disallowed Meals Report will list the meal(s) or snack(s) that exceed the total licensed capacity.	Verify that the license capacities on the site setup page are accurate. If so, meals must remain disallowed. If you have another system to track that licensing is met: Change Site Details configuration to “Ignore” Licensing Age Range Errors.
2	Meals/snacks claimed outside of the operating days.	A meal count is entered for a meal or snack that is not on a day that the facility is open. NOTE: this can only occur if site days of operation are changed in Site Details after a meal count is entered.	Disallowed Meals Report will list the meal(s) and/or snack(s) that were recorded and are now outside the operating days.	Verify the days and meals that the facility is open under “Site Details”. Remove or disallow the meal/snack counts for the days that are outside of operating days.

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3	Meals/snacks claimed outside of the operating hours.	A meal count is entered for a meal or snack that is during a time that the facility is not open. NOTE: this can only occur if site times of operation are changed in Site Details after a meal count is entered.	Disallowed Meals Report will list the meal(s) and/or snack(s) that were recorded and are now outside the operating times.	Verify the times and meals that the facility is open. If accurate, meals must remain disallowed. Remove or disallow the meal/snack counts that are outside of operating hours.
4	Meals/snacks claimed in excess of the approved age range license capacity.	Site Details are configured to "Error" for Licensing Age Range Errors AND a meal or snack has more participants checked in in a specific age range than is allowed by licensing.	Disallowed Meals Report will list the meal(s) or snack(s) that exceed the age range licensed capacity.	Verify that the license capacities on the site setup page are accurate. If so, meals must remain disallowed. If you have another system to track that licensing is met: Change Site Details configuration to "Ignore" Licensing Age Range Errors.
5	Meals which do not meet the USDA meal pattern requirements.	Site Details are configured to validate menus AND a meal or snack does not meet the meal pattern requirements.	Disallowed Meals Report will list the meal(s) or snack(s) that are not creditable.	Verify that the meal or snack menu to accurate as to what components were served. If so, meals must remain disallowed. If you are using another system to track menus: Change Site Details configuration to "Ignore meal validation".
6	Meals claimed that differ from those recorded by the field monitor at the time of the visit.	A meal recorded by a site differs from the meal recorded by a monitor.	Disallowed Meals Report will list the meal or snack that is a mis-match. Visits will have details about the menu recorded by the monitor while the Menu section will have the menu recorded by the site.	Revise the site menu to match that recorded by the field monitor. This is most likely related to specific callouts on units or product numbers. Ex: Blueberries, fresh, lbs VS Blueberries, cups.
7	Meals for which there are no menus.	Site Details are configured to enforce meal validation AND a meal count has been entered for a meal or snack and no menu was entered.	Disallowed Meals Report will list the meal(s) and snack(s) without menus.	Delete or disallow the meal counts. Add a creditable menu that matches what was actually served. If you are using another system to track menus: Change Site Details configuration to "Ignore meal validation".

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8	Meal total count greater than number of participants.	The number of participants checked in for a meal is greater than the number of participants checked in for attendance.	Disallowed Meals Report will list the meal(s) and snack(s) with meal counts greater than attendance.	Verify which count matches reality: the attendance or the meal count (requires another system such as a parent check-in at the door). Delete or disallow meal counts for participants recorded in error, revise attendance if it can be proved.
9	Too many meals claimed for program	This error is only applicable to sites that do headcount meal counts. It is triggered when the site is attempting to claim more than 2 meals and 1 snack or 1 meal and 2 snacks, which would require meal count by name	Site Details will have the meals offered by the site.	Switch the site from Meal Count Method "Headcount" to "Roster" or remove the available meals and snacks to 2 meals and 1 snack or 2 snacks and 1 meal.
10	Meal count is zero for head count based site.	A menu is entered but no participants were marked in for the meal.	Disallowed Meals Report will list the meal(s) and snack(s) without a count entered.	Enter meal counts if they were recorded on a backup (ex: paper or other system), otherwise they must remain disallowed.
11	No licensing age range for participant.	A participant was checked in for a meal and their birthdate is outside the age ranges set in Site Details under Licensing.	Disallowed Meals Report will list the participant that is outside the age range of the facility license.	Verify that the correct the birthdate of the participant was input. The "attends or is enrolled in school" check box determines which age range they are counted against. If you have another system to track licensing: Change Site Details configuration to Ignore "Licensing Age Range Errors".
12	Meal does not meet 2016 meal pattern (Juice).	Site Details are configured to validate menus and juice was included on the menu twice in one day.	Disallowed Meals Report will list the date on which juice was on the menu twice.	Verify that the menu matches what was served. If so, meals must remain disallowed.
13	No whole grain-rich food served on this date.	Site Details are configured to validate menus and no whole grain-rich foods were included on the menu.	Disallowed Meals Report will list the dates on which a whole grain-rich food was missing.	Verify that there wasn't an input error where an enriched food was input instead of a whole grain-rich. If not, meals must remain disallowed.

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14	Meal does not meet 2016 meal pattern (Proteins).	Site Details are configured to validate menus and meat/meat alternate was served instead of grain more than three times in a week.	Disallowed Meals Report will list the dates on which meat/meat alternate was substituted for grain.	Verify that the menu matches what was served, that ONLY a protein was served at breakfast more than three times in a week. If so, meals must remain disallowed.
15	Meal claimed for participant who is a non-CACFP participant	A participant has been marked in for a meal and also flagged as a participant that should not be included in the claims.	Ineligible Participant Report will have a list of participants with the "Include in claims" flag unchecked.	Check the box for "include in claims" for any participants that should be included in the claim.
16	Meal served to participant outside of participant normal schedule	The sponsor has set the policy that meals that are not listed on the enrollment form should be disallowed and a participant has been checked in for a meal outside of their normal schedule without the box "Meal Outside of Schedule" being checked and a reason provided.	The meal count screen will have details about which meals the participant attended. The participant page will have their schedule of typical days and meals.	There are three options to clear this error: 1. change the sponsor policy about disallowing meals outside of the participant schedule 2. adjust the meal counts so that the participant is only checked in for meals that correspond with their enrollment form or 3. provide a reason that the participant is eating meal outside of their schedule on the meal count page.
17	Meal served to participant without check in record	This error applies only to sites using in/out times for attendance. This error occurs when a participant is checked in for a meal when their time in indicates that they were not in attendance at meal time.	The meal count page will have information about the meals that the participant was checked in on. The attendance page will have the time in and time out. Site Details will have information about the meal times.	Adjust any incorrect time in records, meal attendance or meal times.