

To make a manual claim adjustment:

- Click on “Process Claim” on the main dashboard.
- Click on the orange “Sponsor Manual Claim Adjustment” button to the right of the appropriate claim.
 - There will be a summary of the claim for the month at the top.
 - Below that is a list of the claim errors.

There are two ways to adjust the claim:

- Override Error
 - Check the box below the “Override Error?” header for each error message.
 - Click the green “Save Overrides” button below.
 - You will now see the date and authorizer for each of the overrides.
 - These adjustments will be displayed below the “Summary of Adjustments” header.

Error	Participant	F/R/P	Meal	Meal Count	Override Error?	Override Authorized By
Meals claimed for children who are not enrolled in the program	Martin Bailey	A	Breakfast	1	<input type="checkbox"/>	
Meals claimed for children who are not enrolled in the program	Lucy Bennett	A	Breakfast	2	<input type="checkbox"/>	
Meals claimed for children who are not enrolled in the program	Lucy Bennett	A	Lunch	3	<input type="checkbox"/>	
Meals claimed for children who are not enrolled in the program	Lucy Bennett	A	PM Snack	1	<input type="checkbox"/>	

- Manual Adjustment: note that this adjustment will only be reflected on the Claim Summary Report.
 - Scroll to the bottom of the screen, under “Manual Adjustment”.
 - Select the appropriate meal, income eligibility category, increase or decrease, number of meals or snacks, and the reason. Note: it is important to be specific in your reason so you can back up this adjustment if needed.
 - Click the green “Save” button.
 - These adjustments will be displayed below the “Summary of Adjustments” header.

Manual Adjustment

Meal Type	F/R/P	Increase or Decrease	Number of Meals or Snacks	Reason
Select ▼	Select ▼	Select ▼		