

HANDBOOK

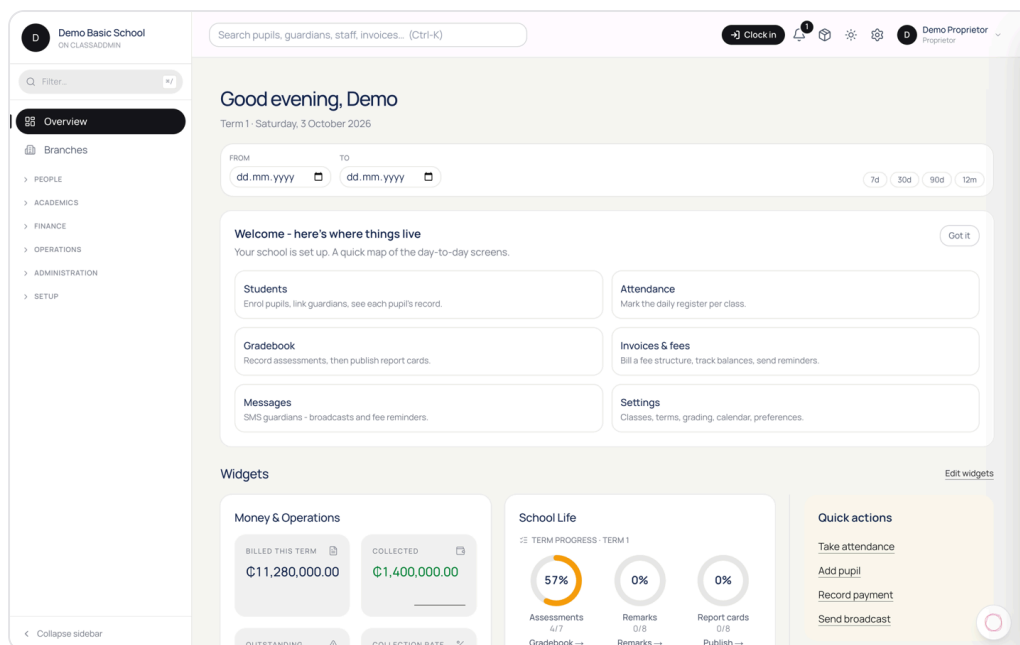
Canteen Handbook

Kitchen and canteen staff serving meals and taking payment.

Getting started

What you can reach, and what you cannot.

1. Welcome to ClassAddmin



ClassAddmin is your school's day-to-day operations cockpit. From a single dashboard you'll track admissions, mark attendance, send invoices, collect MoMo payments, message parents, and run payroll.

The first time you sign in, head to **Overview** - that's the home screen. It shows today's collections, this week's absences, anything that needs your attention, and shortcuts to the things you'll touch every day.

You don't need to be a computer expert. Everything lives in the **left sidebar**: People, Academics, Finance, Operations, Administration. If you can find the right section, you can do the task - every page is built around one job.

Three things to do on day one

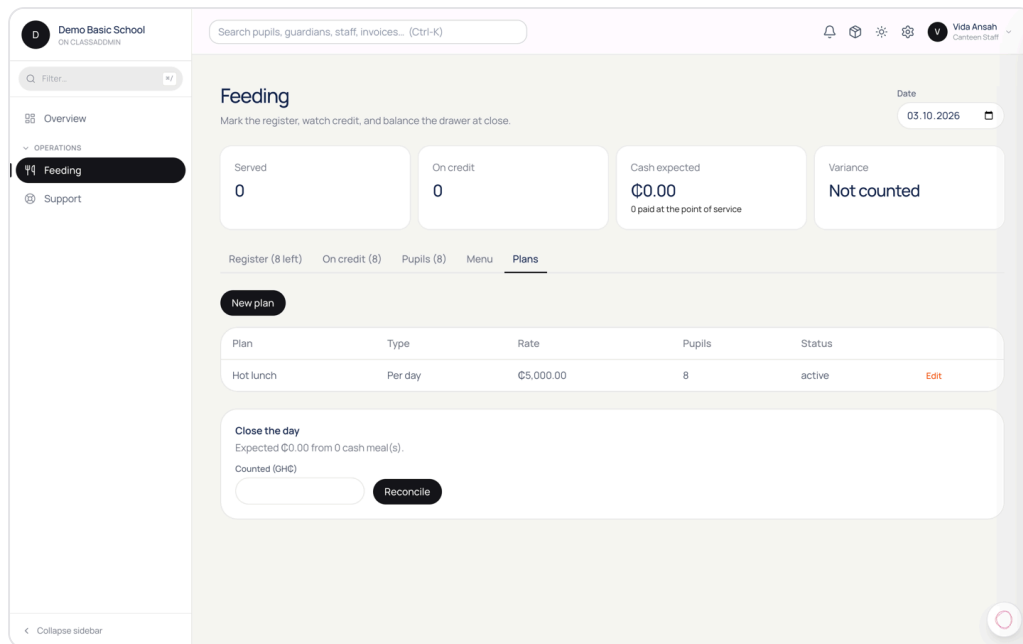
1. **Add your school's logo and contact details** under Settings → School. They appear on invoices, receipts and report cards.
2. **Invite your team** under Settings → Staff. Each person gets a sign-in link by email, SMS or shareable URL.
3. **Open the Help button** (bottom-right corner of every page) any time you're stuck. It searches our guides and can answer questions in plain English.

That's it - explore the sidebar at your own pace. If you ever get lost, the back button works the same as in any browser, and clicking the ClassAdmin logo (top-left) takes you home.

The weekly menu

Publishing what the kitchen is serving each day.

2. Set up feeding plans and publish the weekly menu



Before anyone can be served, feeding needs two things: **plans**, which say what a meal costs and how it's paid for, and a **menu**, which tells parents what's being cooked.

Find both at **Feeding**, on the tabs across the top.

1. Create your plans

A plan is how a pupil pays for meals. Most schools need one or two.

1. Go to **Feeding** → **Plans**.
2. Give the plan a **Name** parents will recognise — for example `Standard lunch`.
3. Choose how it's **Charged**:
 - **Daily** — the pupil has a prepaid balance measured in days. Each meal served takes one day off it.
 - **Termly** — feeding is billed on the termly invoice like any other fee. There's no balance to top up.
4. Set the **Rate** in cedis. On a daily plan this is the price of one meal.
5. Save.

Which to choose

Termly is simpler: it rides on the invoice you already send, and nobody handles cash at the kitchen. **Daily** suits schools where families pay as they go, and it's the only one that gives you the prepaid balance and low-balance reminders.

You can run both at once — some families on termly, others daily.

2. Put pupils on a plan

1. **Feeding** → **Pupils**.
2. Add a pupil, choose their **Plan**, and enter **Days paid up front** if they're starting with a balance.

Only pupils listed here appear on the register. A pupil with no plan is simply not a feeding pupil.

3. Publish the week's menu

1. **Feeding** → **Menu**.
2. For each day, type what's being served — for example `Jollof rice with chicken`.
3. Save the day.

Where the menu shows up

The menu is **what parents see in the app**, on the home screen, for the days ahead. It's the main reason to keep it current: a parent checking whether to pack lunch is the person it's for.

Write it the way you'd say it. `Jollof rice with chicken` is better than `Menu A`.

Common gotchas

- **A pupil isn't on the register.** They have no feeding plan. Add them under **Pupils**.
- **The menu is blank in the parent app.** Nothing has been published for those dates. The app shows the days from today onwards, so yesterday's menu won't appear.
- **You changed a plan's rate mid-term.** New charges use the new rate; meals already served keep what they were charged. That's deliberate — re-pricing the past would change balances parents have already settled.
- **Termly pupils show no balance.** Correct. A termly plan is settled on the invoice, so there's nothing to top up and no balance to run down.

Serving

The daily register, marking who ate, and what it does to a prepaid balance.

3. Serve the feeding register and close the day

The screenshot shows the 'Feeding' screen in the ClassAddmin app. At the top, there's a search bar and a date selector set to '05.10.2026'. Below the search bar, the 'Feeding' title is followed by a subtitle: 'Mark the register, watch credit, and balance the drawer at close.' To the right of the title are four summary cards: 'Served' (0), 'On credit' (0), 'Cash expected' (C0.00), and 'Variance' (Not counted). Below these cards are tabs for 'Register (8 left)', 'On credit (8)', 'Pupils (8)', 'Menu', and 'Plans'. The 'Register' tab is active, showing a list of pupils with their plans and prepaid days. At the bottom of each row are five buttons: 'Ate', 'Paid cash', 'Credit', 'Skipped', and 'Absent'.

Pupil	Plan	Prepaid days	Mark
Abena Agyeman	Hot lunch	0	Ate Paid cash Credit Skipped Absent
Adwoa Mensah	Hot lunch	0	Ate Paid cash Credit Skipped Absent
Akua Boateng	Hot lunch	0	Ate Paid cash Credit Skipped Absent
Esi Darko	Hot lunch	0	Ate Paid cash Credit Skipped Absent
Kofi Darko	Hot lunch	0	Ate Paid cash Credit Skipped Absent
Kojo Mensah	Hot lunch	0	Ate Paid cash Credit Skipped Absent
Kwame Asante	Hot lunch	0	Ate Paid cash Credit Skipped Absent
Yaw Owusu	Hot lunch	0	Ate Paid cash Credit Skipped Absent

The register is the one feeding screen touched every day. You mark who ate, and everything else — balances, arrears, the cash you should be holding — follows from it.

Find it at **Feeding**. The register is the first tab, and its label tells you how many pupils are still unmarked.

Steps

1. Open **Feeding**. Check the **Date** at the top is today.
2. Work down the list. For each pupil, tap one of five marks:

Mark	Use it when	What it does
Ate	The normal case	Takes one day off a daily balance
Paid cash	They paid at the kitchen today	Adds to today's expected cash
Credit	They ate but couldn't pay	Adds to what they owe
Skipped	Here, but didn't take a meal	Charges nothing
Absent	Not at school	Charges nothing

3. The count in the tab drops as you go. When it's gone, everyone is marked.

The distinction that matters is **Skipped** versus **Absent**. Neither charges anything, so it makes no difference to money — but it does tell you whether a pupil who's in school is

choosing not to eat, which is worth knowing.

Close the day

At the end of service, still on the register:

1. Scroll to **Close the day**. It shows the cash you should be holding, worked out from every **Paid cash** mark.
2. Count the drawer and type the real figure into **Counted (GH¢)**.
3. Save.

If the two don't match, that's the point of doing it — you find out the same day, while someone still remembers. Count before you look at the expected figure if you can; it's easy to "find" the number you were expecting.

On credit

Feeding → On credit lists everyone who has eaten without paying, with how much. Its tab shows the count, so you can see at a glance whether it's growing.

Chase these while they're small. A pupil eating on credit every day for a term arrives at a number no family can settle at once.

Common gotchas

- **A pupil is missing from the register.** They have no feeding plan — add them under **Feeding → Pupils**. The register only lists pupils on a plan.
- **You marked the wrong pupil.** Tap the correct mark again; the latest one wins. Marks are per pupil per day, so you can't double-charge by tapping twice.
- **You're marking yesterday.** Check the **Date** box. It's easy to leave it on a previous day after looking something up.
- **Expected cash looks too low.** Only **Paid cash** counts towards it. Meals taken from a prepaid balance were paid for earlier, and credit hasn't been paid at all.
- **A daily-plan pupil ran out mid-service.** Their balance can go negative — they still eat. Mark it **Credit** or take cash, and settle it under **On credit**.

Balances and top-ups

Prepaid days, low-balance nudges, and taking a top-up.

4. Prepaid balances, top-ups and low-balance reminders

Feeding Date: 03.10.2026

Mark the register, watch credit, and balance the drawer at close.

Served
0

On credit
0

Cash expected
C0.00
0 paid at the point of service

Variance
Not counted

Register (8 left) On credit (8) **Pupils (8)** Menu Plans

Pupil

Plan

Days paid up front

Enrol

Pupil

Days to add

Cash taken (GH¢)

Add days

Pupil	Plan	Prepaid days	
Abena Agyeman	Hot lunch	0	Remove
Kwame Asante	Hot lunch	0	Remove
Akua Boateng	Hot lunch	0	Remove
Esi Darko	Hot lunch	0	Remove
Kofi Darko	Hot lunch	0	Remove

On a **daily** plan, a pupil's feeding is measured in days paid up front. Each meal served takes one day off. This page is how days go back on, and how families find out before they run out.

Termly plans have none of this — feeding is on the invoice, so there's no balance.

Take a top-up

1. **Feeding** → **Pupils**.
2. Find the **Pupil**.
3. Enter **Days to add** — for example **20** .
4. Enter **Cash taken (GH¢)** — what the parent actually handed over.
5. Save.

Both boxes matter. Days go on the pupil's balance; the cash is recorded as money received. Filling in days but not cash leaves the pupil fed and your books short.

Letting balances run negative

A balance can go below zero. That's on purpose: a child at the front of the queue at lunchtime should be fed, not turned away over an accounting rule.

What it means in practice is that "out of days" isn't a wall, it's a signal. Watch **Feeding** → **On credit** and settle balances while they're small.

Low-balance reminders

The school can text the paying guardian when a pupil's prepaid days run low, so families top up before it becomes credit.

- It's off unless your school has feeding alerts switched on.
- There's a threshold — the number of days left that triggers the nudge. Three is a sensible default: enough notice to act, not so much that it nags.
- A guardian gets **at most one per day**, so a low balance sitting low over a week doesn't produce a message every morning.
- Only **daily** plans trigger it. A termly pupil has nothing to top up, so texting them would be noise.

What parents see

In the app, a parent sees the days left on each child's balance and can top up from their phone. That's usually easier than cash at the kitchen, and it means the money is recorded without anyone handling notes.

Common gotchas

- **A top-up didn't change the balance.** Check you filled in **Days to add**, not only the cash box.
- **Cash doesn't reconcile at close of day.** Top-ups and meals paid for at the kitchen are different things. **Close the day** counts only **Paid cash** marks on the register.
- **A parent says they never got a reminder.** Check: feeding alerts on for the school, the pupil on a **daily** plan, the guardian marked as the primary contact, and a phone number on their record. Any one missing and no message goes out.
- **The balance looks wrong after a plan change.** Moving between daily and termly doesn't convert an existing balance. Settle or note the balance before switching.

