

Case Study

Kingman Unified School District



Overview

Kingman Unified School District's thirteen schools serve over 2,000 square miles in Arizona. Each day the cafeteria staff of 65 serves nearly 7,400 students. In 2011- 2012, they served over 206,000 breakfasts and 684,000 lunches.

"Data accuracy has greatly improved since implementing Meals Plus. Now we can fix any problems in the cafeteria immediately if they arise and the decreasing number of bad checks since using LunchPrepay.com is a welcome change!"

**-Joyce Dryden
Administrative Assistant**

District Obstacles

With their previous cafeteria management system, Food Service Director Paula Loomis and Administrative Assistant Joyce Dryden had a lot of seemingly "small" issues that, when compiled together, took up hours of their workday. Inaccuracies were common because they couldn't see their cashiers' data in real-time. So hours had to be dedicated to updating reports for a point of sale system that wasn't easy to use. And their online payment system was causing headaches for not only district staff, but parents as well. Parents frequently called the school office to request up-to-date information and the schools didn't have access to it. And because the online payment system wasn't easy to use, more parents opted to pay by checks, which sometimes bounced, increasing the Food Service Department's unpaid lunch debt.

Finding the Answer

Paula and Joyce needed something easier to use with up-to-date data that they could be confident was accurate. They wanted a complete system with more available tools, including Inventory Management. They needed access to their cashier reports immediately to address issues before they became a problem. And the price needed to be right.

Results

After seeing the system in-depth with John Nelson of Meals Plus they exclaimed, "Great! How quickly can we start?!" They now have the ability to monitor all sites from the district office during or after operations, greatly reducing any data inaccuracies. Parents love the ability to access their payment information and even see a full meal history of what their child bought. And when they do have a question, district staff is able to easily assist them. But perhaps best of all is the ease of use that comes with the Meals Plus System, which is reflected in the dramatic decrease in number of support calls for their district.