



Challenge Charter School Reaps the Benefits of an Automated Meal Process Management Solution

The Challenge

With an environment that staff members compared to the ‘Wild West’, Challenge Charter School needed a solution that would allow them to improve management of their School Meal Process. Wendy Miller, Principal & CEO, experienced firsthand how the school’s paper-based processes hindered efficiency.

“Since our Meal & cafeteria processes were manual and paper-based, it was an arduous task to have to compile orders, get payments, serve meals, manage eligibility applications and reports. We spent hours and hours to pull data, reconcile it, and compile into reports,” explained Wendy. “And with our paper-based processes, routine accounting tasks – required significant manual effort.”

Furthermore, the existing manual process required staff to be highly trained. This was quite problematic given the lack of experienced manual resources available in market.

To overcome these challenges, the school sought a comprehensive meal management solution that would automate paper-based processes and remove the burden of maintaining paper records.

Solution would automate all aspects of meal program including applications, orders, payments & reporting.



ABOUT CHALLENGE CHARTER

Founded in 1996, Challenge Charter School (CCS) is a public elementary school serving around 500 students in grades Kindergarten through 6th. CCS is located in Glendale, AZ.

CASE STUDY

Results

The school implemented MealManage during the 2018-2019 school year. The timing of the implementation proved to be fortuitous as it allowed the school to capitalize on the COVID-fueled surge in demand for contactless payments & meal-distribution.

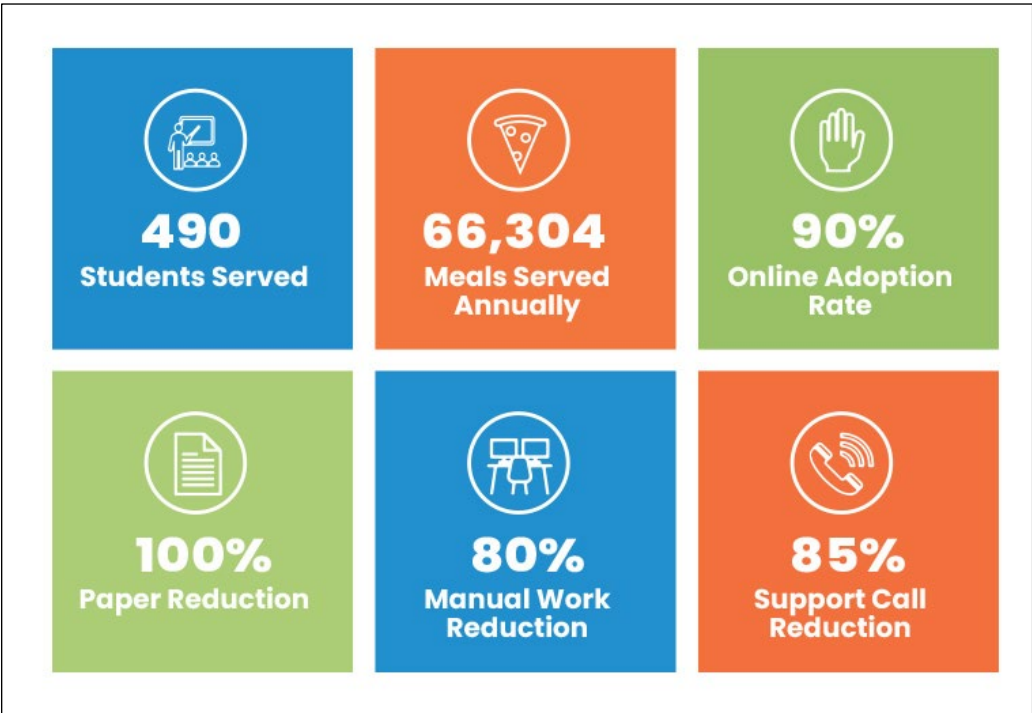
As a result, the school has been able to fully remove paper-based processes. School's adoption around online eligibility applications is 100%. Online payments adoption has grown to an impressive 90%. School has reduced manual effort related to meal & cafeteria process by around 80%. Calls from parents regarding applications, balances & meal orders have reduced by 85%.

High adoption has allowed the school to significantly reduce cash-handling costs and minimize labor-intensive tasks. Despite the high adoption rates, some parents/guardians still prefer to pay using cash and checks. However, processing and tracking these payments have been greatly simplified by using MealManage point-of-sale (POS) solution.

"Even when a student brings cash to school, school-level staff can now digitally record the payment via POS, which is then automatically updated to their account in real-time. This change has delivered significant time-savings for our staff." explained Wendy.

"MealManage has eliminated the need for paper, which has delivered significant time-savings for our staff."

By the numbers



CASE STUDY

“We have been using MealManage for over five years now. It is a great time saver all around for both the parents and the school admin side. Before we used to have to copy each menu and order form for every student, send those home, then the parents would send those paper order forms back to us. MealManage eliminates all of this, huge time saver. It also cuts down on the use of paper. From an IT side, we also have it integrated with our Student Information System so that it exports each night to MealManage. We only have to keep the information current in one system and MealManage does the rest for us when they get the export. As a parent, it is very easy to use. Quick and efficient. You also get an e-mail confirmation once you place the order. Since it is all digital you do not have to worry about losing the order form or never getting one, it goes right to your inbox. I would highly recommend MealManage to any school or organization looking to purchase a meal software program. MealManage team is great to work with.”

- **James MacNamara**
Compliance Officer / Registrar, Challenge Charter School



MealManage online platform helps automate the school meal program end-to-end across districts, schools, caterers / food distributors and parents. MealManage helps schools manage all aspects including menus, meal ordering, POS, payments, meal demand, meal distribution and extensive reporting. MealManage is very parent friendly and works on a wide variety of platforms. We are in schools nationwide, and our platform helps schools save 100s of hours in admin & teachers activity. MealManage is quite cost effective as compared to competition.

Contact us at - contact@mealmanage.com