

## Checking Status for Exported Headcount Documents (A La Carte and Standard Operations)

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Headcount files are created for each headcount station at the time the station is closed-out. There are three files created, they are:

1. C[meal][date][Station][file ID].txt – Cash File
2. H[meal][date][Station][file ID].txt – Headcount File
3. S[meal][date][Station][file ID].txt – Sales File

All three files are created regardless of whether the facility is ALC (A La Carte) or NALC (Non A La Carte / Standard).

These files are stored temporarily in the C:\Program Files\MAXIMUS\SmartCard Foodservice(BackOffice)\AFMIS\out directory. As the files are moved to AFMIS by the FTP process, the files are removed from this directory.

If you open this directory and see files there it means that the FTP has not moved them.

The user can check the FTP status by selecting the view pull down menu, click on FTP status. If the status lines (scroll all the way down) do not show recent times, it means that the FTP has not been operating.

- To open a new FTP session, the user can click on the “setting’ pull down menu and select “FTP Settings”. On the FTP screen click on the disconnect button, wait a minute, and then click on the connect button. Several messages will scroll in the message box.
- Recheck the FTP status. If there are new lines with current times, the FTP did restart and the files should have been moved.
- Recheck the files in the out directory. Files gone means that the AFMIS – Receive Data from POS will populate the headcount tables.

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Follow the steps below to check the status of Headcount data Exported to AFMIS when NO data is received in your AFMIS system:

1. In SmartCard Foodservice (BackOffice), Click on the Start Button on the bottom left of the screen (Task Bar).
2. Highlight the Programs selection.
3. Go to the Right and select (Click On) **Windows NT Explorer**.

4. Click on the plus (+) symbol next to **Program Files**.
5. Click on the plus (+) symbol next to **Maximus**.
6. Click on the plus (+) symbol next to **SmartCard Foodservice(BackOffice)**.
7. Click on the plus (+) symbol next to **AFMIS**.
8. Click on the **Out** folder under AFMIS.

If there are any files in this folder, it means that the File Transfer Program (FTP) has not pushed the data to AFMIS.

A “clear” folder indicates that the FTP has pushed the files to AFMIS or the files have not been created in the BackOffice “Close-Out Station”.

Note: Ensure you have Closed-out your Headcount Stations.

If files have been pushed (clear folder), go back to AFMIS and “Receive Data from POS” one more time before calling system support.

If files are present in the **Out** folder for more than 1 minute then:

1. Minimize the Explore screen.
2. Click on FTP settings.
3. Click on the “Disconnect” button.
4. Let the system rest for about 15 seconds.
5. Click on the “Connect” button.
6. Watch the Status box. A connected message will appear briefly.
7. Close the FTP screen.

Run the “Receive Data from POS” in AFMIS again. If files are still present in the **Out** folder, call system support.