

DO I NEED TO MAKE ONE TRANSACTION PER CHILD?

No! Each lunch order will go to your shopping cart and will stay there until you finish your selections for each child.

Please note that you can copy a choice for one child to another!

CAN I CANCEL/CHANGE OR ADD TO MY INITIAL LUNCH ORDER?

- Yes, changes, additions and cancellations can be made providing they are done during the ordering period each month (as noted in the above grid)
- Changes/Cancellations that result in a credit to your account will be applied to your next order within the same school year only
- A minimum \$20.00 order at checkout will be applied for new or changed orders - otherwise \$1.00 handling fee is charged. If your order change is a even exchange no minimum order fee is applied

WHAT IF MY CHILD FORGOT HIS/HER LUNCH?

Students that forget their lunches will be provided a salad bar only and this will be added directly to your shopping cart. On your next checkout you can include your payment.

DO I GET A CREDIT FOR MISSED LUNCHES DUE TO ILLNESS?

No, as we have already purchased the meal for you.


WHO DO I CONTACT FOR CUSTOMER SERVICE QUESTIONS?

support@orderlunches.com or call 1-800-381-6511 8am to 5pm Mon-Fri PT

WHO DO I CONTACT FOR FOOD SERVICE QUESTIONS?

If you have any questions regarding your food service please feel free to contact: lunchstaff@sjfschool.org

GENERAL INFORMATION

- Orders that are left in the shopping cart will **NOT** be processed
- Days marked with  contain specific messages from your school
- Always view and/or print your child's order after submitting payment to ensure your order is accurate
- A minimum \$15.00 order at checkout for new or changed orders otherwise \$1.00 handling fee is charged.
- If your order change is an even exchange, no minimum order fee is applied

Thank you for using Orderlunches.com!

Dear Parents:

St John Fisher School is pleased to announce that this year we will be using orderlunches.com. Orderlunches.com provides a secure, fast and easy to use, online ordering system that allows parents to view our school lunch menu, order, prepay, and manage your child's lunches on the web.

HOW DO I REGISTER?

1. On or after **6/1/09** go to www.orderlunches.com and click on "register"
2. Complete Parent Account Information and enter the **school password: sjfs70** and click continue
3. Enter student (s) information - first/last name and choose their room/teacher/grade **for the school year 2009/2010** from the drop down menu
4. Click "add student profile" for each child you are registering
5. Click the "finished button" after all student (s) has been added
6. Login with your user name and password (*user name is your full email address & the password is the one created during your registration*)

HOW OFTEN DO I ORDER LUNCHES?

Menus will be posted monthly as noted below.

Menu Lunch Cycle Dates	Order Start Date	Order End Date
Sept 14-30	June 1	August 20
Oct	June 1	Sept 20
Nov	June 1	Oct 20
Dec	Nov 1	Nov 20
Jan	Nov 1	Dec 20
Feb	Nov 1	Jan 20
Mar	Feb 1	Feb 20
Apr	Feb 1	Mar 20
May - June	Feb 1	Apr 20

WHAT IS THE FORM OF PAYMENT ACCEPTED?

Visa, Master Card, debit card (w/Visa or M/C logo) or personal check is accepted

- **Please note** if you pay by personal check your menu will be saved however, you will not be able to make changes or additions during the open ordering period until your check has been received and processed by your school. To check the status of your check clearance go to "order history"
- Please make checks payable to: St. John Fisher School and send to school office

WHAT WILL LUNCHES COST?

- \$3.00 regular size
- \$4.00 extra entrée
- \$1.50 salad bar only