

Dear St. Francis de Sales School Parents,

Attached are the sign up and ordering instructions for the hot lunch program at St. Francis de Sales. Hot lunches are ordered online on my website at <http://hotlunch.richardscatering.net>.

Please feel free to email me, Richard Alcalá, with any questions at [rzuki07@aol.com](mailto:rzuki07@aol.com).

### **New User Sign Up (ONE TIME SETUP)**

The program is very user friendly. It should only take about 5 minutes to complete. Once completed, go to the "Add a Child" section.

1. In your browser, go to <http://hotlunch.richardscatering.net>.
2. Select "Parents [click here](#) to sign up".
3. In the "Parents Sign Up" page, enter your information. Fill in all required fields. Make sure to store your password someplace safe. Select "Save".
4. You should receive the message "Sign up completed. Please activate your account. Activation email sent to your email address."
5. Open your email and select the link. You should see the following message: "Registration Completed. Click here to login." Select the link to login.
6. Login using your email address and password you provided in Step #3. The "Terms and Conditions" screen will appear.
7. Select "Save and Accept Terms". You are now registered.

### **Add a Child**

1. From the left menu, select "Children".
2. On the top right, select "ADD CHILD".
3. Enter first and last name. The campus code for St. Francis is 155. Select "Verify Campus".
4. "St. Francis de Sales" should appear now. Select child's grade and then teacher's name under "Classroom/Division". Select "CREATE". Your student's name should appear.

Repeat steps #1 through #4 for each of your children you would like to enroll.

### **Ordering Hot Lunches**

You will have to order separately for each child you have entered. However, you can duplicate the same order for multiple children. Orders must be placed by 10 PM the night before that month's service begins. Monthly menus are generally available about two weeks before the beginning of the month.

1. From the left menu on the main page, select "Orders", then select "New Order".
2. Select "ORDER" next to your child's name.
3. Next to the month for which you would like to place your order, select "ORDER". The menu will appear.
4. Choose your selections and quantities for each day you would like place an order, then select "Checkout".
5. "Order Checkout" pop up appears. Select "Yes".
6. If you need to place additional orders for other children, select "Continue Order" and follow steps #1 through #4. When you are done ordering, select "Pay Invoice".
7. Review your order(s) and select "Pay" on the top right.
8. The "Multi Order Payment" screen appears, select "Yes".
9. From "Choose Payment Method", select "Online Payment", then select "Proceed".
10. Enter credit card information, then select "Pay total". Visa and Mastercard are accepted.  
The site is PCI compliant and the payment process is completely secure.
11. You should see a "Payment Successful" message.

### **Hot Lunch Guidelines**

- Additional / Second Portions:

Additional portions will not be given to children unless previously ordered by their parents. We ask that you carefully review your child's order with them, making sure that they know what you have ordered for them and if a second portion has been selected. This way your child will not be disappointed in their lunch.

- **Payments / Outstanding Balances:**

Once an order is placed on-line, you must pay for the order by credit card only. You must submit your payment for monthly hot lunch orders at the time you place your order, or your order will not be processed.

## **FAQ**

**Q.** What happens if my child ordered a lunch but is not at school that day?

**A.** Generally, no credit or refund will be given if a child is not at school to receive a lunch. A credit may be given if a family contacts Chef Alcala to cancel an order at least one day prior to lunch service.

**Q.** What happens if my child has no lunch or has forgotten their lunch?

**A.** In an emergency, the Hot Lunch program has a limited number of extra lunches that can be provided to a child that does not have a lunch. This should be a rare occurrence and we ask that you do not take advantage of this privilege. Note that though we may be able to provide your child with a lunch, the child must wait until all lunch orders have been served that day before they can receive their meal. These lunches will be noted on a daily log sheet and the parents will subsequently be billed for the meal.

Hot Lunch Program Assistance:

Mr. Richard Alcala at rzuki07@aol.com or (415) 205-1820