



## SFDS HOT LUNCH PROGRAM ORDERING INSTRUCTIONS

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Hot lunches are ordered online through the school website at [www.saintfrancisdesaleschool.com](http://www.saintfrancisdesaleschool.com). The Hot Lunch link can be found under the Parent Links tab.

Please note that there are a few minor changes to the ordering process that should make it a bit smoother and easier to use. Please email Chef Alcalá with any questions at [rzuki07@aol.com](mailto:rzuki07@aol.com).

### *ORDER PROCESS FOR CONTINUING USERS:*

1. User Name: is the email address you set your account up with
2. Password: your self-selected password. If you have forgotten that, click on the 'Forgot Password?' link and you will be sent a reset password. This happens almost instantly. If you have forgotten which email you used, you can either set-up a new account or e-mail Chef Alcalá for assistance.
3. Once you access your account, **please IMMEDIATELY update your profile with the following:** (this is the default page after logging in)
  - use your first name.
  - for “last name”, use your child’s last name - this is a change in the software and helps with sorting and lists
  - note that you may change your password if you choose
  - click on the Update button to update students
    - enter only child's first name.
    - change current grade - very important!
    - add any students.
    - click the Save button
4. To begin ordering, click 'Order' on the blue menu bar.

5. Select student from the drop-down list on the left. Place order for that student.
6. Click on Submit Order at the bottom of page.
7. Review order, edit if necessary, then CONFIRM ORDER. Only confirmed orders will be saved!
8. Continue ordering for additional children. When you confirm additional orders, you will now see the amounts of multiple orders accumulate.
9. When ordering is complete, go to the payment section and follow the instructions. You can now make one payment for all orders. If you have done some editing and do not see your entire family's orders subtotaled, click "My Orders" from the blue menu bar at the top of the page. You will see a "Make Payment" on the right. It allows you to select the orders (box to the left of each Order ID) you would like to pay. You can also edit or delete orders until they are paid for.
10. Orders can be printed in the My Order menu. If you click on the blue Order ID, a pop-up box with the order summary will appear and can be printed. **It is not necessary to print the coupons.**

#### ***ORDER PROCESS FOR NEW USERS:***

1. Access the Hot Lunch program through the school website at [www.saintfrancisdesaleschool.com](http://www.saintfrancisdesaleschool.com). The Hot Lunch link is under the Parent Links tab on the menu bar.
2. BEFORE entering email, etc. click on New User. Fill in all requested information. The program is user- friendly and will prompt you through. The profile is the user's information except that you need to use your children's last name as this will be the default family name for all lists and sorting of orders.
3. Add new students. Follow all prompts.
4. When this is completed you can begin ordering! Go to 'Order' using the blue menu bar at the top of the page.
5. Order separately for each child. After each order, you will see the Submit Order at the bottom of the page. You are then able to review the order and make changes. You "Confirm" each order as only the confirmed orders will be saved. When you go to place a subsequent order, you will see your first order pop-up. Use the drop-down menu on the left to select another student.
6. The My Orders menu can be used for printing orders if no other prompts works. Clicking on the link will take you to a summary of your orders.

**There is a closing date for ordering Hot Lunch:**

There is a two week period each month when lunches can be ordered and then the system will be closed for ordering.

**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 they want seconds. This way your child won't be disappointed in their lunch, or that they are not given seconds for their meal or dessert.

**Payments / Outstanding Balances:**

Once an order is placed on-line, families may choose to pay for their orders via credit card, check, or cash. It is important that families submit their payment for monthly Hot Lunch orders in a timely manner and at the time you place your order. Payments that are not received within the two week ordering window will be considered past due.

**Hot Lunch Program Assistance:**

Mr. Richard Alcala at [rzuki07@aol.com](mailto:rzuki07@aol.com) or [\(415\) 205-1820](tel:(415)205-1820)

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

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 two days prior to lunch service.

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

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 exception and we ask that you do not take advantage of this situation. Note that although 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 charged for the meal.

Thank You!  
SFDS Hot Lunch Program