

Dear St. Francis De Sales School Parents,

Attached are the sign up and ordering processes 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 with any questions at 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 complete, go to “Add a Child” section.

1. In your browser, go to <http://hotlunch.richardscatering.net>.
2. Select “Parents [click here](#) to sign up”.
3. On “Parents Sign Up” page, enter your information. Fill in all required fields. Make sure to store your password some place safe. Select “Save”.
4. You should receive the message “Sign up completed. Please activate your account. Activation email sent to your email address.”
5. Go to 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. “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. 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 entered. However, you can duplicate same orders for multiple children. Orders must be placed by **5 P.M.**, however you can still order before **9 P.M.** cutoff time with an additional cost the night before 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”. We accept Visa and Mastercard. The site is PCI compliant and the payment process is completely secure.
11. You should see “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 they want seconds. This way your child will not be disappointed in their lunch, or that they are not given seconds for their meal.

- **Payments / Outstanding Balances:**
Once an order is placed on-line, you can pay for their orders via credit card. You must submit your payment for monthly hot lunch orders at the time you place your order, or your order will not be processed. “**Unpaid** order will not be saved”.

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. There will be **no same day cancellation**. A credit may be given if a family contacts Chef Alcalá to cancel an order at least **24hrs.** 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 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.

Hot Lunch Program Assistance:

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