

## **Where is the lunch menu?**

- 1) Log-in to FastDirect.
- 2) From the blue banner at the top of your home screen select – Cafeteria.

## **How do I order hot lunch?**

- 1) The school office will publish the lunch menu and release it for pre-orders on a monthly basis. To help our kitchen staff prepare for lunch we will be stopping preorders on the Friday BEFORE the next week's lunch. For example: If your child wants hot lunch on Tuesday, August 30<sup>th</sup> and Thursday, September 1<sup>st</sup> you will need to have your lunch orders in by Friday, August 26<sup>th</sup> at noon. The rest of the month will still be available for preorders until it becomes the Friday before.
- 2) You will access your FastDirect account to pre-order your lunches (see attached detailed instructions for ordering hot lunch). You DO NOT need to preorder drinks, just the hot lunch menu item needs to be preordered.
- 3) You may change your child's hot lunch order at any time prior to the Friday before at noon. Once this window passes your order has been locked and no additional changes can be made.

## **What happens if I preorder lunch and my child is not at school?**

- 1) If your child is not at school your preordered lunch is **Non-Refundable**.

## **How do I add money to my FastDirect account?**

- 1) From the blue banner at the top of your home screen select - \$/Finance.
- 2) Select – make a payment from the menu on the left.
- 3) Select – add/edit card & bank information (it's a blue hyperlink at the top of the page).
- 4) Enter your preferred payment details (either card or bank information).
- 5) Select – add your card/add your bank account.
- 6) You will be back at the finance home page. Enter the amount you would like to add to your lunch account next to the field titled "Lunch".
- 7) Select – calculate fees and total.
- 8) Authorize the payment.

\*\* If you would prefer NOT to pay through FastDirect you can still add money to your lunch/milk account by dropping off a check or cash at the school office. We can take your card in the office, but you will be subject to a 3% processing fee.

### **When do you charge my lunch account?**

- 1) Your FastDirect account will be charged at the end of the school day that they took hot lunch.

### **If my child forgets their cold lunch, can they get hot lunch?**

- 1) Since lunch is ordered in advanced, we are not able to accommodate day of orders.
- 2) Children who forget their lunch will be given a bowl of cereal and an applesauce. You will be charged \$5 for this meal.

### **My child has a food allergy. Can they take hot lunch?**

- 1) We are **NOT** a certified allergy kitchen. Items may contain allergens and cross contamination will occur in our kitchen. We are so sorry that we can't provide an "allergy free" meal at this time.

## Pre-order Lunch Online } Step-by-Step Instructions

**These instructions explain how to pre-order meals online from a parent/guardian account. Please reference the images below for additional help.**

**Step 1:** Sign in to your parent account.

**Step 2:** Scroll to the bottom of your Home screen (underneath your finance balances). The dates that have been opened for pre-ordering will appear as buttons. Click on a date to place an order for that day.

**Step 3:** Place a check mark for any menu item that you wish to order for your child/children.

**Step 4:** Once the menu items have been selected, click the Submit Order button.

**Step 5:** If an order has been placed, the button for that day will now display the total amount due. There will also be a 'Total' line displayed that will show the total amounts for all pre-orders. **Please note:** This 'Total' amount does not reflect your current lunch balance. Furthermore, the amount of the pre-ordered lunches will not be charged to your Lunch account until the day of the lunch or later.

(Sample Pre-order Buttons)

Dates open for lunch preorders.				
Wed 05/11/2016 0=\$0	Thu 05/12/2016 0=\$0	Fri 05/13/2016 0=\$0	Mon 05/16/2016 0=\$0	Tue 05/17/2016 0=\$0
Wed 05/18/2016 0=\$0	Thu 05/19/2016 0=\$0	Fri 05/20/2016 0=\$0	Mon 05/23/2016 0=\$0	Tue 05/24/2016 0=\$0
TOTAL		\$0		

*Note: A red arrow labeled 'Step #2' points to the Tue 05/24/2016 0=\$0 button.*

(Sample Pre-order Form)

**05/24/2016**  
(future date - pre-orders)

**Chicken Patty on Bun, Pretzels, Corn, Fruit, milk**

- ▼ small salad
- ▼ ▼ milk
- ▼ ▼ ▼

**Special Orders**

Jennifer Hegenauer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		0.00	
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Submit order for Tuesday 05/24/2016

*Note: Red arrows labeled 'Step #3' and 'Step #4' point to the dropdown menus and the checkboxes respectively.*

Dates open for lunch preorders.				
Wed 05/11/2016 0=\$0	Thu 05/12/2016 0=\$0	Fri 05/13/2016 0=\$0	Mon 05/16/2016 0=\$0	Tue 05/17/2016 0=\$0
Wed 05/18/2016 0=\$0	Thu 05/19/2016 0=\$0	Fri 05/20/2016 0=\$0	Mon 05/23/2016 0=\$0	Tue 05/24/2016 1=\$2.65
TOTAL		\$2.65		

*Note: A red arrow labeled 'Step #5' points to the Tue 05/24/2016 1=\$2.65 button.*

For more information about locked pre-order days or viewing the current day's orders, please continue to page 2.

**Note #1:** If you would like to change an order or remove an order, click on the button for the day that you would like to change. When the ordering form appears, make any changes to the order by removing or adding check marks. Click 'Submit Order' again to complete the change process. If any dates have been locked, there will be note at the top letting you know that any locked date will have an (L) next to it.

Dates open for lunch preorders. (L)=no more changes				
Wed 05/11/2016 0=\$0 (L)	Thu 05/12/2016 0=\$0 (L)	Fri 05/13/2016 0=\$0 (L)	Mon 05/16/2016 0=\$0 (L)	Tue 05/17/2016 0=\$0 (L)
Wed 05/18/2016 0=\$0 (L)	Thu 05/19/2016 0=\$0 (L)	Fri 05/20/2016 0=\$0 (L)	Mon 05/23/2016 0=\$0 (L)	Tue 05/24/2016 1=\$2.65 (L)
TOTAL		\$2.65		

**Note #2:** If a date has been locked or if you want to view the current day's order, you are still able to view the menu/orders for that day. Just click on the button for the date you want to view. All locked orders will have a note at the bottom explaining that you will not be able to make any changes.

**05/24/2016**  
(future date - pre-orders)

**Chicken Patty on Bun, Pretzels, Corn, Fruit, milk**

▼ small salad

▼ ▼ milk

▼ ▼ ▼

**Order cost**

drop:  Jennifer Hegenauer   
2.65
Note #2

Orders for Tuesday 05/24/2016 have been locked. (no further changes)

*Thank you for using FastDirect to strengthen your school community. We hope you enjoy the enhanced connection between your family and school.*

**Sincerely,**  
**The FastDirect Team**