Lunch Direct Policies

Lunch Direct is a very sophisticated, but super easy to use, Lunch Ordering solution.

It can support all private school grade levels with classroom or cafeteria delivery. It can handle parent ordering, or school ordering; or a blend of both. It allows parents to set themselves up for ordering using a school code. A local caterer is assigned to support each school. If a school has a caterer and would like to have Lunch Direct use that caterer for ordering and delivery, that can be accommodated. Depending on the school needs, meals can be provided in bulk or individually. A weekly distribution report can be printed on Monday by the school each week, showing by classroom **who** ordered and **what** they ordered for distribution.

The technical description of Lunch Direct would describe it is a Data Base driven, Object oriented, real time system. There is method to the madness but things do not happen in a sequence. It is built to be user friendly and *FAST.* Many things can be happening at the same time. But the system is ensuring hot nutritious meals are delivered to the children, on time. The policies and practices ensure the system supports all of the "players" in a consistent predetermined manner. *It all starts with the order*. The order represents a commitment; a commitment to the parent, the school, and to the caterer

Parents order lunches for their child on-line using color coded menus to select from, and pays on-line with a credit card. Lunch Direct initiates caterer payment with a message to the caterer indicating by day how many meals will be delivered. Meals for the week are paid for by week end. The parent has complete control over the orders, deletions, and changes that are allowed. Service cannot override things like order deadlines. If it is possible, it can be done by the parent using the system.

Lunch Direct sends the caterer a weekly order sheet for each school, showing how may meals to prepare for each menu type the caterer published. The caterer decides when the <u>weekly cut off</u> is set to allow time to purchase, prepare and deliver the food for the following week. Lunch Direct provides a late cut off with the caterer, again considering the time necessary to meet the order. A nominal late fee is available if the caterer can accommodate a late order.

The school is responsible for printing the weekly distribution report which provides the total of meals ordered for each menu type. Each day the school validates the correct number of meals were delivered at the correct temperature. The school then arranges to distribute the meals to the correct classroom and child. Number of meals should be reconciled at time of delivery.

An order is a promise the meal will be delivered each day as ordered. Making sure the children have food. If the parent deletes a meal, a credit is applied to their family account, *to be used on the next order*. They <u>do not lose the value of the meals</u>. This keeps the cost down as credit costs and system expenses are not incurred again.

The *system and policies integrate* the *ordering, preparation, distribution, and payment* processes. The agreement with our caterers is reflected in the Lunch Direct systems and policies. The system will not allow exceptions as the programs and processes are tightly integrated to meet the committed deadlines. This also reflects low costs based on efficiency. Service cannot provide exceptions as it disrupts the flow of the processes. Many of the system functions run automatically, some overnight (note: service cannot accommodate individual change requests, as it does not have access to all components of the process).

The life of an order....

Caterer publishes menus.

Parent signs up for service, agrees to policies that support the system.

Parent orders child's lunches. Cancelations follow the ordering schedule.

Lunch Direct orders next week's lunches from the caterer. *This starts the integrated payment processes to ensure the caterer is paid per agreement.*

Caterer orders next week's food.

Caterer can look ahead to future orders to anticipate product needs.

Lunch Direct updates next week's lunches for Caterer to make minor adjustments in purchasing and production.

Lunch Direct Initiates caterer payment, including late orders.

School prints weekly lunch distribution report.

Caterer prepares meals fresh each day based on the order report.

Caterer delivers meals fresh each day.

School verifies the lunch counts and temperatures each day.

School distributes meals each day using the weekly distribution report; The school is notified to reprint the weekly distribution report if there was a late order.

Note: a parent can delete a meal following the weekly cut-off deadline rules, and receive credits; credits have no value, *but can be used to purchase future lunches*; the no-refund policy includes credits. ***Credits are automatically used first*** to pay for future orders.

Select the Helpful Hints icon **(?)** for a list of topics, and help on each.

The question has come up regarding meals, or credits, and the no refund policy. Enrolling the school and the parent/child in Lunch Direct constitutes use of the system. Services are set up on the ordering system and the payment system to support the processes. The meal pricing covers the set up of the school, parent and school support, operational expenses to administrate system operations and payments, Systems expenses including the auto fill subsystem provided by Elevon. The system is designed to support the order processing and meal delivery schedules. It is specifically built to meet order commitments and support the operational components.

We appreciate your patronage and continue to enhance Lunch Direct to support your lunch ordering experience.

Respectfully,

Service