Quick-Start Overview

This Quick-Start Guide provides an overview of the Lunch Direct system operations. Individual help topics are provided as Helpful Hints in this section for specific topics.

Registration: Each school provides a parent Registration Key. That is used to join the Lunch Direct ordering system. Parent and student(s) data establishes how the system will handle your ordering.

Menus: Menus are published by our caterers. They <u>target</u> for the 15th of each month for publication. If the calendar is not up when you go in to order, please simply check back later. In some instances the caterer needs to work out availability of product to finalize the menu. We are not able to send out notices of actual availability of the menu.

Reminders: You are responsible for ordering your child's lunches. You should put a <u>reminder on your personal calendar</u> as the <mark>first level</mark> of getting your order in. Lunch Direct <mark>attempts</mark> to provide email reminders to our parents for ordering. We do send out a mid-month and then a last-chance end-of-month reminder. As <u>these are sometimes lost</u> it is best not to rely on them, they may make it into your junk mail, they may get blocked at your email hosting provider, or your software.

Month-End Ordering: Always remember to order for the remaining portion of a week when a month ends mid-week.

Must Check-Out: Although some parents like the automatic menu selection (set in the student record), it <mark>still requires checking-out</mark> to *place the order*. Check for your confirmation.

Ordering: Ordering is done on the Order Calendar by selecting the Order Lunches tab on the menu bar, or the order calendar icon on the student line.
- Just select the menu to order from, and touch the days to order for.
- Press the Checkout tab on the menu bar
- Complete the check out with your credit card information

Order Calendar: The order calendar has one or more menu "pages" for a month (Standard, Vegetarian, etc). The name of the calendar menu is at the top and can be changed using the Menu: dropdown. You can order from more than one calendar in a month. Menu days are color coded based on its status:
- <u>Available</u> (yellow) – can be selected by selecting with the mouse
- <u>Selected</u> (green) – has been selected but not yet paid for (NOT yet ordered)
- <u>Ordered</u> (blue) – has gone through the payment process, and will be delivered

Quick-Start Overview

- o NOTE: can be deleted by pressing the Control key and selecting, credits will be applied to parent record and applied to next order.
- Not available (grey) – date passed, no menu published for that day, holiday, etc

Cancellations: To cancel a paid order day, bring up the Order Calendar; then press the Control Key and select the day to cancel. When asked if you really want to, respond Yes and a credit will be placed in your family record for use on your next order (automatically applied).
- NOTE: cancellations follow the same weekly cut-off rules

Cut-Off: A cut-off deadline (midnight on deadline day; noted on the Order Calendar, if available) is set for each school with the caterer. That is provided to the parent by the school. An Extended Deadline day may be set with the caterer. After the weekly cut-off day a parent can still order through the Extended Order day by paying a $5.00 late order service charge for processing. That service charge is for the entire order, not per meal.