



PURCHASE SCHOOL LUNCHES ONLINE AT WWW.ORDERLUNCHES.COM

IT'S THE FAST AND EASY WAY TO ENSURE YOUR KIDS EAT RIGHT AT SCHOOL

Orderlunches.com offers a secure, fast and easy to use, online ordering solution that provides the ability to view our school lunch menu, order, prepay, and manage your child's lunches online.

On **July 17, 2009** registration and ordering will begin. The following information will answer important questions and help guide you through the registration and ordering process.

I AM A NEW PARENT TO THE SCHOOL AND HOW DO I REGISTER?

1. Go to www.orderlunches.com and click "register" at the top of the page
2. Complete Parent Account Information (be sure to create a "personal password")
3. Enter the following unique "school password" (one time use to attach your profile to your school)
Password: *stripes24* (click continue)
4. Enter student(s) information – and select their **grade** from the drop down menu
5. Click "add student profile" for each child you are registering
6. Click the "finished button" after all student(s) have been added
7. Enter your user name (full email address) and personal password that you set during registration to login

I HAD AN ACCOUNT LAST YEAR - DO I NEED TO RE-REGISTER?

1. Parent Profile - No you do not need to register for a new parent profile as it has been retained in the database. Your previous user name (full email address) and password are still active. If you had any unused credits from last school year they are saved in your account.
2. Student Profile – Student information has not been retained. You will need to re-create each student profile with the new school year information. (e.g. grade assignments) This is important for meal ordering and distribution.

Login to your orderlunches.com account with the same user name (full email address) and password you used last school year and follow the steps below:

1. Click on Profile
2. Move to bottom of screen and under "my profiles" enter student first/last name
3. Enter school password: ***stripes24*** and click "add new school"
4. Choose applicable "grade" from the drop down menu
5. Click "add profile" and repeat steps 2, 4-5 for each student you are adding
6. A message will advise you have successfully added profiles; go to select menu and start your order

HOW DO I LOGIN TO MY ORDERLUNCHES.COM ACCOUNT?

Go to WWW.ORDERLUNCHES.COM and enter your user name (**full email address**) and personal password that you set during your initial registration



HOW OFTEN DO I ORDER LUNCHES?

Menus will be posted as noted below. Orders are for 2 months.

Menu Lunch Cycle Dates	Order Start Date	Order End Date
Aug 11 – Sept	July 17	Aug 4
Oct /Nov	Sept 9	Sept 23
Dec/Jan	Nov 10	Nov 24
Feb/Mar	Jan 12	Jan 26
Apr/May	Mar 9	Mar 23

WHAT IS THE FORM OF PAYMENT ACCEPTED?

VISA, MASTER CARD, DEBIT CARD (W/VISA OR M/C LOGO)

CAN I CANCEL/CHANGE OR ADD TO MY INITIAL LUNCH ORDER?

- Yes, changes, additions and cancellations can be made providing they are done during the ordering period each month
- Changes/Cancellations that result in a credit to your account will be applied to your next order
- A minimum \$15.00 order is required for new or changed orders - otherwise \$1.00 handling fee is charged. If your order change is a even exchange no minimum order fee is applied

DO I GET A CREDIT FOR MISSED LUNCHES DUE TO ILLNESS? Please call Yolanda Coleman at Back to the Garden Catering by **10 a.m. on the day of illness** to receive credit. Phone number 770-256-6429


WHO DO I CONTACT FOR CUSTOMER SERVICE QUESTIONS?

support@orderlunches.com or call 1-800-381-6511 8am to 5pm Mon - Fri PT

WHO DO I CONTACT FOR FOOD SERVICE QUESTIONS?

Yolanda Coleman at Back to the Garden Catering – 770 – 256-6429

GENERAL INFORMATION

- Orders that are left in the shopping cart will **NOT** be processed
- Days marked with  contain specific messages from your school
- Always view and/or print your child’s order after submitting payment to ensure your order is accurate
- A minimum \$15.00 order is required for new or changed orders - otherwise \$1.00 handling fee is charged. If your order change is a even exchange no minimum order fee is applied

Thank you for using Orderlunches.com!