How To Order School Lunches Online!

All lunch orders should be placed online using the website order form. To place a lunch order, go to Orgs Online. This is the service that is hosting our lunch ordering system. **(The Orgs Online direct website address is http://www.orgsonline.com.)**

HERE'S HOW TO SUBMIT LUNCH ORDERS…
For First Time Users - select the **CREATE NEW ACCOUNT** option that appears on the left side of the screen under the sign in box. Then (when asked) enter the **school code** which is : 417OLOTACSNC

Next, provide the account setup information requested and submit that information to activate your account.

Each family will have a "Family Account" that shows options such as:
PLACE ORDERS; VIEW ORDERS; VIEW PAYMENTS, VIEW/UPDATE ACOCUNT, AND MORE!

To submit an order….

1) Select **PLACE ORDER** then submit a separate order for each person placing a lunch order.
2) When each order has been submitted, select the **PLACE ORDER** button at the bottom of the page.
3) An Order Confirmation will display on the next page. You can PRINT that using the PRINT button at the bottom of the page.

A confirmation email will also be sent as orders are recorded. If you receive duplicate order confirmations do not worry. Duplicate orders are not possible. To see what you ordered, log into your account and select **VIEW ORDERS.** You will see exactly what the system recorded for each student. You can view and PRINT your orders at anytime.

As orders are submitted, the total amount due for your family is listed under the **CURRENT BALANCE.** After all lunch orders have been submitted, select the **PAY NOW** button to submit your online payment. (The **PAY NOW** button appears in the upper left corner of the screen.) Follow the on-screen prompts to complete and submit your payment. A $1.50 Convenience Fee charge will appear when you view the total amount due. (Note: A "Convenience Fee" when added to the amount due, helps cover processing fees charged to the lunch program when we accept online electronic payments.) This fee is charged per family each time there is an electronic check transaction. To avoid numerous convenience fees you may load a lump sum of money onto your account (no more than $500 at a time). Account balances are zeroed out at the end of each school year. Unused remaining balances become contributions to the school lunch program. There are no refunds. A $25.00 fee will be charged for stop payments and insufficient funds.

If you have any question regarding your payment, select the **VIEW PAYMENTS** option to see if a payment was recorded to your account. You will see exactly what they system has recorded for your account.

Please remember:

- The first time you visit the school lunch website, select the CREATE NEW ACCOUNT to setup your account.
- You will use the school code shown above to activate your account.
- Follow the on-screen prompts to setup your family account.
- You need to place a separate order for each child (or staff member) that is ordering lunch.
- Submit all orders before selecting the PAY NOW button to submit a payment.
- Next time you access your online lunch account you will enter your email address and the password created when you set up your account.
- If you encounter a login problem, use the **GET HELP** button to request assistance. Please do not open more than one account.

If you forget your password at some time in the future -- relax! Select the **FORGOT MY PASSWORD** option to have your password immediately sent to you. An automated attendant will send your password to the email address listed in your account. If you do not receive that email, then select the **GET HELP** option to submit a Trouble Report.

You MUST process each order through until you see the **Order Confirmation** page. Do not stop until you see an Order Confirmation for the order being submitted. The system does not recognize an order until you see the Confirmation Page. We can not process your order if has not been fully submitted & confirmed. If you attempt to order after the cut-off date, the system will not accept your order.

SYSTEM SECURITY AND CONTROLS

- Orgs Online does not store bank information. That information is only stored by the online payment processor as part of their transaction records.
  Note: The payment processor and its agents are required to comply with bank industry security provisions.
- Payment transactions are transmitted as encrypted data.

ORDERING

- You will see an order form for each week of the month.
- Orders can be submitted for any week within the month by selecting that week's order form.
- Orders for each week must be submitted by Wednesday (at midnight) the week prior to ordering.
- Orders may be changed as long as the period you are accessing is till open.
- Once ordering is closed for that week NO further orders can be placed or changed.
- Everyday items such as milk, juice, fruit, snack and ice cream can be ordered online or purchased daily.
- To submit an order less than $2.00 you must have funds in your account.

If you have any questions, please reach out to the Cafeteria Manager, Sonya Mellone at symellone@olaschool.net