



Direct 949.715.3320 | info@sapphireatschool.com | sapphireatschool.com

Dear PCHS Families,

Sapphire at School was founded by Chef Azmin Ghahreman in 2007 with the dream of providing *Every Child with a Healthy Start*. Eighteen years ago, Sapphire at School began working to make the school lunch process a little easier, and a lot better, all the way around. Long before the school lunch quality issue came to the surface, we created a unique lunch program designed to bring a chef-driven alternative to the table and to provide students with a lifetime of well-being and education. We incorporate transparent, and flexible lunch options, with variety, quality, and freshness as the key components to our mission. We present selections of restaurant-quality cuisine that are delicious and appealing, with old favorites re-imagined balancing nutrients and satisfying cravings. We appreciate the opportunity to share our creations with you.

What sets the Sapphire at School apart from others is our commitment to the highest quality of food, which is locally sourced, made from scratch, with tasty recipes created by chefs. Chef Azmin and his team bring experience and passion to nourish students so that they may thrive and be their very best in the classroom. Sapphire at School menus are created by our classically trained chefs, reviewed by our dietitian, and then approved by our students' taste buds. Our team customizes menus based on student and faculty feedback, and sales data. We welcome your feedback and suggestions to ensure there is always something on the menu for our school communities to enjoy.

Sapphire at School utilizes our own online ordering platform. This ordering platform is an integral part of our goal to offer parents and students a secure, convenient ordering and payment process. Please reference the Sapphire at School Portal attachment for links & instructions. All you will need to sign up is your student's school ID, which can be obtained from your school or by contacting the Sapphire at School staff.

Welcome to the Sapphire at School program. We are honored by the opportunity to provide your students with healthy and delicious meals!

Sincerely,

Lauren Rodriguez | Program Manager



Frequently Asked Questions

What are my students' options for ordering food?

Families will have the option to order a la carte, with a wide selection of entrées, snacks, and beverages. All lunches will be labeled with student name, grade, and order. Packaging will be sealed for safe handling when delivered to students.

How do I make Sapphire at School aware of my student's allergies / food sensitivities?

To place an allergy or food sensitivity flag on your student's account, download and complete the SAS Allergy & Food Sensitivity Form. Our team will review and place the allergy notification on your student's profile.

What systems are set in place to protect my student from ordering food with a specified allergen?

When ordering online, the system will block any menu item that contains a specified allergen or food sensitivity. Our team takes great measures to prevent the possibility of cross-contamination of allergens or the existence of nuts in any of our food. We do our best but there are factors that are out of our control. If your student has a life-threatening allergy, we recommend that they bring their food from home.

What is the cancellation policy?

Orders can be placed or cancelled up until midnight prior to the service date on the SAS Portal. When cancelled on the portal, families receive full credit for the cancelled meal. If your student will not be attending school, please be sure to contact us on the day of by phone or email before 5p.m. to cancel and receive a full credit on your account. Any request beyond the service date will not receive credit.

What is your negative balance/ no lunch policy?

Sapphire at School will ensure that no student goes hungry. If a student is without a lunch, an emergency lunch will be provided and billed to the lunch account. An emergency lunch will consist of a sunflower seed butter & jelly sandwich, fresh fruit, snack, and bottled water.

Where can I view my student's order history?

You can view your student's order history on the SAS Portal by selecting your name in the top right-hand corner, then "History, then "Ordering History". A report can be generated by selecting a date range. Each transaction will be separated by date, per student.

**For more information, please email us at info@sapphireatschool.com
or call us directly (949)715-3320**



LUNCH PROGRAM INSTRUCTIONS

Menus, pricing, and ordering will be available online through our Sapphire at School Portal. Complete instructions for setting up your account are included below. All orders may be added/changed/cancelled on the portal by midnight prior to service.

SETTING UP ACCOUNT

Visit <https://portal.sapphireatschool.com/register>

1. Select Account Type - **"Parent"** (even if you are a student).
Tip! If you are a faculty member AND a parent, select Faculty.
2. **Complete Account Details** - Please provide accurate contact information.
3. **Verify Your Email** – Before logging in, check your **inbox and spam** folder for a verification email from Sapphire at School.
4. **Add Student ID** – Once logged in, enter your **Student's School ID number**.
5. If you do not know your Student's ID, please contact the school or email info@sapphireatschool.com

ADDING PAYMENT

6. Select **Add Payment Method**
 - We accept Visa, Mastercard, Amex & ACH.
*There is a 4% convenience fee associated with Credit Card Transactions.
To avoid this fee, upload with ACH- zero fees.
5. **Reload Funds** – Click **"Reload"** and enter the desired amount.
7. **Enable Auto-Reload** – Click **"Manage Auto Reload"** and enter an amount that will automatically top off your account balance when it hits \$5.00.

PLACING ORDERS

1. Under your faculty or Student Profile on the dashboard, click on **Lunch Calendar**.
2. Under the name, you will be able to scroll through the weeks and click on the individual days you would like to preorder for.
3. Once you have selected the day, you will be able to view the menu.
* **Note:** You may submit any serious allergies via an online form
4. Once you have finished your selections, select **Complete Order**.
5. To view your pre-orders, please see **Lunch Calendar** under individual dates.

VIEWING ORDER HISTORY

1. In the **top right-hand corner** of your account dashboard, open the drop-down menu next to your **account name**. Select **My Account**.
2. Click on "History".
 - "Order History" will have a drop- down button **V** and will list the itemized details.

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