

FALLS LAKE ACADEMY

presents

LUNCH!

Featuring



We are excited to be able to offer our students an alternative to home-packed lunches every day! This year, we have contracted with El Rio, George's, TJ's, Rino's and American Hero to provide daily deliveries (different choices on different days). Other vendors may be added during the school year. Payments and orders all take place online, with the first order deadline being **Friday, October 23rd** for the first month. Deliveries begin Monday, November 2nd.

Order School Lunches Online!

All lunch orders must be placed online using the website order form. To place a lunch order, go to www.orgsonline.com and enter code 313FLANC.

****Lunch Ordering Window**

	Ordering Window Opens	Ordering Window Closes @ 12noon	Lunches Served
November-December	October 12 th	October 23 rd	November 2 nd – December 17 th
January	December 14 th	December 28 th	January 5 th – January 29 th
February	January 10 th	January 24 th	February 1 st - February 26 th
March	February 7 th	February 21 st	March 1 st – March 31 st

See instructions on how to use the online ordering system on the back of this page!

HERE'S HOW TO SUBMIT LUNCH ORDERS:

First Time Users - select the **CREATE NEW ACCOUNT** option that appears on the left side of the screen under the sign in box. Enter our school code: **313FLANC**. 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 ACCOUNT, AND MORE!**

After the account is established, you must enter each new student individually using the "Add Student" button.

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 **REVIEW ORDER** button at the bottom of the page.
3. On the Review Order page, select the **SUBMIT ORDER** button to confirm the order.

A confirmation email will be sent as orders are recorded. If you receive duplicate order confirmations, don't 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 any time.

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 below the **CURRENT BALANCE** amount shown on your account's main page.) Follow the on-screen prompts to complete and submit your payment. If applicable, a Convenience Fee charge may appear when you view the total amount due. (Note: the "Convenience Fee," when added to the amount due, helps cover processing fees charged to the lunch program when we accept online payments.)

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

Please remember:

- The first time you visit the school lunch website, login as a **FIRST TIME USER** to activate your account.
- Use the school code shown above -- **313FLANC** -- 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) who is ordering lunch.
- Submit all orders before selecting the **PAY NOW** button to submit a payment.
- The next time you access your online lunch account, you will enter your email address and the password created when you first set up your account.
- If you encounter a login problem, use the **GET HELP** button to request assistance.

If you forget your password at some time in the future -- relax! Select the **RETRIEVE 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. Your order cannot be processed until it has been fully submitted & confirmed.

One last note: if you attempt to order after the cut-off date, the system will not accept your order.

Lunches ordered online using this system will be delivered to FLA on the dates for which they were ordered. Lunches DO NOT INCLUDE beverages! Each child must order beverages separately, when available, or bring his or her own beverages in a juice box, a can, a thermos bottle, a water bottle, a bottle with a screw-on top, etc.

Thank you for using the Falls Lake Academy online lunch ordering system! Happy Dining!