



ACS LUNCH PROGRAM

PROCEDURES AND POLICIES

We have made some updates and improvements to the hot lunch program at ACS this year that will allow for greater variety and also allow us to meet food preparation protocols that meet the sanitation standards that have been set. This year, all lunch ordering and payment will take place through your FACTS Parent Portal (previously ParentsWeb), not My Hot Lunch Box. Our cafeteria manager has created a program with seven different restaurants' catering departments to plan a hot lunch menu with more options and for a 2 week menu. Lunches will be delivered to campus in an individual box that will be delivered to each student at lunch time.

We are excited to announce the lineup of restaurants that you will be able to order from: **Chick - Fil – A, Panda Express, Tijuana Flats, Huey Magoo's, Firehouse Subs, Jason's Deli and Domino's Pizza**. Some of the restaurants will deliver every week and others will deliver every other week. **ALL ORDERS WILL HAVE TO BE PLACED NO LATER THAN 1:00 MONDAY-FRIDAY, ONE DAY PRIOR TO THE DAY YOU ARE PLACING THE ORDER FOR.** This means that you will have to place your order for Monday's lunch by 1:00 PM on the Friday before. It is important that the restaurants and our kitchen manager have time to communicate and prepare, so the order deadline is not negotiable. You will not be able to order after this time. If your child is ill or will not be on campus at lunch time on the day you ordered, it is your responsibility to make arrangements for that food to be picked up by the end of that same day, otherwise it will be thrown out. We cannot store the food.

The procedure to order hot lunch will start in your FACTS Parent Portal and will go as follows:

1. Start on your students home page
2. Select menu/ordering
3. Select create web order
4. Select day/quantity that you want
5. Select submit order/pay
6. Confirm and pay takes you to your FACTS account
7. Select your payment method (best to use ACH)
8. Scroll all the way down and select the green button to pay
9. You WILL get a confirmation once you fully complete the process
10. Once you have completed your order, you will then be able to see on the menu what you ordered and paid for in BLUE. If it is not blue on the bottom of the lunch calendar, you did not fully complete the process. If the item/items are RED, it is not ordered. Please go back and double check for errors.

ALL STUDENTS will be eating lunch in their classroom. They will not be able to purchase snack items from the cafeteria this year. They MUST order items online and it will be delivered to them at lunch time. Each family will need to have a pre- paid account for the cafeteria. You will need to keep a minimum of \$20 in each student account in case your student forgets their lunch or wants to buy a snack or drink. They absolutely cannot pay in cash for anything. When your account reaches a \$10 balance, you will be notified. When your child forgets their lunch, they will have the choice of a Peanut Butter & Jelly Uncrustable or a Corn Dog, bottled water and 1 bag of chips. Your cafeteria account will be deducted or your FACTS account will automatically be billed.