



Lunch Voucher System

Cross Lanes Christian School



WHAT IS IT?

This system simplifies the student lunch program process and efficiency in ordering lunches and handling the money.

DEPOSIT YOUR MONEY:

How

Please use the school money envelopes (available in the school office) to deposit lunch money into your student's account. Clearly print your name, date, and amount on the front of the envelope, under lunch voucher. Turn the envelope into the office or your child's teacher.

How Much

You may deposit any amount your choose, it is recommended that you keep a minimum of \$5.00 in your account. A good amount to consider is one month's worth of lunch monies (and milk/juice money for elementary)

Lunches cannot be purchased if there is insufficient money in the account!

LUNCH ORDERING:

Parents/Students may order their lunch through their "Into Direct" account.

How

- 1) Enter your "Info Direct" account using your ID and Password
- 2) Choose the "Cafeteria" icon on the left.
 - * The current week (by individual day) will show on the middle of the screen.
- 3) To open each day's available lunch item, "click" on the "+" beside each day.
- 4) If you are ordering lunches other than the current week, select the week of lunch orders by "clicking" on the "Calendar" icon.

Ordering

- 1) "Click" on the day of the week under "Menu" in left column.
 - * The available menu item choices will now show below the day chosen.
- 2) "Click" on the item you would like to order from the left column and "drag" it to the correct order date in the right column. Only "drag" the menu item to the correct day it is offered!

REQUIREMENTS FOR ORDERING:

- 1) The student's lunch voucher account must have a positive balance.
- 2) Orders must be placed **no later than noon on day before the lunch** is served.
Example: Tuesday lunch must be placed on Monday by **NOON**.
- 3) **Monday meal orders** must be placed by **NOON** on **FRIDAY!**
- 4) If school is **NOT** in-session (holiday, teacher-in service, snow day, etc..) and you are ordering a lunch for the **first day** back. Your order must be placed by **NOON** on the **last in-session day**.
- 5) You must be sure to place the item ordered **ONLY** on the **day it is offered**.

YOU MUST FOLLOW THE STEPS ABOVE, OR IT MAY APPEAR TO YOU THAT THE ORDER IS PLACED. HOWEVER, IT WILL NOT GO THROUGH THE SYSTEM TO THE SCHOOL AND THE STUDENT'S ORDER WILL NOT APPEAR ON THE FINAL ORDER LIST FOR LUNCH!

ELEMENARY DRINK ORDERS:

Milk/Juice Ordering:

- 1) "Click" on "Side Orders" icon at the bottom of the "Menus" column. Milk/Juice order options will appear.
- 2) "Drag" your total numbered order choice to the **FRIDAY** in the right hand column.
*Milk/ Juice for the **ENTIRE Current Week MUST** be placed on **FRIDAY ONLY!**
- 3) Send a note to the Teacher telling them what days, or times (snack or lunch) that you want your child to receive the drink.
*The teacher will only see total number ordered without note.

YOU MAY ORDER A WEEK OR MONTH AT A TIME!

If the student is at school and **does not** take their ordered lunch, **their voucher account will be charged, as the school has already incurred the cost of the food**

If a student is without a lunch at **anytime** lunchables are available in the school office for \$3.50.



LUNCH ORDERING FREQUENTLY ASKED QUESTIONS



DO I STILL DEPOSIT MONEY THROUGH THE TEACHER/OFFICE?

Yes! Please use the school money envelopes (available in the school office). You may deposit any amount you choose, however it is recommended you maintain a minimum of \$5.00 in your account.

CAN MEAL/DRINK ORDERS BE PLACED IF I HAVE A NEGATIVE BALANCE OR ZERO BALANCE?

NO! Info Direct system may appear to you to accept the order, but it will not go through the system to the school and the student's order will not appear on the final order list.

HOW CAN I TELL IF MY ORDERS HAVE GONE THROUGH?

Normally if you see the order in the left "Order" column your order is placed. If you have any doubts feel free to call the school office to confirm your order is appearing.

WILL MY CHILD GO WITHOUT FOOD IF MY ORDER DOES NOT GO THROUGH?

No! On some meal days there may be extra food available that we can sell the child, if not we have lunchables available for \$3.50 each.

WHEN DOES MY ORDER HAVE TO BE PLACED?

Lunch orders must be placed by **NOON** the day before the meal is served. **MONDAY** meal orders must be placed by **NOON** on **FRIDAY**. All meals/food must be purchased before the day it is served.

IF SCHOOL IS NOT IN -SESSION (HOLIDAY, TEACHER-IN-SERVICE, SNOW DAY, ETC.. ,WHEN DO MEAL ORDERS HAVE TO BE PLACED?

Orders for the next day the **school is in-session** must be placed by **NOON** on the **last day in-session**.

EXAMPLE: Christmas Holiday the order for the first in-session day, in

January, has to be placed by **noon on the last day in-session**, in December, before leaving for holiday. All meals/food must be purchased in advance.

CAN I REMOVE AN ORDER IF I PLACE IT INCORRECTLY?

No, it may appear to be removed, but when you sign in again it will still be there. Call the school office and we will remove it for you.

WHAT IF I GO TO ORDER AND NO MEALS APPEAR ON A CERTAIN DAY?

Meals will not appear on days when there aren't any offered. Please check your school calendar to see if there is no school, early out, etc... If it still appears that meals should show, please call the school office.

HOW DO I ORDER MILK/JUICE FOR MY ELEMENTARY CHILD?

ALL milk/juice orders **MUST** be placed on **FRIDAY** for the **entire current week**.

WILL MY CHILD'S TEACHER KNOW WHEN (DAYS, SNACK OR LUNCH) I WANT MY CHILD TO RECEIVE THEIR MILK/JUICE ORDER?

No, the teacher will only see the total number ordered for the week. Please send them a **note of instruction** for distribution.

MY CHILD IS OLD ENOUGH TO PLACE THEIR OWN LUNCH ORDERS CAN THIS BE DONE?

Yes, students have their own "Info Direct" ID and password. They can order the same as a parent using their "Info Direct" sign-in information.

WHAT DO I DO IF I DON'T HAVE AN INFO DIRECT ACCOUNT?

Call the school office and we will place your orders for you. This can be done on a weekly or monthly basis.

If you have any additional questions please call the school office!