Great News…Lunch Ordering is now Easier than Ever!

Orgs Online is the company MACS has chosen to process our lunch orders. Below are the advantages to this new system.

- Software services eliminate paper order forms and the time it takes to fill out paper order forms.
- Your school's hot lunch order form is displayed on a website.
- All orders are now paid for online using electronic checks (No Credit Cards)…no more paper checks to be turned in.
- Amounts due for lunch orders are automatically calculated for families when orders are submitted.
- Built in bookkeeping system lets families view their orders and payment records online 24/7.
- One Time Easy Registration.
- Fees associated with this program are minimal.
- Orders may be placed weekly or monthly.
- Order confirmations are generated when a lunch order is submitted.
- Messages are posted for class field trips as a reminder not to order for those days.
- Orders can be changed as long as the period you are accessing is still open.
- Everyday items such as Milk, juice, Fruit, Snacks and Ice Cream can be ordered online or purchased daily.

ONLINE PAYMENTS AND CONVENIENCE FEES:

- Your account will be charged a convenience fee of $1.25 per family (not per child) each time there is an electronic check transaction.
- Note: A "Convenience Fee", covers processing fees charged to the lunch program when we accept online electronic payments.
- Order Confirmations will reflect any credit balance to your account.
- To avoid numerous convenience fees you may load a lump sum of money onto your account (no more than $500.00 at a time). The only time you will be charged another convenience fee will be when you need to add more funds to your account. However, remember, 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.
- To submit an order less than $2.00 you must have funds in your account.

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 PERIODS

- 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.
- Once ordering is closed for that week NO further orders can be placed or changed.

GETTING STARTED

All lunch orders should be placed online using the website order form. To place a lunch order, go to our school's website at*: **stanncatholic.org** and click the link for the Orgs Online Software Services. 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 our school code which is: 418SACSNC**
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 student/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 below the **CURRENT BALANCE** amount shown in the upper left corner of the screen). Follow the on-screen prompts to complete and submit your payment. Payment is due when ordered. Unpaid orders will NOT be processed.
 A Convenience Fee of $1.25 will appear when you view the total amount due. (This fee will only appear when a payment is made and or additional funds are added to your lunch account). 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 the system has recorded to 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.

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

Account information / Save for future reference:

Email address   _____

Password   _____