Frequently Asked Questions

What are the options for ordering through Sapphire at School?

Sapphire at School operates the Saints Café for grab-and-go style service. The café is open daily from 7AM-3PM. Food options include a wide variety of breakfast, snacks, beverages, and lunch entrees. Sapphire has an online payment system that provides a convenient way to upload funds and keep track of order history. To maintain fast transactions and a cashless dining system, we require funds to be preloaded to the dining account.

How do I make Sapphire at School aware of 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 something with a specified allergen?

Our PDF menus will detail ingredients and dietary tags for your student's review. In the café, the POS tablet will not allow the cashier to process any menu item, including retail snacks, with a specified allergen. 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.

Where can I view my student's order history?

You can only view your student's order history if you are registered on the SAS Portal. To view itemized receipts, select 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.

Can my student use a debit card or Apple Pay?

Sapphire at School POS system can accept debit card or Apple Pay if there are no funds on the lunch account. We strongly encourage all students to preload funds and set their lunch account to auto-reload to maintain the fastest service possible for all students. After the first week of service, there will be one designated line for debit card and Apple Pay use.

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