



Dear Crean Lutheran High School Families,

Sapphire at School was founded by Chef Azmin Ghahreman in 2007 with the dream of providing *Every Child with a Healthy Start*. Sixteen years ago, Sapphire at School began working to make the school lunch process a little easier – and a lot better – all the way around. Long before the school lunch quality issue came to surface, we created a unique lunch program designed to bring a chef-driven alternative to the table and to provide students with a lifetime of well-being and education. We incorporate transparent, and flexible lunch options, with variety, quality, and freshness as the key components to our mission. We present selections of restaurant-quality cuisine that are delicious and appealing, with old favorites re-imagined balancing nutrients and satisfy cravings. We appreciate the opportunity to share our creations with you.

What sets the Sapphire at School program apart from others is our commitment to the highest quality of food, which is locally sourced, made from scratch, with tasty recipes created by chefs. Chef Azmin and his team bring experience and passion to nourish students so that they may thrive and be their very best in the classroom. Sapphire at School menus are created by our classically trained chefs, reviewed by our dietitian, and then approved by our students' taste buds. Our team customizes menus based on student and faculty feedback, and sales data. We welcome your feedback and suggestions to ensure there is always something on the menu for our school communities to enjoy.

Sapphire at School utilizes our own online ordering platform. This ordering platform is an integral part of our goal to offer parents and students a secure, convenient payment process for our grab-and-go style service. Please reference the Sapphire at School Portal attachment for links & instructions. All you will need to sign up is your student's school ID, which can be obtained from your school or by contacting the Sapphire at School staff.

Welcome to the Sapphire at School program. We are honored by the opportunity to provide your students healthy and delicious meals!

Sincerely,

SAPPHIRE AT SCHOOL
Direct 949.715.3320 |
info@sapphireatschool.com
sapphireatschool.com



SAINTS CAFÉ LUNCH ACCOUNT INSTRUCTIONS

Grab-and-go service will be available daily between the hours of 7AM-3PM for breakfast, passing periods, and lunch. All students and faculty are to register a Sapphire at School lunch account and present ID to cashier.

Pre-load funds to your lunch account in advance to maintain fast contactless payment.

Tip! Set Auto-Reload

**Debit Cards & Apple Pay will be accepted as an alternative form of payment for the first two weeks only. There is a 4% fee on all transactions.*

SETTING UP ACCOUNT

Visit <https://portal.sapphireatschool.com/register>

1. Select Account Type - "Parent" (even if you are a student).
Tip! If you are a faculty member *and* a parent, sign-up as Faculty.
2. Complete Account Details - Please provide accurate contact information.
3. Prior to log in, check your inbox & spam for the verification email from Sapphire at School. Click on the "Verify" button and you will be prompted to log in.
4. After logging in, add your student's ID issued by the school.
 - If you do not know your Student's ID, please contact the school or email info@sapphireatschool.com

ADDING PAYMENT

5. Click on the Payment Method + sign to add your payment method.
 - We accept Visa, Mastercard, Amex & ACH. **There is a 4% convenience fee associated with Credit Card transactions. To avoid this fee, you may set up **ACH**, which pulls directly from your checking account- **No fees!***
6. Once payment method is added, click on "Reload" and input amount.
7. Click on "Manage Auto Reload" to enable auto reload when your account is low.

VIEWING ORDER HISTORY

1. In the top right-hand corner of your account dashboard, open the drop-down menu next to your account name. Select My Account.
2. Click on "History".
 - "Order History" will have a drop- down button **V** and will list the item details by date per student.

For assistance, contact our team at info@sapphireatschool.com or 949.715.3320.



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 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 view your student's order history on the SAS Portal by selecting 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. There is a 4% fee on cc transactions. 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**