



School Lunch Program 2020-2021 Highlights and

Below is a summary of the necessary changes we have to make this year in response to Covid-19.

**The EZ School Apps site will be your go-to resource for everything lunch related-
menu, pre-orders, payments, communication**

<https://www.ezschoollapps.com/ParentLogin.aspx>

**Whether your child will purchase lunch daily or once in a blue moon, you will need
to establish a parent account on the site.**

The EZ School Apps site is your one-stop shop for....

Menus & Pre-Ordering Lunch

- Menus will be available directly from the site.
 - We will no longer be providing a PDF copy to the school for distribution.
- **Unlike in previous years, all food items must be pre-ordered via the site.**
- Orders **must be placed by 8:00 a.m.** on the day of service.
- Once an order is placed, you have until 8:00 a.m. to modify or cancel it.
 - This will be useful especially if your child is sick or unable to attend school that day.
- If you have multiple children, orders must be placed for each child in their own account.
 - This is important because of how meals must be packaged and served due to CDC Covid-19 guidelines.
- You can download a PDF of the menu you ordered. We recommend printing it as it will serve as a great tool to help you keep track of your orders.

Payments

- You must have funds available in your child's account to pre-order lunch.
 - If your child's account is delinquent from last year, the account must be brought current to order.
- Payments made via the EZ School Apps site are applied instantly to your child's account.
 - Due to Covid-19, we are no longer accepting cash or check payments from the school office.
 - Venmo payments will still be accepted. Remember these payments are not applied instantly since they must be manually processed by a Kaldi's employee. More details are later in this guide.

Communication

- Having an established parent account for the site allows us to communicate with you directly via email.
- This is our only way to reach out to you directly about your child's account and the lunch program.

**Let us know if you have any questions or concerns. We can be reached at-
School Lunch Hotline: 513-405-8591 or ga@kaldiscatering.com**

EZ School Apps

Kaldi's Catering uses EZ School Apps, a comprehensive point of sale software system, to manage individual lunch accounts. This system is your one stop shop for the lunch service. It allows you to see the menu, pre-order, and make payments all through a single login. This service is available 24/7 to all registered users.

Note: Cincinnati Bell Fuse accounts automatically reject any messages we send from the EZ School Apps platform. Please consider using another email so that we can remain in communication with you.

EZ School Apps registration is quick and easy at <https://www.ezschoollapps.com/ParentLogin.aspx>

Since this is our only way to communicate directly with you, please be sure to establish the account with an email you frequently check.

EZ School Apps user guides for activating your account, adding credit card information, and pre-ordering can be found at the end of this document.

Menus

Due to Covid-19, menu options are limited and will vary based on the specific limitations of the lunch program at your school.

As the year progresses, we hope to expand the available options.

Menu Item	Price	Example of Offerings
Entrée	\$2.00	Daily cold entrées include cheese sandwich, turkey wrap, peanut butter & jelly sandwich, yogurt parfait, bagel with cream cheese, assorted whole grain cereal with milk.
Side Item	\$1.00	Sun Chips®, pretzels, cheese popcorn, tortilla chips w/ tomato salsa, side salad w/ dressing, banana, whole fresh fruit, applesauce, Mandarin oranges, GoGurt Sticks®

Menus will be available directly from the EZ School Apps site. We will no longer be providing a PDF copy to the school for distribution.

We will do whatever we can to follow the menu as planned. However, occasions may arise due to inclement weather, unscheduled school closures, or other issues that may require us to modify the menu. In these instances, we will inform you of the necessary changes via email as soon as possible.

Pre-Orders Only

Unlike in previous years, all food items must be pre-ordered via the site. Orders must be placed by 8:00 a.m. on the day of service. Once an order is placed, you have until 8:00 a.m. to modify or cancel it. This will be useful especially if your child is sick or unable to attend school that day.

If you have multiple children, orders must be placed for each child in their own account. This is important because of how meals must be packaged and served due to CDC Covid-19 guidelines. You can download a PDF of the menu you ordered. We recommend printing it as it will serve as a great tool to help you keep track of your orders.

Payment Options

Online Payment Options- EZ School Apps and Venmo

Kaldi's Catering offers two different online payment options- EZ School Apps, automatically applied to your child's account, or Venmo, may take up to 48 hours to process payment. Both of these options are secure and convenient ways to manage and pay for your child's school meals. Parents are welcome to use either or both of these services.

Note: Due to Covid-19 safety measures, we will no longer accept cash or check payments made to the school office.

If you are new to making Venmo payments to us for the lunch program, please email us to receive a reference guide. In addition to ensuring privacy, we want to make sure you send it to the correct account.

Note: Payments made this way are not automatically added to your child's account since they must be manually processed. Payments under \$50 per child per transaction will be assessed a \$1.00 processing fee.

Communication with School Administration

Kaldi's Catering reserves the right to share information regarding student lunch balances as well as other issues that may come up pertaining to individual student or family participation in the lunch program with school administrators at any time.

End of Year Procedures

Roll-over for returning students

All remaining funds at the end of the school year will be rolled-over to the following school year for returning students. If a sibling's account is negative, we will transfer funds with the intention of bringing all balances to zero.

NEGATIVE ACCOUNT BALANCES

Negative accounts from the last school year should be brought current as soon as possible whether or not your child's intention to participate in the lunch program.

Accounts with negative balances from 2019-2020 school year that are not paid by October 31, 2020 will be assessed a late fee of \$30. Lunch service will be suspended the following year until there are funds available in the student account and all delinquent charges and fees have been paid. Payments must be made via the EZ School Apps site or Venmo (www.venmo.com- payments made to Collette Thompson @Kaldis, not EZ School Apps).

Please keep in mind if a student who is graduating or transferring has a delinquent balance it will be move to their sibling's account, if applicable.

REFUNDS

Refunds are offered to students who are graduating or transferring.

Any remaining balances will be transferred to a sibling's account. If there isn't a sibling returning to the school, any remaining balance will be refunded either-

- electronically via Venmo (\$1.00 service fee will be assessed), or
- refunded with a check (\$1.50 service fee will be assessed)

All refunds must be requested via the following link no later than June 15, 2021.

<https://tinyurl.com/20-21refundrequest>

Before any balances are rolled over or refunded, any negative accounts for other children in the family will be brought to a zero balance using the remaining funds.

Appendix 1: EZ Parent Center Directions- Parent Sign Up



Easy to Use, Easy on the budget

EZ Parent School Apps Directions Parent Sign Up

**Sign Up for Returning Parents Who Used EZ School Apps POS the Previous Year
(All others scroll down to New Parent Sign Up)**

Parents should contact Kaldi's Catering when any type of support is needed.

Follow the instructions below if you are a returning parent who used EZ School Apps POS the previous year. New parents will scroll down to New Parent Sign Up to create an account and request access to one or multiple students.

Returning Parent Password Setup

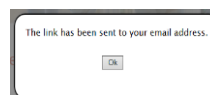
1. Go to <https://www.ezschoollapps.com/ParentLogin.aspx>
2. If you are a returning parent and remember your email address and password just login. If not...
3. Click on Forgot Password.



4. Enter your email address from the previous year. If for any reason it states that there is no such email, you can scroll down to New Parent Sign Up.

A screenshot of the 'Forgot Password' form. It has a title 'Forgot Password' and an 'Email' input field. Below the input field are two buttons: 'Cancel' and 'Send Password'.

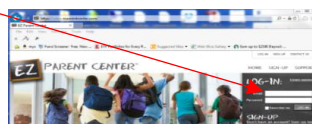
5. Click on Send Password.
6. You will see the following screen.



7. Go to your email account and click on the link to reset your password.

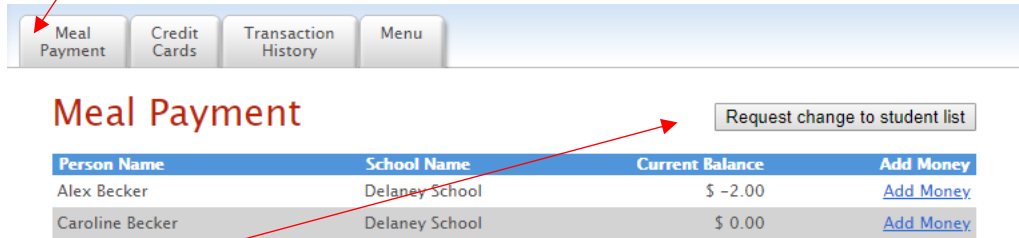
Login

1. Go to <https://www.ezschoollapps.com/ParentLogin.aspx>
2. Login using your email address and password.



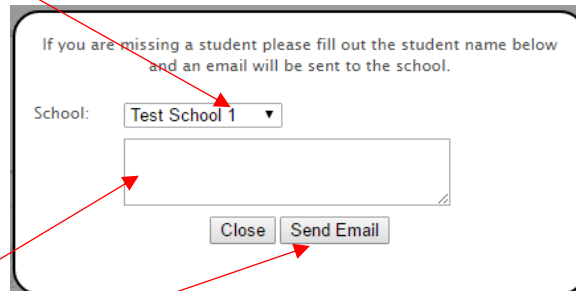
Adding an Additional Student If Students Are Missing

1. Click on Meal Payment.



Person Name	School Name	Current Balance	Add Money
Alex Becker	Delaney School	\$ -2.00	Add Money
Caroline Becker	Delaney School	\$ 0.00	Add Money

2. Click on Request change to student list.
3. The following box will appear.
4. Use the dropdown to choose your school.



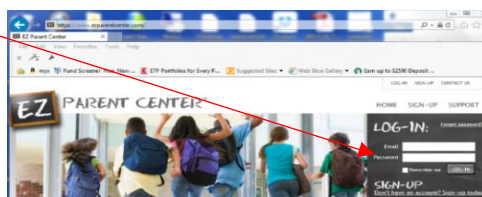
5. Type in the first and last name of your new student.
6. Click Send Email.
7. The school must link your additional student(s) to your account. The time to complete this process can vary.

(Returning Parents can Scroll Down to Adding a Credit Card for Remaining Directions)

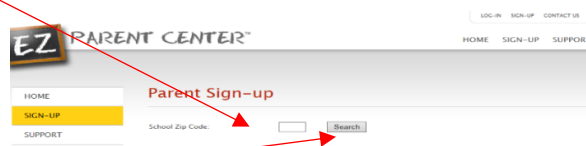
New Parent Sign Up

Below are the instructions for parents to create an account and request access to one or multiple students. After a successful sign-up an email will be sent to the school to approve your account and connect your students to the account. They will contact you shortly after the account has been created. Some of the pages below may or may not exist in your account depending on the access the school gives to the parents.

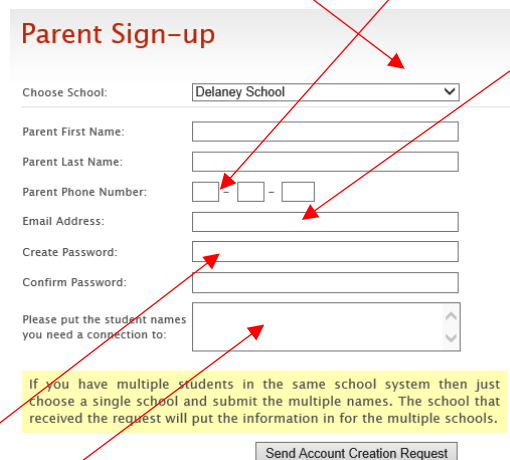
1. Go to <https://www.ezschoollapps.com/ParentLogin.aspx>
2. Click on SIGN-UP.



3. Type in the school's zip code in the box.



4. Click Search.
5. Use the dropdown to select your school. (If you have multiple students in the same school system then just choose a single school and submit the multiple student names. The school that receives the request will put the information in for the multiple schools.)
6. Type in your First Name in the box, the Last Name in the box, your Phone Number and your Email address in the box.



Parent Sign-up

Choose School:

Parent First Name:

Parent Last Name:

Parent Phone Number: - -

Email Address:

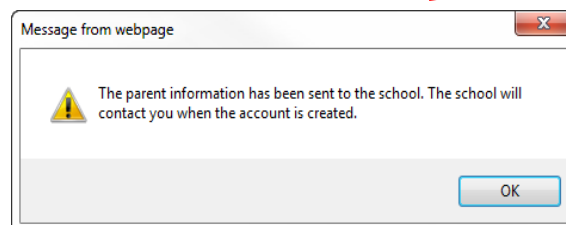
Create Password:

Confirm Password:

Please put the student names you need a connection to:

If you have multiple students in the same school system then just choose a single school and submit the multiple names. The school that received the request will put the information in for the multiple schools.

7. Type in a password in the Create Password box. Then type in your password a second time in the Confirm Password box.
8. Put in the first and last name of each of your students in the final box.
9. Click Send Account Creation Request. (Your registration is successful if you see this box.)



10. You do not immediately have access to the system.
11. The school must activate your account and link your student(s) to that account. The time to complete this process can vary. The school will send an email to you upon completion.

EZ School Apps

Purchase Pre-Order Guide

Overview

Within this guide, you will find the following information:

[How to add a Credit Card](#)

[How to Pre-Order Meals](#)

[How to Make a Payment or Save Your Order](#)

[How to Print Your Final Order](#)

[Transaction History](#)

[How to Request a Student Connection](#)

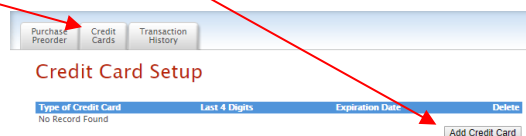
[\(Returning Parents\) Setup Student Homeroom and Grade for the New School Year](#)

[Other Important Notes](#)

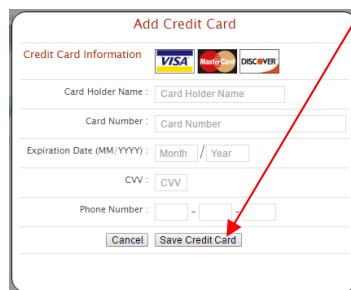
How to Add a Credit Card

The credit card information that you will be submitting here will be stored and processed by Paypal. You do not need to create an account with PayPal to use.

1. Click on the Credit Cards tab, then click Add Credit Card.



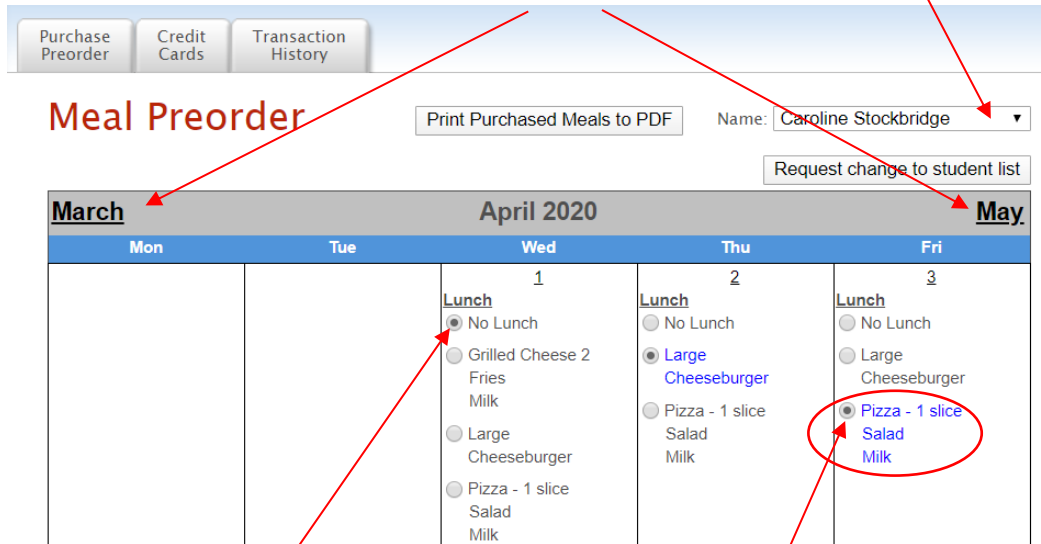
2. Add the above information about your credit card and click on Save Credit Card.

The screenshot shows the 'Add Credit Card' form. It has a title 'Add Credit Card' and a sub-header 'Credit Card Information'. Below this, there are five input fields: 'Card Holder Name', 'Card Number', 'Expiration Date (MM/YYYY)' (with 'Month' and 'Year' sub-labels), 'CVV', and 'Phone Number'. At the bottom of the form, there are two buttons: 'Cancel' and 'Save Credit Card'. A red arrow points from the 'Save Credit Card' button in the previous screenshot to this 'Save Credit Card' button.

3. For safety and security, the only numbers saved on our site are the last four digits of the credit card.

How to Pre-Order Meals

1. If you have multiple accounts to order for, use the dropdown to select the correct one
2. You can change the month by clicking on the month before or after.



The screenshot shows the 'Meal Preorder' section of the application. At the top, there are tabs for 'Purchase Preorder', 'Credit Cards', and 'Transaction History'. Below these, the text 'Meal Preorder' is displayed. To the right, there is a 'Print Purchased Meals to PDF' button and a dropdown menu for 'Name: Caroline Stockbridge'. Below the name dropdown is a button labeled 'Request change to student list'. The main part of the interface is a calendar for April 2020, with columns for Monday, Tuesday, Wednesday, Thursday, and Friday. Each day has a 'Lunch' section with radio buttons for selecting a meal. On Wednesday, the 'No Lunch' option is selected. On Thursday, the 'Large Cheeseburger' option is selected. On Friday, the 'Pizza - 1 slice Salad Milk' option is selected and circled in red. Red arrows point from the instructions to the 'Name' dropdown, the 'Request change to student list' button, and the selected meal options on the calendar.

3. Select lunches by clicking on the button in front of your food item of choice.
4. **IMPORTANT:** When you pre-order meals, you will be required to pay the balance before submitting your order. Once your payment is completed, all **paid items will turn blue** and be sent to the school. If you can't make a payment at this time, your selections will **not** be submitted.

How to Make a Payment or Save Your Order

5. If you scroll down, at the bottom of the calendar/menu, you should see the following:
 - a. **Current Student Balance:** How much money you currently have available
 - b. **Pre-order Amount:** total amount of money on pre-ordered meals.
 - c. **Owed Amount:** Current Student Balance minus the Pre-order Amount

Current Student Balance : \$ 35.00

Preorder Amount : \$ -9.00

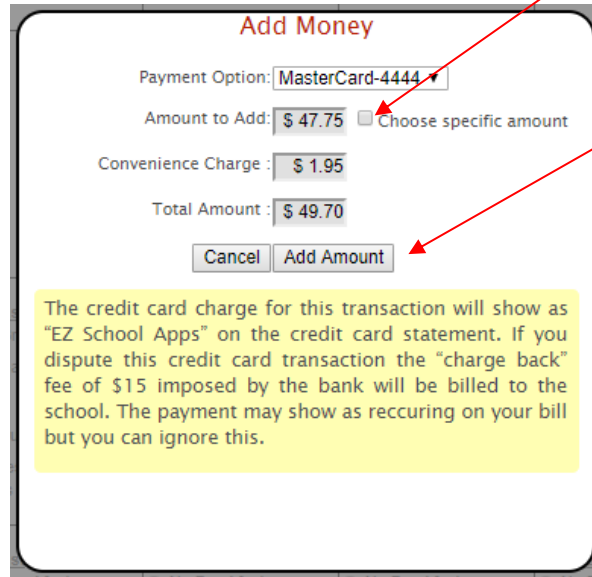
Owed Amount : \$ 0.00

Save/Pay

The foods in the calendar will not be preordered until you click the Save/Pay button and pay with a credit card if required. When successfully purchased the items in the calendar will turn blue.

6. Once you are done choosing your meals, click on **"Save/Pay"** to save your selections. If the Current Balance doesn't cover the Owed Amount, you will get a popup to add money before submitting your order.
7. All the fields will be pre-populated for you, all you need to do is review the details and click **"Add Mount"**

8. If you also wanted to add additional funds, click the on the button before “Choose specific amount”. This will let you edit the “Amount to Add”



Add Money

Payment Option:

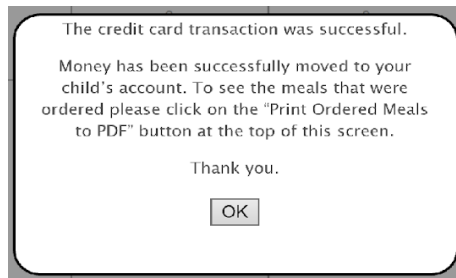
Amount to Add: ☐ Choose specific amount

Convenience Charge :

Total Amount :

The credit card charge for this transaction will show as “EZ School Apps” on the credit card statement. If you dispute this credit card transaction the “charge back” fee of \$15 imposed by the bank will be billed to the school. The payment may show as recurring on your bill but you can ignore this.

9. You will get the following popup box if the transaction is successful.



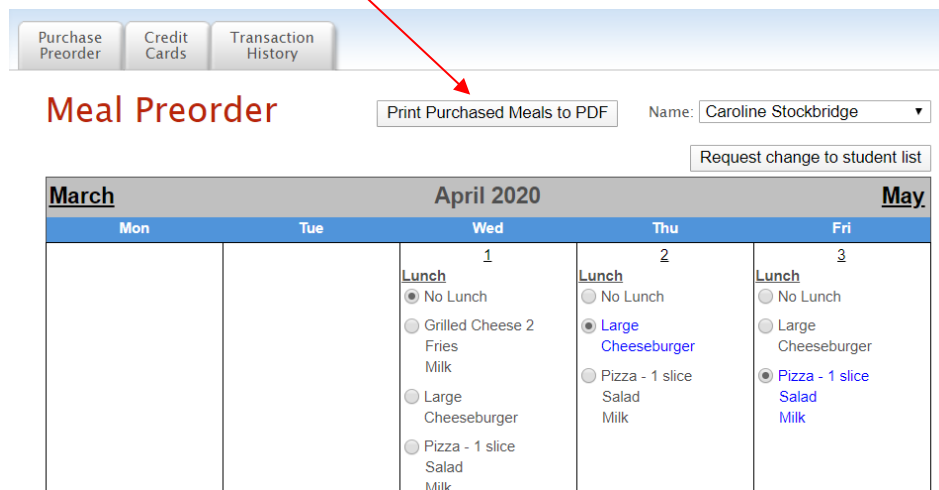
The credit card transaction was successful.

Money has been successfully moved to your child's account. To see the meals that were ordered please click on the "Print Ordered Meals to PDF" button at the top of this screen.

Thank you.

How to Print Your Final Order

You can print your order by clicking on **Print Calendar as PDF** right above the calendar.



Purchase Preorder Credit Cards Transaction History

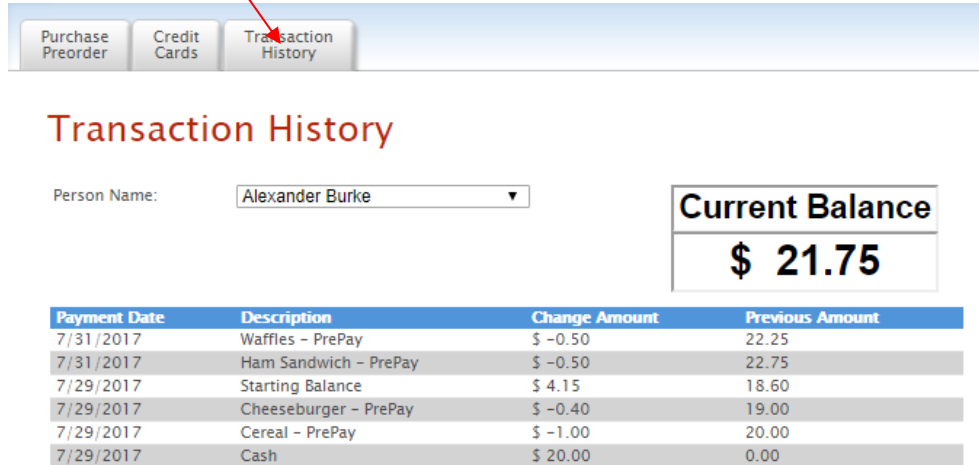
Meal Preorder

Name:

March		April 2020			May
Mon	Tue	Wed	Thu	Fri	
		1	2	3	
		Lunch <input checked="" type="radio"/> No Lunch <input type="radio"/> Grilled Cheese 2 Fries Milk <input type="radio"/> Large Cheeseburger <input type="radio"/> Pizza - 1 slice Salad Milk	Lunch <input type="radio"/> No Lunch <input checked="" type="radio"/> Large Cheeseburger <input type="radio"/> Pizza - 1 slice Salad Milk	Lunch <input type="radio"/> No Lunch <input type="radio"/> Large Cheeseburger <input checked="" type="radio"/> Pizza - 1 slice Salad Milk	

Transaction History

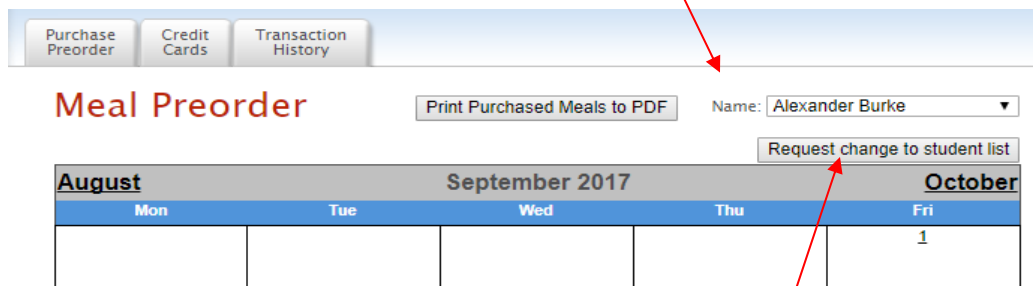
You can check your history of current transactions in the **Transaction History** tab.



Payment Date	Description	Change Amount	Previous Amount
7/31/2017	Waffles - PrePay	\$ -0.50	22.25
7/31/2017	Ham Sandwich - PrePay	\$ -0.50	22.75
7/29/2017	Starting Balance	\$ 4.15	18.60
7/29/2017	Cheeseburger - PrePay	\$ -0.40	19.00
7/29/2017	Cereal - PrePay	\$ -1.00	20.00
7/29/2017	Cash	\$ 20.00	0.00

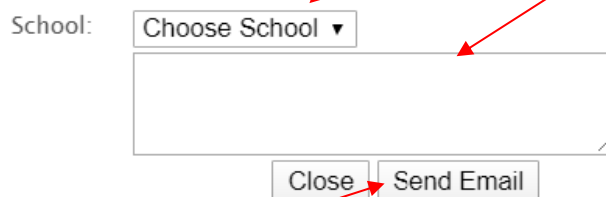
How to Request a Student Connection

Once you log in you can check your student connections in the dropdown menu



If you find that you are missing a student, please click the “Request Change to Student List” and follow these steps

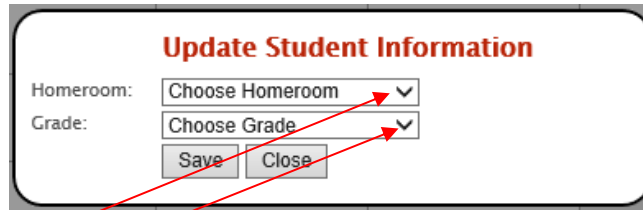
1. In the following popup please select your school and type the student name(s) in the box below



2. Then click “Send Email”, this will inform the school that they need to adjust the student connection
3. Lastly all you must do is wait. Your school will connect your child for you

(Returning Parents) Setup Student Homeroom and Grade for the New School Year

1. If your student(s) has **not** been setup with a Grade and Homeroom for the new school year, you will see the popup below as soon as you navigate to the preorder page (or when switching between students). If the pop-up does not appear then you can skip this setup since the school or caterer may have put in the homeroom and grade for you.

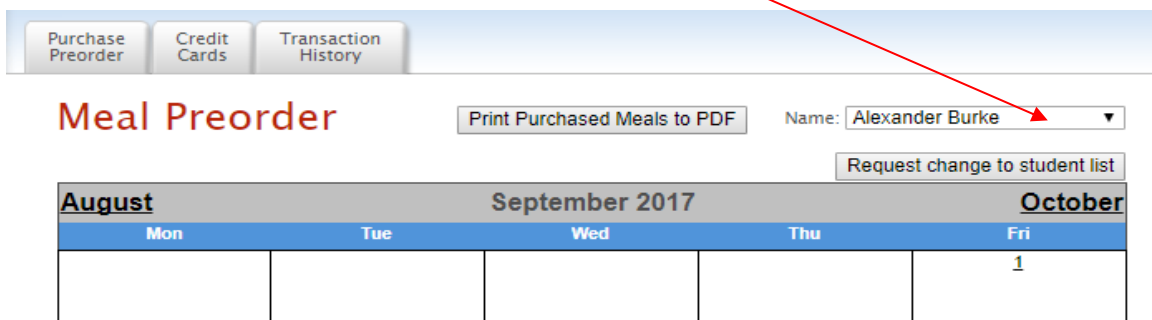


Update Student Information

Homeroom:

Grade:

2. Use the Homeroom dropdown to select your student's homeroom.
3. Use the Grade dropdown to select your student's grade and click Save.
4. If you have more than one student in the school, switch between them here to set their Homeroom and Grade



Meal Preorder

Name:

August		September 2017			October
Mon	Tue	Wed	Thu	Fri	
				1	

5. You will the see the same popup for each of your students.
6. Follow the same directions above to choose the homeroom and grade.
7. If you need to add an additional student, please follow the steps from **How to Connect/Create a Student**.

Other Important Notes

The credit card charge for these transactions will show as “EZ School Apps”, “EZ School Lunch” or “EZ School Payment” on your credit card statement. If you dispute this transaction a “chargeback” fee of \$15 may be imposed by the bank to your school since they are the recipient of the funds.

If your credit card is declined, we recommend trying a different card or calling your credit card company to find out more.

If you find yourself in need of support, you can use the ‘Contact Support’ link at the top-right corner or the “Contact Support” link on the login page. This will send a support request to the school (or caterer) since we only provide the software and are not authorized to make any changes without the direct request from one of the administrators. They are in full control accounts. They should be able to provide you with anything you may need.