

Dear Parents

Welcome to a new year of school lunches. We are hoping that you will consider placing your orders online this year and wanted to send you some tips about using the Lunch Lady online ordering system.

## **ONLINE ORDERING TIPS**

To get started you will need a PASSWORD

Go to [www.thelunchlady.ca](http://www.thelunchlady.ca) >ORDER NOW and click through to the login screen.

Select "REGISTER NOW"

Fill in the required Account Holder Information and Submit.

Go to "My Students" and select "Add a Student" function to set up accounts for your children

Be sure to connect them to a Teacher or "Unknown" if you do not know

Go to "Schedule My Meals" and order.

Pay by Mastercard or Visa/Vis Debit via a secure 3rd party partner. [No credit card information is stored on our site]

Order as little or as often as you like each time. You will receive a transaction report each time you are on our site outlining any activity.

There are cut off times [3 school days notice is required] so try to get your order in a few days in advance. If you find the order window closed [grayed out] just call and I will be happy to help you.

### **A few more tips**

If you know what you wish to order, "Type and Tab" your way through the order grid – no need to scroll thru the drop downs each time

If you have more than one child, ENTER and SAVE after each child and PAY ONCE at the end

To avoid the 10 minute TIME OUT and lose your order, SAVE every now and then if necessary.

Revisit the site anytime to review your order, your order history or make changes by selecting new codes

Delete lunches as required by clicking on the red – [minus] icon beside the lunch date.

If your child has allergies, please call me to arrange a modified meal.

If your child is absent, contact your kitchen prior 8 AM BY PHONE to have the lunch credited to your account [sorry no refunds-credits only]

Please let me know if you have any questions or concerns

Sincerely,

Charles Moir

613-667-9000

