



# ACS LUNCH PROGRAM

## PROCEDURES AND POLICIES

We take pride in the hot lunch program at ACS , as it provides great variety and also allow us to meet food preparation protocols that meet the sanitation standards that have been set. All lunch ordering and payment will take place through your FACTS Parent Portal. Our cafeteria manager has created a program with ten different restaurants' catering departments to plan a hot lunch menu with more options and for a 2 week menu. Lunches will be delivered to campus in an individual box that will be delivered to each student at lunch time.

We are excited to announce the lineup of restaurants that you will be able to order from:

**Back Yard Burger, Chick - Fil - A, Panda Express, Tijuana Flats, Huey Magoo's, KFC, Firehouse Subs, Pollo Tropical, Jason's Deli and Pizza Hut Pizza.** Some of the restaurants will deliver every week and others will deliver every other week. **ALL ORDERS WILL HAVE TO BE PLACED NO LATER THAN 1:00 MONDAY-FRIDAY, ONE DAY PRIOR TO THE DAY YOU ARE PLACING THE ORDER FOR.** This means that you will have to place your order for Monday's lunch by 1:00 PM on the Friday before. It is important that the restaurants and our kitchen manager have time to communicate and prepare, so the order deadline is not negotiable. You will not be able to order after this time. If your child is ill or will not be on campus at lunch time on the day you ordered, it is your responsibility to make arrangements for that food to be picked up by the end of that same day, otherwise it will be thrown out. The kitchen manager must hear from you no later than your child's lunch time. We cannot store the food.

The procedure to order hot lunch will start in your FACTS Parent Portal and will go as follows:

1. Start on your parent's login page – lunches cannot be ordered under the student log in.
2. Under student tab select lunch -Select each student individually and create order
3. Select ordering, students name again and date you want to order. Here you can select the Items, day and quantity that you want.
4. Select submit order/pay
5. Confirm and pay takes you to your FACTS account
6. Select your payment method (best to use ACH)
7. Scroll all the way down and select the green button to pay
8. You **WILL** get a confirmation once you fully complete the process
9. Once you have completed your order, you will then be able to see on the menu what you ordered and paid for in **BLUE**. If it is not blue on the bottom of the lunch calendar, you did not fully complete the process. If the item/items are **RED**, you did not complete your order and your student will not receive a lunch. Please go back and double check for errors. Please pay attention to this. You can avoid most issues by making sure this process is completed properly. You will need to complete this process for each student separately.

Each family will need to have a pre- paid account for the cafeteria. You will need to keep a minimum of \$20 in your account in case your student forgets their lunch or wants to buy a snack or drink. They absolutely cannot pay in cash for anything from the cafeteria. When your child forgets their lunch, they will have the choice of a peanut butter and jelly Uncrustable or a corn dog, bottled water and 1 bag of chips. This is paid from the pre-paid account. Forgetting lunch is not meant to be a regular occurrence. When your child forgets their lunch it creates a back up in the kitchen and then other classes receive their lunches late. Please make sure your student isn't doing this on purpose just so they can receive something from the cafeteria. If this becomes excessive, this service will become unavailable.