

# St Mary Visitation Lunch

Your standard meal price this year will be:

7.25



Meals are easily ordered through our online ordering system. Login at:

<https://smv.h1.hotlunchonline.net>

Instructions for registering, as well as ordering policies, are attached below.

**We look forward to serving your Gladiator!**

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## **New Users: Setup your account following these instructions:**

1. Go to: <https://smv.h1.hotlunchonline.net> (bookmark/add this page to your favorites for easy access).
2. Click "Create an account" and follow prompts.
3. **This will take you to the HotLunchOnline homepage.**

## **Adding Students:**

1. Select the "Student" Tab.
2. Select "Add a Student".
3. Enter the Students Last Name, First Name, School and Grade. Press Submit. Repeat for additional students.

## **Ordering Your Meals**

1. Select the "Order" tab.
2. Select your student from the drop down menu (top right of screen).
3. Select meals by clicking the item you want. A complete description will show in a pop-up window. Add desired items to cart.
4. You can order for all your students in the same cart, change between the users by clicking on their name at the right corner of your calendar.
5. After making your selections, click the "shopping cart" button at the top of the page, or "review order" at the bottom.
6. Review your order. To change your order, click the "Change" or "clear cart". If your order is correct, choose payment method (Credit Card or Check), and click "Pay Now". The credit card option can also be used for bank accounts.
7. IF USING A CREDIT CARD or Bank Account, you MUST press "Pay Now" again, after selecting the desired payment profile.
8. After you have completed your order, please view your "history" tab to verify your order has been placed correctly. Successful orders will receive a confirmation email with an order summary and a payment receipt.

## **Cancelling Meals:**

Go to the "Order" tab to change an order. Click on the ordered item (appears in WHITE) to cancel/credit a purchase. Credits can be used against future purchases. This must be done 2 FULL days in advance for Tuesday – Friday, Monday changes must be done 3 days in advance (i.e. an order for THURSDAY would need to be changed before 11:59 P.M. on MONDAY)

## Lunch Order Policy for Parents

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To ensure the correct quantity of food is prepared for school lunch, the following policies apply:

- **SMV Office:** All questions, concerns and payment disputes will be handled by calling **262-716-3899** or emailing **Zappa2015@yahoo.com**. St Mary's Visitation Parish School Office will not be able to handle these matters.
- **Advance ordering:** Orders may be placed a minimum of 7 days in advance, and may be placed as far ahead as are posted. There are no same day meal orders taken.
- **Order changes:** An order may be changed a minimum 2 business days in advance (48 hours before the day of service), except for Mondays are required to be done a minimum of 3 days in advance.
- **Ordering an Emergency Lunch:** If you miss the regular order deadline, an emergency lunch option will be available to order until 4pm the day before service. This meal will be charged at an additional \$3.00 and must be placed with Jake or Heather at 262-716-3899 and must be paid via check.
- **Sick days:** If your student is ill, an order can be changed or cancelled per the above policies. In the event of a one or two-day absence, a refund will not be given.
- **Snow days:** If your school declares a snow day, a refund will not be given. Credits will be given for future lunch orders.
- **Check Orders:** Check orders MUST be mailed to address listed on website (930 Fleet Foot Drive Waukesha, WI 53186). Checks will not be accepted by SMV School Office, nor by Zappa Family in person. The company reserves the right to restrict payment by check for any person/family for any reason with or without due cause. All returned checks can face a returned check fee up to \$50.

*\*\*Although we understand sick days and snow days are unexpected, we cannot refund these meals because the food is purchased and prepared in advance.\*\**

**We look forward to serving our students throughout the school year!**