KALDI'S

August 8, 2022

Welcome to a new school year!

The Kaldi's Catering team is looking forward to serving your children nutritious, great-tasting food that supports their achievements in school and promote healthy lifestyles. We offer a variety of meal choices with one goal in mind- to provide outstanding service while serving high-quality, "kid-friendly" meals that meet or exceed the latest federal and state requirements.

The focus of our lunch program isn't just about the students; it's for you, the parents. We want to help make life a little easier and free up your valuable time so can spend your precious minutes with your family and not packing lunches. For approximately $25 a week, your child can have a healthy and delicious lunch they will enjoy eating.

The following is a parent handbook pertaining to our lunch service. Please keep it handy so, you can use it as a resource throughout the school year.

If you have any questions or concerns, please do not hesitate to contact us at-

School Lunch Hotline: 513-405-8591 or cps@kaldiscatering.com

Thank you for the privilege of being part of the Cardinal Pacelli community and honor to feed your children. And cheers to a great school year!

With much appreciation,

Jeremy Thompson
owner & operator

School Lunch Program
2022-2023
Handbook with Highlights

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

https://www.ezschoolapps.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.**

New This Year

- You will see four categories in the online ordering system: Entrées, Sides, Make it a Meal, and Beverages.
- Due to supply chain issues, we have streamlined our side options two categories. The options are: fruit/vegetable side and everyday snack side.
- If you select the Make it a Meal option when purchasing an entree, your child will receive two sides of their choice for and additional $2.00, a $.50 savings.

Menus & Pre-Ordering Lunch

- Menus will be available directly from the site.
  - 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.
- If you have multiple children, orders must be placed for each child in their own account. This ensures we have meals ready for each specific lunch period.
- Orders **must be placed, modified, including cancelations, by 8:00 a.m.** on the day of service.
  - NOTE: Kaldi's is not responsible for refunding any item not canceled by the parent by 8:00 a.m. for any reason. This includes if your child is sick, not attending school for any reason, or no longer wants or needs (ex: a field trip day or early dismissal/ late arrival) an item.

Payments

- You must have funds available in your child's account to pre-order lunch.
  - If you 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 the must be manually processed by a Kaldi's employee. More details are later in this guide.

Communication

- Having an established parent account on the site allows us to communicate with you directly via email.
- This is our only way to communicate with parents directly about the lunch program and student accounts

Let us know if you have any questions or concerns. We can be reached at-
School Lunch Hotline: 513-405-8591 or cps@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 and your child's order history, 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.ezschoolapps.com/ParentLogin.aspx

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

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 the supply chain shortages, 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 Category	Price	Example of Items
Entrées	$2.50	Daily cold entrées include turkey wrap, peanut butter & jelly sandwich, yogurt parfait, bagel with cream cheese and soup of the day. Hot entrees, like waffles, cheeseburgers, chicken tenders, pizza, spaghetti & meatballs, etc., will rotate throughout the week.
Daily fruit & vegetables side	$1.25	carrot sticks and ranch, cucumber slices, grapes, watermelon slices, applesauce, banana, whole fresh fruit, Mandarin oranges, pineapple tidbits
Daily snack	$1.25	Everyday sides are available which include, Sun chips, baked pretzels,

items & featured side		Smartfood popcorn, Rice crispy treats, Goldfish crackers, etc. Daily hot items rotate to include mashed potatoes, smile fries, garlic bread, side of soup, etc.
Make it a Meal	$4.50	When you make it a meal, your child will receive two side items of their choice. This is a $.50 savings from purchasing sides a la carte. Note: This will only accrue if the student buys everything in one trip through the line or if it is pre-ordered.

*Prices may adjust throughout the school year due to supply issues

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, because of the current supply chain issue realities and other occasions such as inclement weather, unscheduled school closures, or other issues we may require us to modify the menu as necessary.

Pre-Orders Only
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. Kaldi's is not responsible for refunding any item not canceled by the parent by 8:00 a.m. for any reason. This includes if your child is sick, not attending school for any reason, or no longer wants or needs (ex: a field trip day or early dismissal/ late arrival) an item.

If you have multiple children, orders must be placed for each child in their own account.

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 options are secure and convenient ways to manage and pay for your child's school meals. Parents are welcome to use either or both 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 the must be manually processed. Payments under $50 per child per transaction will be assessed a $1.00 processing fee.

If you choose to pay as a service, the fees will be deducted from the amount entered into your child's account.

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.

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

Non-Returning Students

If a student is not returning the following school year, whether it is because they are graduating, transferring, or any other reason, no refunds will be offered for remaining balances.

However, if they have a sibling returning to the school, any remaining balance will be transferred to their account. A fee of $2.00 will be applied to all transfers.

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 2021-2022 school year that are not paid by October 31, 2022 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.

Easy to Use, Easy on the budget

EZ Parent Center Directions
Parent Sign Up and Meal Payment

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

Parents should contact your school (or caterer) when any type of support is needed. You can use the following link https://www.ezparentcenter.com/Site/EZParentCenter_Contact.aspx to reach them.

Follow the instructions below if you are a returning parent who used EZ School Lunch 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 www.ezparentcenter.com .

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.

5. Click on Send Password.

6. You will see the following screen.
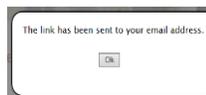
7. Go to your email account and click on the link to reset your password.

Login

1. Go to www.ezparentcenter.com .

2. Login using your email address and password.

Adding an Additional Student If Students Are Missing

1. Click on Meal Payment.
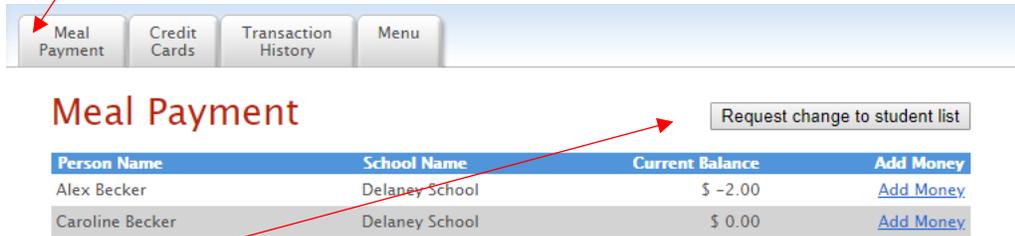
2. Click on Request change to student list.

3. The following box will appear.

4. Use the dropdown to choose your school.
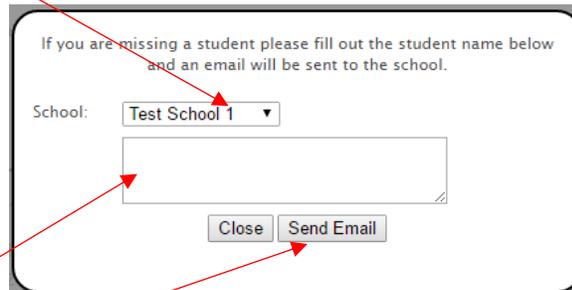
5. Type in the first and last name of your new student.

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 www.ezparentcenter.com .

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.

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.)
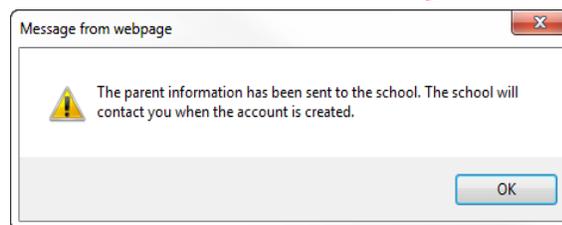
10. You do not immediately have access to the system.

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.

Login

1. Go to www.ezparentcenter.com .

2. Login using your email address and password.

Adding a Credit Card

1. 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.

2. Click on the Credit Cards tab.

3. Click on Add Credit Card.
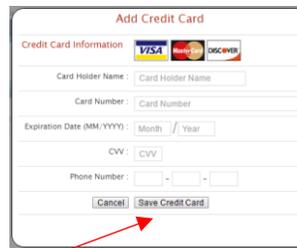
4. Add the above information about your credit card.

5. Click Save Credit Card.

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

Using Your Credit Card to Add Money

1. Click on the Meal Payment tab.
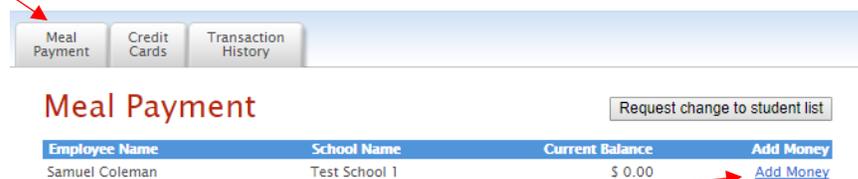
2. Click on Add Money. If you have more than one student, make sure you choose the correct student name.

3. Use the dropdown to choose the credit card.

4. Use the dropdown to choose the amount to add or type in a specific amount into the box.

5. Click on Add Amount.

6. You will get the following popup box when the transaction is successful.

**7. If your credit card is declined, there is nothing we can do. We suggest you try a different credit card or call your credit card company to discover what is the issue.**

OR

8. Click on Choose specific amount if you want to add a specific funds to your student's account.
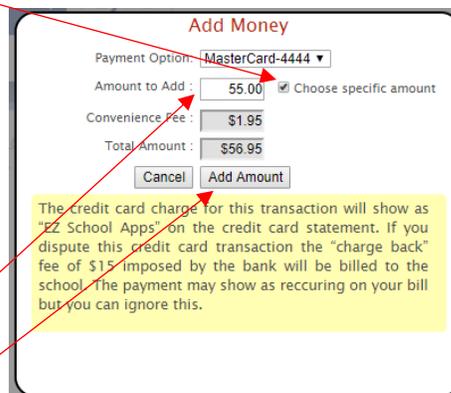
9. Type in the specific amount you want to add.

10. Click Add Amount.

11. You will get the following popup box when the transaction is successful.

The credit card transaction was successful.

Money has been successfully moved to your child's account.

Thank you.

OK
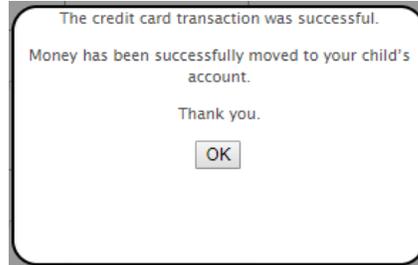
12. **If your credit card is declined, there is nothing we can do. We suggest you try a different credit card or call your credit card company to discover what is the issue.**

13. The credit card charge for this transaction will show as "EZ School Apps or EZ School Lunch or EZ School Payment" on the credit card statement. If you dispute this credit card transaction the "charge back" fee of $15 imposed by the bank may go to the school.

Transaction History

1. Click on the Transaction History tab to see a current history of your student's payments and purchases.

Meal Payment	Credit Cards	Transaction History

Transaction History

Person Name: Alexander Burke

Current Balance

$ 21.75
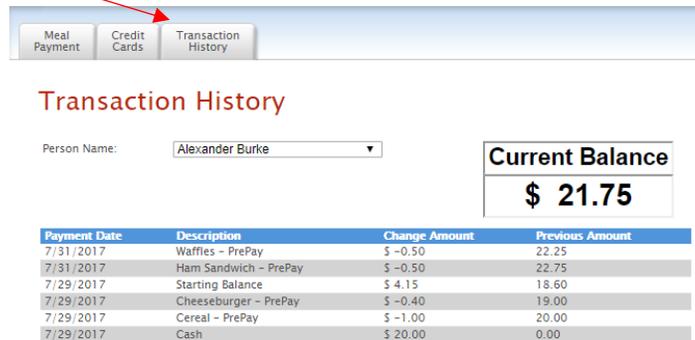
Payment Date	Description	Change Amount	Previous Amount
7/31/2017	Waffles – PrePay	$ –0.50	22.25
7/31/2017	Ham Sandwich – PrePay	$ –0.50	22.75
7/29/2017	Starting Balance	$ 4.15	18.60
7/29/2017	Cheeseburger – PrePay	$ –0.40	19.00
7/29/2017	Cereal – PrePay	$ –1.00	20.00
7/29/2017	Cash	$ 20.00	0.00

Appendix 2:
A Reference Guide to Using Venmo with Kaldi's Catering

Venmo is free to use as long as you link and use a bank account or debit card to your account. A standard 3% fee applies when sending money using a credit card.

For payments less than $50.00 per child, a $1.00 processing fee will be assessed by Kaldi's Catering. This fee also applies per child for split payments of less than $50.00 per child.

Do NOT select the "Turn on for purchases" option. If you do, the fees will be deducted from the amount entered into your child's account.

NOTE: Payments to Kaldi's Catering should be made only to Collette Thompson (Kaldis); EZ School Apps is NOT a Kaldi's Catering account. Any money sent to EZ School Apps will not be received by Kaldi's Catering and will not be credited to your child's account.

Sign up for Venmo

Use the following site- https://venmo.com/signup

You are given the option to set up an account or sign up with Facebook.

You can use only use the app your transactions.

venmo

Welcome to Venmo.

Today is a special day. To get the most out of Venmo, download the app so you can pay your friends on the go.
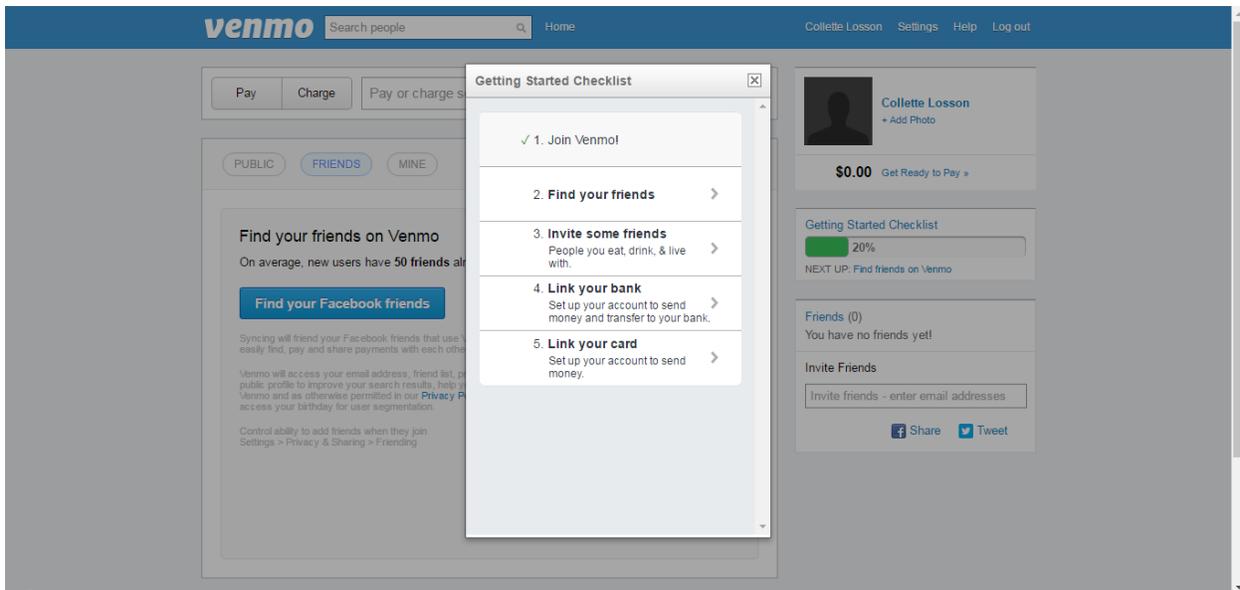
| Download for iPhone | or | Download for Android |

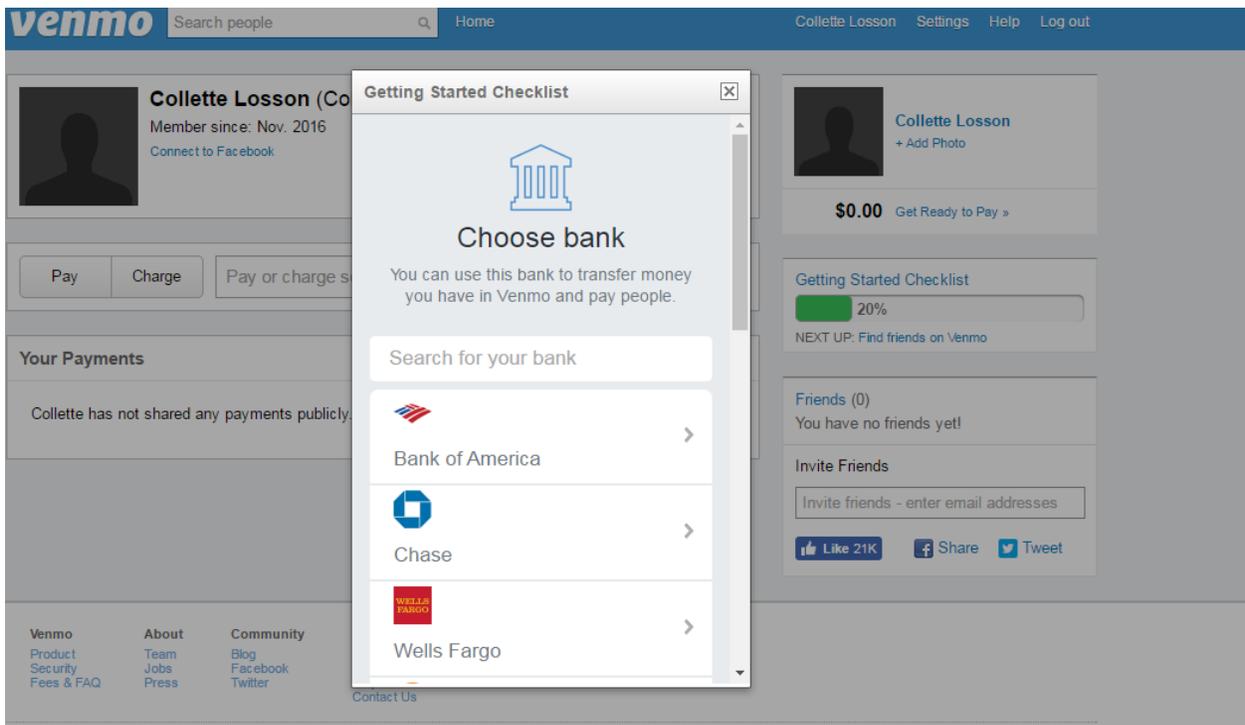If you don't have an iPhone or Android phone, you can still use Venmo on the web.

Link Your Bank

Using the getting started checklist tab, click on step 4- link your bank account. (The other steps are not necessary for conducting transactions with Kaldi's Catering.)

Select or enter your bank. In the next screen you will have to enter your bank's username/ login and password.

Note: If your bank isn't listed, you will have to enter your routing and account numbers.
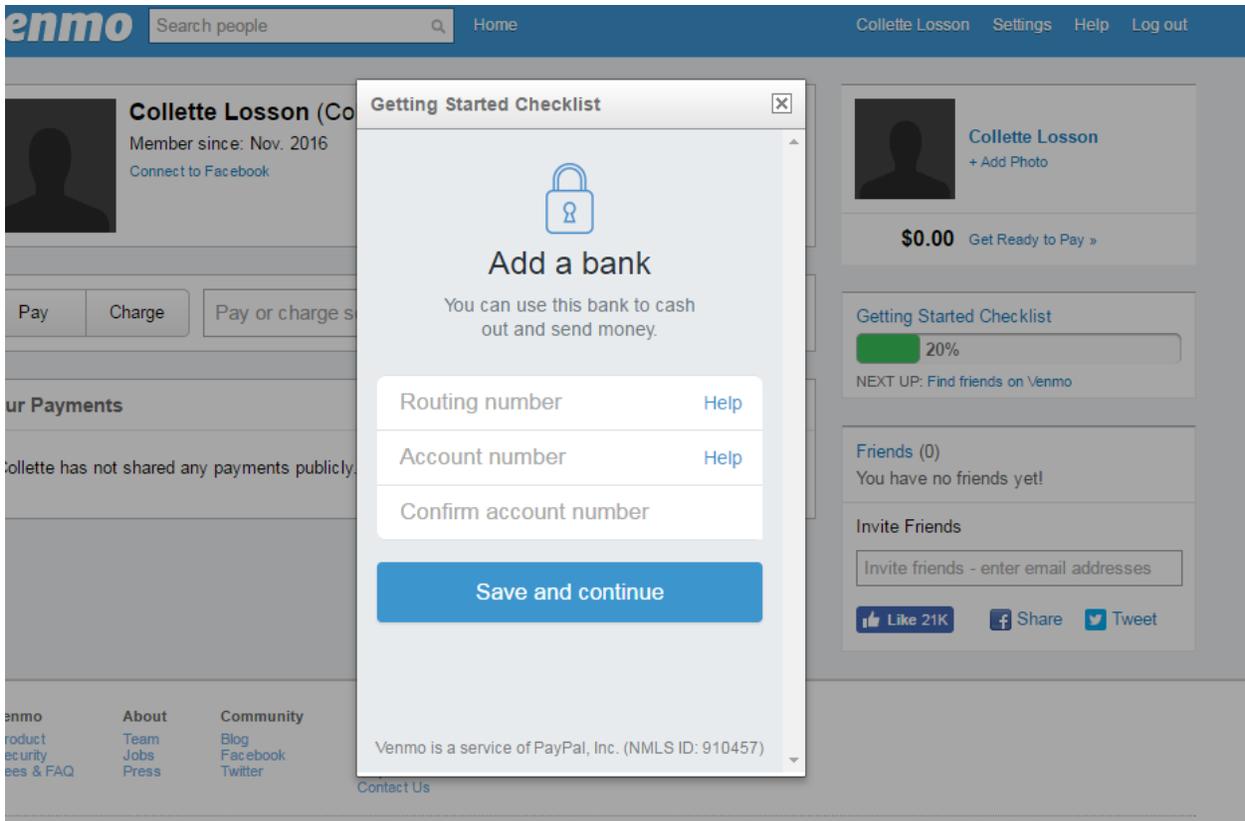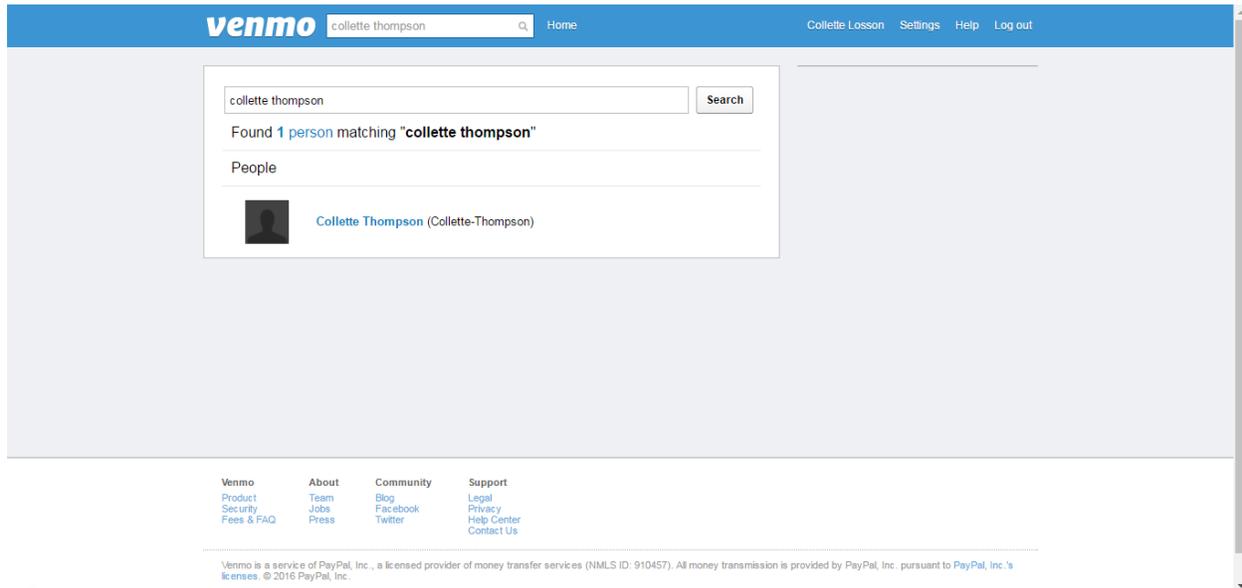
All accounts must be verified via text or email before they are activated.

Adding Kaldi's Catering (Collette Thompson) as a friend

The Kaldi's Catering Venmo account name is registered under Collette Thompson (Kaldis).

At top of page (in the search box is to the right of venom), search for Kaldis.

Once you click on Collette Thompson (Kaldis), you need to add her as a friend (tab on right listed under ACTIONS).

You will receive an alert once your request is accepted.

Make a Payment to Kaldi's Catering

1. Click on the "Pay or Request" tab.
2. In "To:" type Kaldis.
    a. It will show up as Collette Thompson@Kaldis
3. Enter the amount you want to pay.
4. In the "What's it for?" box be sure to enter the following-
    a. Your Child's full name and the school they attend.
    b. If you have multiple children, you only need to submit one transaction. However, please provide detail on how you would like the funds allocated. Be sure to include each child's name and the amount.
5. Be sure to change the payment to Private. This will prevent anyone, other than Collette/ Kaldi's Catering from seeing it.
6. Double check your information and then hit the blue "Pay" tab.
    a. Do NOT select "Turn on for purchases" option. If you do, the fee that will be assessed will be deducted from the amount placed in your child's account.
7. Be sure to hit "Send" to complete the payment.
8. You will be able to see the payment in your Venmo history as well as in your child's transaction history in EZ School Apps.

For payments less than $50.00 per child, a $1.00 processing fee will be assessed by Kaldi's Catering. This fee also applies per child for split payments of less than $50.00 per child.