# School Lunch Program 2023-2024 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 into 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 an 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 be 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 and/ or 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 when 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 your child's account is delinquent from last year, the account must be brought current to order.
- You have two ways to make payments- the EZ School Apps site or Venmo. Cash or checks are not accepted.
  - Payments via the EZ School Apps site are instantly applied to your child's account.
  - Venmo payments are processed manually and, therefore, can take 2-3 days to appear in your child's account. 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 we can remain in communication with you.

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**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, please 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.**

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## Menus

Due to 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.<br><br>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 items & featured side | $1.25 | Everyday sides are available, which include Sun chips, baked pretzels, Smartfood popcorn, Rice crispy treats, Goldfish crackers, etc. Daily hot items rotate to include mashed potatoes, smile fries, garlic bread, a 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 when 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 be 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.

**Venmo payments should be made to the following account- Collette Thompson @Kaldis, not EZ School Apps. If you are new to making Venmo payments to us for the lunch program, we recommend contacting us first to ensure you send it to the correct account. We can do nothing if a payment is made to the wrong account.**

**Note: Venmo payments are not automatically added to your child's account since they are manually processed. They may take two to three business days to appear in your child's account. 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 and other issues that may come up about 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 to bring 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 the remaining balances.

However, if a sibling returns 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 your child intends to participate in the lunch program.

Accounts with negative balances from the 2022-2023 school year that are not paid by October 31, 2023, will be assessed a late fee of $30. Lunch service will be suspended the following year until funds are available in the student account and all delinquent fees have been paid. Payments must be made via the EZ School Apps site or Venmo ([www.venmo.com-](www.venmo.com-) payments made to **Collette Thompson @Kaldis**, not EZ School Apps).

If a student graduating or transferring has a delinquent balance, it will be assessed to their sibling's account, if applicable.

# EZ School Apps

## *Parent Signup Instructions*

## Overview

If you have received this document, your school needs you to create a parent account for yourself. If you already have an account please skip to How to Reset Your Password section.

This guide will show you the following:

Returning Parents or School Uploaded Parents Instructions

How to Reset Your Password

New Parent Signup

Additional Instructions

Please note: If you are a returning parent, you may log in with your previous email and password. If you have forgotten your password or want to change your password, follow the directions to "How to Reset your Password"
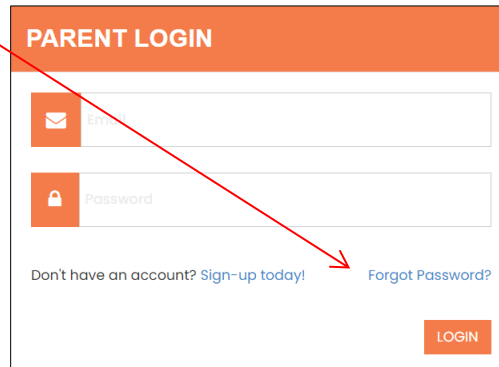
## Returning Parents or School Uploaded Parents Instructions

If you are a returning parent, you can log in with your email and password from last year. If you cannot remember your password, you can follow the steps below to reset your password. If your school uploaded your parent account and this is the first time logging in, you can follow the steps below to reset your password.

### How to Reset Your Password

1. Please Start by going to www.ezschoolapps.com/login/parent

2.  Click on **Forgot Password**
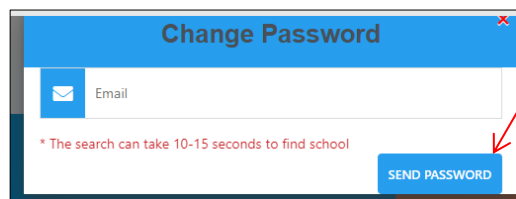


3.  When prompted enter your email address and click **Send Password**
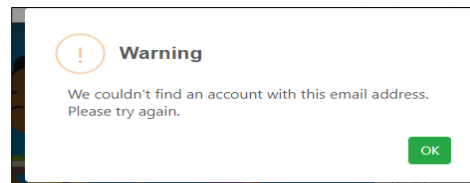


4.  Lastly check your email for the link to set your password.
5.  If you get this popup, click close and follow the New Parent Signup Instructions.



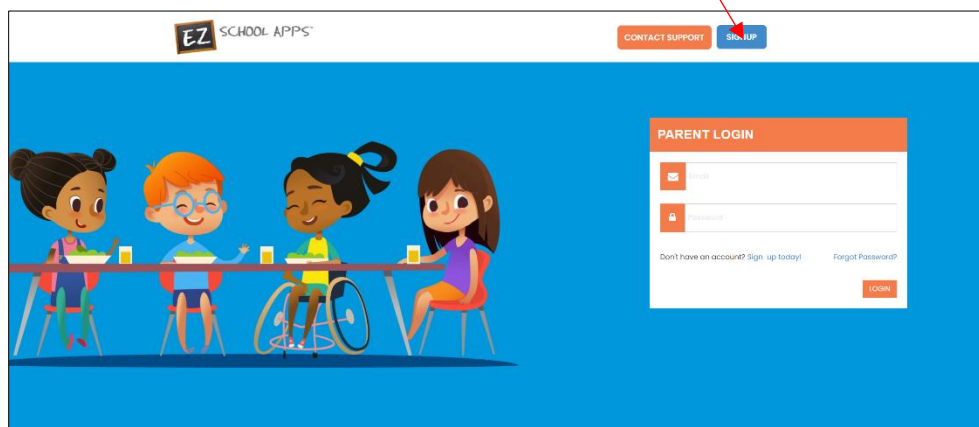# New Parent Signup

Below are the instructions for parents to create an account. If your parent account does not exist, you can then request access to one or multiple students.

1.  Go to www.ezschoolapps.com/login/parent and click on SIGNUP.
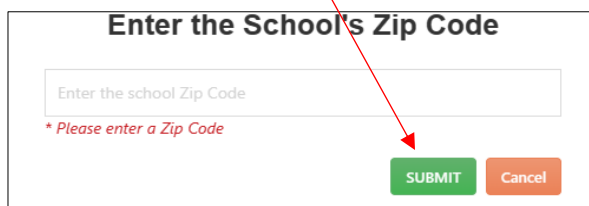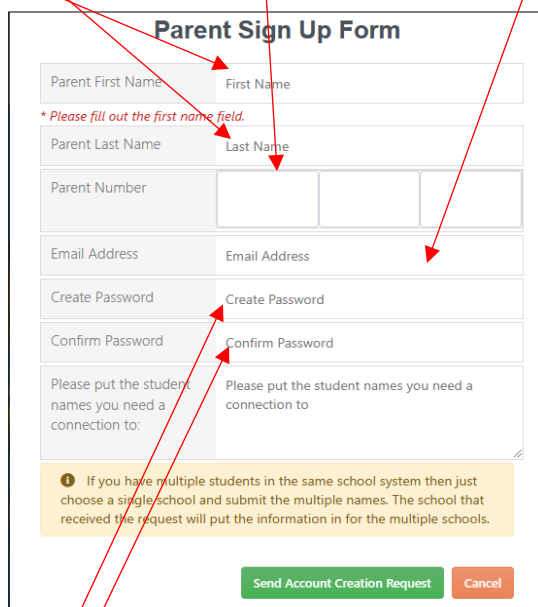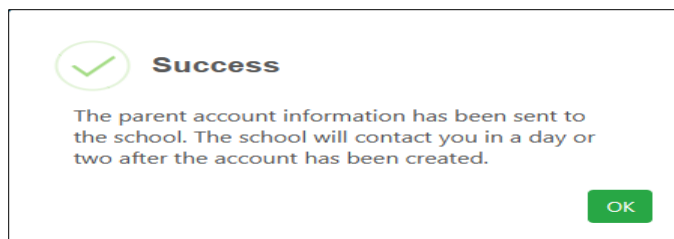
2. Type in the school's zip code in the box and click Submit.

**Enter the School's Zip Code**

Enter the school Zip Code

* Please enter a Zip Code

SUBMIT    Cancel

3. Use the dropdown to select your school. (If you have multiple students in the same district then just choose a single school and submit all of students for that location. The school receiving the request will input the information for all relevant schools.)
4. Enter your first and last name, phone number and your email address in the corresponding boxes.

**Parent Sign Up Form**

| Parent First Name | First Name |
|---|---|

* Please fill out the first name field.

| Parent Last Name | Last Name |
|---|---|
| Parent Number | |
| Email Address | Email Address |
| Create Password | Create Password |
| Confirm Password | Confirm Password |
| Please put the student names you need a connection to: | 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.

Send Account Creation Request    Cancel

5. Type in a password in the Create Password box. Then type in your same password a second time in the Confirm Password box.
6. Enter the first and last name of each of your students in the final box.
7. Finally click Send Account Creation Request. Your registration is completed if you see this box:

✓ **Success**

The parent account information has been sent to the school. The school will contact you in a day or two after the account has been created.

OK

8. **Please Note:** You do not immediately have access to the system. The school must activate your account and link your student(s) to it. The time to complete this process can vary and it is entirely dependent on a school representative. The school will send you an email upon completion.

# Additional Instructions

If you need instructions on how to use the app, you will see one of the options below. All you need to do is click on "Download Instructions".

| Meal Preorder | Meal Payment | Purchase Preorder | Parent School Payment |
|---|---|---|---|
| Download Instructions | Download Instructions | Download Instructions | Download Instructions |