



School Lunch Program

2024-2025

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 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 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 your 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.
 - 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 they 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, please be sure to 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.

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	\$2.75	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	\$4.75	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: 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 they 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 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 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 moved to their sibling's account, if applicable.