

# How It Works

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With Ki's School Lunches you can order healthy and tasty lunches for your child from your home or office with our simple online ordering system. Ki's then delivers the meals directly to your child's school. It's just that easy! No hassles. No worries.

Please see our [Frequently Asked Questions](#) page for additional information about our lunch program. Information is there for:

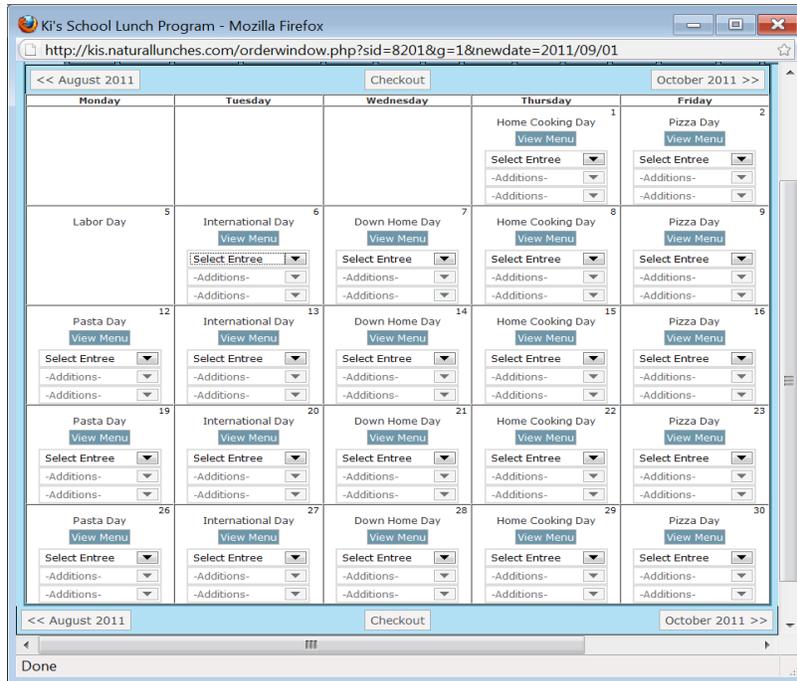
- Creating your account
- Adding your children to your account
- Placing Orders
- Cancelling Orders
- Changing Orders
- Late "Surcharge" Orders
- Emergency Lunches

It is Ki's objective to provide students and staff members with fresh, nutritious, and natural foods. We are very selective about the food and drink products we provide and we are dedicated to serving balanced meals at affordable prices. We are also dedicated to making your life simple. You may order lunches for one day a week, two days a month, or every day of the school year, we have no minimums. Our only requirement is that you order by noon the day before (up till 11:00 PM on Sundays). You can place orders (limited entrees) up to 8:00 AM the morning of with a late fee applied. We also offer the flexibility of cancellation. You can cancel a lunch for full in-store credit up to 8:00 AM the day of, provided you log on and perform the cancel online (which you can do very easily using our App).

Our ordering calendar is specific to each of your children's schools and classes. Holiday's and Field Trips are programmed in to help you plan your child's lunches.

The picture below is an example ordering calendar. From this page you can:

- view all of the available entrees and their associated prices
- select the entrees you would like for any day
- view and select one or two additions
- view the items included with each day's menu (click on the blue View Menu button in that day)
- view the ingredients of each items using your mouse to Hover over the item in the View Menu window



Each full school day, Ki's School Lunches will offer a choice of at least fifteen hot lunch entrees, ten cold lunch entrees and five salads. Along with the entrees is a set of included items based on the theme of the day. For example, Pasta Day is served with Garlic Toast, assorted fruits and vegetables (served Veggie Bar style), and filtered water. All the available entrees, available additions and the included items can be seen for each day by clicking on the View Menu button within that day. Specials for the month are indicated with an asterisk, like \*BBQ Chicken Pizza.

Each day's basic meal is portioned to satisfy a grade school student's appetite. Since your second grader does not eat like your high school athlete we offer some special items sized for adult appetites, and we offer the possibility to add second entrees or side orders to any meal. For example, some of our sandwiches are served as a 1/2 sandwich but can be made a full sandwich simply by ordering the first 1/2 sandwich as an entree and then selecting the same 1/2 sandwich in the Additions, however, we also offer a large variety of whole sandwiches. Salads and Subs are exceptions, they are sized for an adult or growing child's appetite. You can add a Side Salad or a Cup of Soup to any day. You can order a second entree, either a second serving of the meal entree you selected or a side order of a different entree, the possibilities are almost endless.

## Frequently Asked Questions

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### Creating Your User Account

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Creating a user account on our website is very similar to any e-commerce website. It requires your name (the parent), address and email account. When you check out it will ask for your credit card information (which is not saved on our website); the address you enter when you create the account should equal the billing address for your credit card, however you do not have to enter your address. If the address is left blank you will be required to enter it each time you use your credit card.

Simply click on Create New Account and a new account form will appear. After you have submitted your user information you will log in to the new account.

From here you will add Member accounts for each family member who will participate in our lunch program. For your children use the Add Student button, if you are a staff member or you volunteer at the school and would like lunch delivered there use the Add Staff button for yourself.

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## **Creating Member Accounts (for ordering)**

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From your Ordering page you will create a Member account for each family member who will participate in the school lunch program. Use the Add Student button to add a student member, use the Add Staff button to add an adult. Use the pull downs to select your child's school, grade and/or teacher's name.

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## **Adding Money to Your Account**

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From your Ordering page you can also add money to your account and then make your purchases from the account. This feature is especially nice if you have older children who would like to order for themselves, you can put money on the account and they can shop without needing the credit card information in order to check out. From your Ordering page click on Add money to my account, a credit card form will appear allowing you to securely enter your credit card information and select the amount of money you would like to put on your Ki's School Lunches account.

The credit card encryption company charges \$.50 each time you make a separate charge, so if you purchase your lunches one at a time they will be \$.50 more expensive. If instead you put \$50 or \$100 on account using this feature (one \$.50 charge) then you can buy your lunches one at a time from your Ki's account without that extra charge.

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## **Paying by Check**

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You may also pay by check, however we must have the check ahead of you ordering so that we may place the money on your in-store account for you. You may hand carry the check to school so that it is presented to our server, or you may mail the check to us:

Ki's School Lunches  
2591 South Coast Highway 101  
Cardiff, CA 92007

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## **Placing an Order**

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To place an order push the Place Order button next to the member name. The school calendar for that member will appear. You may order one lunch at a time, or lunches for the next two months, or anything in between. Once you have selected the entrees for each day simply scroll to the bottom of the calendar page and press the Checkout button (you can

also click on another members name if you wish to go to another member and order for them).

**Please be sure to continue reading each page and clicking on Checkout until you reach the Print Order page. You will receive a confirmation email stating the food that was ordered if you have correctly completed the checkout process.**

Orders need to be placed by 12:00 noon the day before (except for Monday's orders, we allow you to order up till 11:00 PM Sunday night). The website will allow you to place an order after the cut-off with a Late Fee. The order must be placed online before 8:00 AM (some items must be ordered earlier, for example Salads must be ordered before 6:00 AM). If it is after 8:00 AM your child is welcome to go to our lunch line and receive an emergency lunch (specified below). Like any order you will receive an automated email specifying the lunch, and stating the surcharge was added for this service.

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## Canceling an Order

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Canceling an order is as easy as placing an order, and you can cancel an order up to 8:00 AM the day the order is to be delivered (we're sorry but after that time we cannot give credit). Simply click on the Cancel Order button next to your child's name. The days you currently have food ordered for will display the entree you selected and there will be a Cancel Order button within that day. When you click on that button a pop-up will appear. Click on OK and the money for that order will be credited to your Ki's School Lunches account for use on future orders. You will also receive an Order Canceled confirmation email.

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## Changing an Order

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Changing an order can be a bit complicated. If you are changing to an item which is the exact same price OR if you have enough excess money in your account to pay for the change it is as easy as placing an order, and you can change an order up to 8:00 AM the day the order is to be delivered (we're sorry but after that time we cannot accept changes). Simply click the Change Order button next to your child's name. The days you currently have food ordered will display the entree you selected and there will be a Change Order button within that day. When you click on that button the Change Order screen will appear. Use the pull-downs to change the order and Click on Submit Changes.

If you are making a change that will result in additional charges there are two scenarios:

1. If you have enough money in your in-store account the change can be made just like described above.
  2. If you do not have enough money you can:
    - a. Add money to your account using the Add Money to my Account button on your Ordering page prior to making the change.
    - b. Click on Change Order and select the changes. After you click on OK this will cancel your previous order and require you to Checkout and use your credit card to pay for the changes.
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## **Late Lunches Ordered After the Cutoff**

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We are happy to accept orders placed after the ordering deadline with a late fee. If the order is placed before 8:00 AM the day of the lunch you can order online and choose the entree your child will receive, if it is after 8:00 AM your child will receive the emergency lunch for the day. Like any order you will receive an automated email specifying the lunch, and stating the surcharge was added for this service.

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## **Emergency Lunches**

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We take several emergency lunches each day to our larger schools for children who don't have a lunch (they forgot, their parents forgot, whatever reason). We feed your children and place the order for you retroactively, with a surcharge. You will receive an automated email stating the lunch provided, and stating the surcharge added for this service.

Emergency lunches are a full meal:

- Monday - Pasta with Butter (Parmesan on the side)
- Tuesday - Chicken Nuggets
- Wednesday - Organic Mac & Cheese
- Thursday - Chicken Nuggets
- Friday - Cheese Pizza