EZ School Apps

Meal Pre-Order Guide

Overview

Within this guide, you will find the following information:
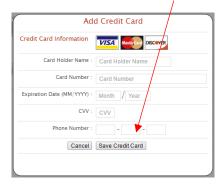
How to add a Credit Card

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 our system.

1. Click on the Credit Cards tab. Then click Add Credit Card.

2. Add the above information about your credit card and click on Save Credit Card.

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

How to Pre-Order Meals

1. If you have multiple accounts to order for, use the dropdown to select the correct one. **Make sure the name matches the student you are ordering for**
2. You can change the month by clicking on the month before or after.

Meal Preorder

Print Ordered Meals to PDF   Name: David Mackey ▼

Request change to student list

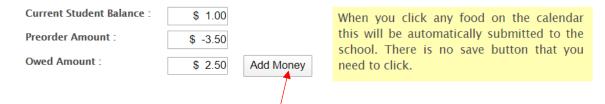| March		April 2020		May
Mon	**Tue**	**Wed**	**Thu**	**Fri**
		1 **Lunch** ◉ No Lunch ○ Pizza | 1 Slice	2 **Lunch** ◉ No Lunch ○ Pizza | 1 Slice	3 **Lunch** ○ No Lunch ◉ Pizza | 1 Slice

3. Select lunches by clicking on the button in front of your food item of choice. As you select each food item y**our choices will be saved automatically.**
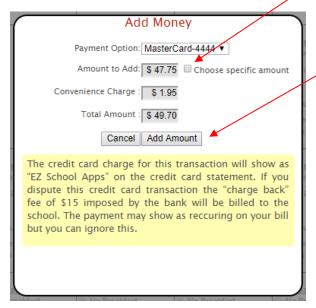
How to Add money to Your Account

1. If you scroll down, at the bottom of the calendar/menu, you should see the following:
   a. **Current Student Balance:** How much money you currently have available
   b. **Pre-order Amount:** total amount of money on pre-ordered meals.
   c. **Owed Amount:** Current Student Balance minus the Pre-order Amount

Current Student Balance :	$ 1.00	
Preorder Amount :	$ -3.50	
Owed Amount :	$ 2.50	Add Money

When you click any food on the calendar this will be automatically submitted to the school. There is no save button that you need to click.

2. You should add additional money if you start to notice you have an Owed Amount.
3. To pay for this **Owed Amount** Click on "Add Money".

4. If you also wanted to add additional funds, click the on the button before "**Choose specific amount**". This will let you edit the "Amount to Add"

5. You will get the following popup box if the transaction is successful.

How to Print Your Final Order

You can print your order by clicking on **Print Calendar as PDF** right above the calendar.
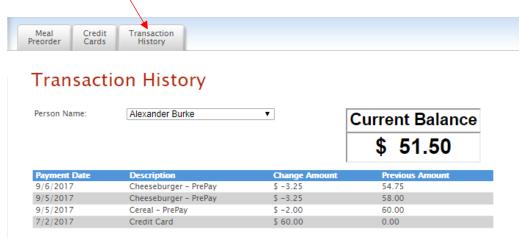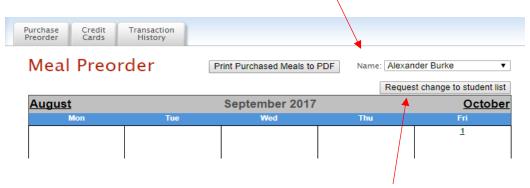
Transaction History

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

Transaction History

Person Name:	Alexander Burke ▼		Current Balance $ 51.50

Payment Date	Description	Change Amount	Previous Amount
9/6/2017	Cheeseburger – PrePay	$ −3.25	54.75
9/5/2017	Cheeseburger – PrePay	$ −3.25	58.00
9/5/2017	Cereal – PrePay	$ −2.00	60.00
7/2/2017	Credit Card	$ 60.00	0.00

How to Request a Student Connection

Once you log in you can check your student connections in the dropdown menu

Meal Preorder

Print Purchased Meals to PDF   Name: Alexander Burke ▼

Request change to student list

August		September 2017			October
Mon	Tue	Wed	Thu		Fri
					1

If you find that you are missing a student, please click the "Request Change to Student List" and follow these steps

1. In the following popup please select your school and type the student name(s) in the box below
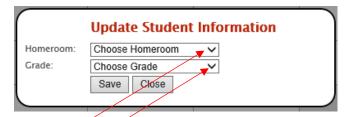
School: Choose School ▼

Close   Send Email

2. Then click "Send Email", this will inform the school that they need to adjust the student connection
3. Lastly all you must do is wait. Your school will connect your child for you

(Returning Parents) Setup Student Homeroom and Grade for the New School Year

1. If your student(s) has **not** been setup with a Grade and Homeroom for the new school year, you will see the popup below as soon as you navigate to the preorder page (or when switching between students). If the pop-up does not appear then you can skip this setup since the school or caterer may have put in the homeroom and grade for you.

2. Use the Homeroom dropdown to select your student's homeroom.
3. Use the Grade dropdown to select your student's grade and click Save.
4. If you have more than one student in the school, switch between them here to set their Homeroom and Grade

5. You will the see the same popup for each of your students.
6. Follow the same directions above to choose the homeroom and grade.
7. If you need to add an additional student, please follow the steps from **How to Connect/Create a Student.**

Other Important Notes

The credit card charge for these transactions will show as "EZ School Apps", "EZ School Lunch" or "EZ School Payment" on your credit card statement. If you dispute this transaction a "chargeback" fee of $15 may be imposed by the bank to your school since they are the recipient of the funds.

If your credit card is declined, we recommend trying a different card or calling your credit card company to find out more.

If you find yourself in need of support, you can use the 'Contact Support' link at the top-right corner or the "Contact Support" link on the login page. This will send a support request to the school (or caterer) since we only provide the software and are not authorized to make any changes without the direct request from one of the administrators. They are in full control accounts. They should be able to provide you with anything you may need.