

VCA Hot Lunch Program

Veritas Christian Academy offers a hot lunch program at HS, MS and ES, and limited Early Ed. Our dedicated food service staff and volunteers are committed to providing nutritious lunches to our students at an affordable price. As a private school, we do not receive federal or state subsidies for our hot lunch program, so all costs are passed on to the families.

- The hot lunch program at MS/HS consists of pre-ordered meals and a la carte concession windows.
- The ES program only offers pre-ordered meals.
- The Early Ed program offers Monday and Thursday ordering options only. Link follows. <https://payit.nelnet.net/form/UQATmnnvM> Order only with this form. A new one will be sent out each month. We will offer Chikfila on Mondays and Papa Johns on Thursdays.

A la carte options: available daily.

A la carte is available to middle and high school students only. We offer many daily options such as salad boxes, fresh fruits and veggies, hummus, yogurt parfaits, uncrustable, etc. Two hot a la carte items will be available daily in addition to our famous grilled cheese. This menu will be posted to the app on Sunday's.

The lunch program is run almost entirely by volunteers. It is a fun way to be involved at school, to work with the kids and to meet other parents. **To volunteer in the hot lunch program, please contact Mindy Wagner at mwagner@vcamo.com.**

All hot lunch orders are placed through Parents Web/FACTS Family Portal. Payment is made at the time you place the order by clicking Pay Now. We are not able to manually enter hot lunch orders or take payment by check or cash. Each month, lunch calendars are available for viewing on Parents Web/FACTS Family Portal so you can place your order for specific meals.

GENERAL HOT LUNCH POLICIES AND PROCEDURES FOR ELEMENTARY, MIDDLE, & HIGH

1. **Hot lunch is pre-ordered one month in advance starting in September.** You will receive an email notification when the hot lunch ordering is turned on. It will be turned on by 4:00 pm on the 2nd Friday of each month. All orders must be placed by 4:00 pm on the 3rd Friday of the month (even if school is not in session). This gives parents a whole week to place and pay for their order. Late orders will be accepted with an added late charge of \$10. **DO NOT WAIT UNTIL THE LAST MINUTE TO ORDER**, as you may experience internet delays on the last day of ordering. VCA is not responsible for lunch orders not placed due to heavy internet traffic.
2. **At MS/HS, if you miss the ordering deadline**, your MS/HS student may purchase ala carte items at the Eagle Express and cash windows if you do not want to pay the late fee.
3. **ES students do not have an option to purchase a non-ordered lunch at school.** If a ES student forgets to bring lunch, one will be provided at cost. Fees will be added to your Eagle Express account. We cannot guarantee the hot lunch of that day will be available for purchase. We usually offer an Uncrustable Meal or a Grilled Cheese Meal.

4. **REIMBURSEMENTS ISSUED FOR EXCUSED ABSENCES WILL BE HANDLED BY THE BUSINESS OFFICE** [Hot Lunch Reimbursement](#) Use this link to request a refund for excused absences only. Reimbursements are not guaranteed and approved reimbursements will be issued to the student's Eagle Express account. They cannot be used on future pre-orders. Please look for ordering alerts for field trips, or other school outings. If the alert was posted and you order anyway, an refund will not be given.

HOW TO PRE-ORDER HOT LUNCH

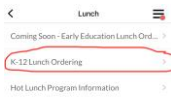
All hot lunch orders must be placed through ParentsWeb/FACTS Family Portal or the Veritas App. If you do not have access to a computer or the internet, please stop by the campus office and use one of the school computers to place your order.

Instructions For App Order

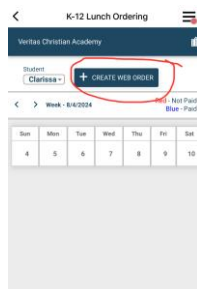
1. Open the Veritas App and Click on the Lunch Icon.



2. Select K-12 Lunch Ordering



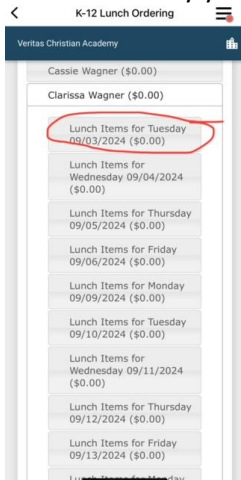
3. Select Create Web Order



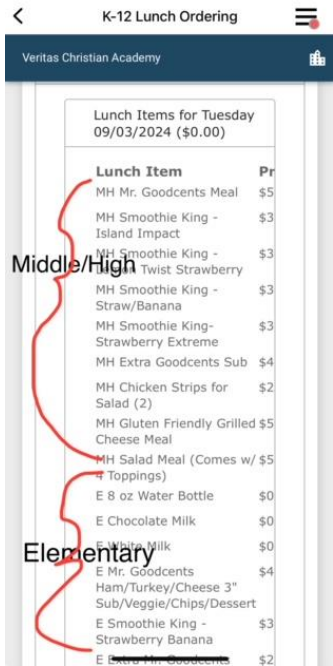
4. Select Student



5. Click on the Day you Wish to order.



6. **This next part is especially Important!** Our systems have merged, and we do not have the ability to designate grades to specific menu items. If your student is in Middle or High School, select only items that have M/H before the item. If your student is in Elementary School, select only items with an E before them. M/H are at the top of the list and E are at the bottom. If you select the wrong one, we will not be able to fix it. Your student will be charged for the meal you ordered. Elementary students will be given an elementary lunch even if you ordered a M/H lunch. **You will not be refunded the difference.** Middle/High students will be charged extra on your eagle express if you order an elementary lunch with a \$1.00 service charge added to the difference.

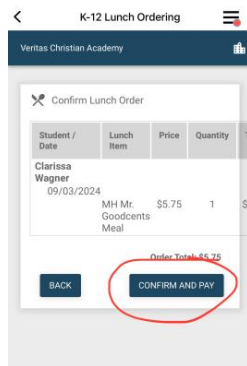


7. Once all items are selected for each day, click on Submit Order at the bottom. If you have multiple children, go back to the top and select the other student(s) name before hitting Submit.

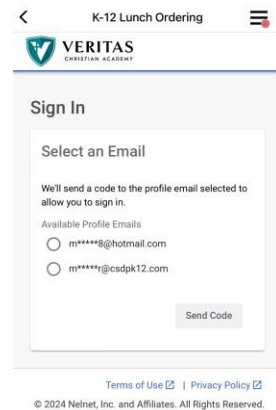
Enter their selections. Once all students' choices are entered, double check your choices and then hit Submit.



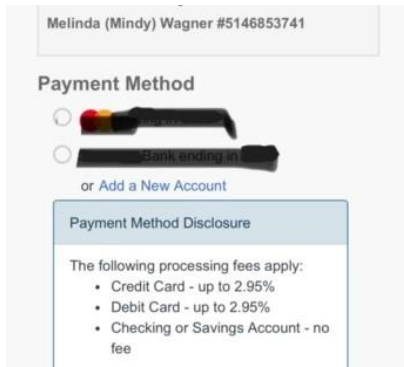
8. You will then select Confirm and Pay



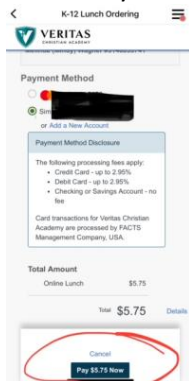
9. You might get a notification to verify your account.



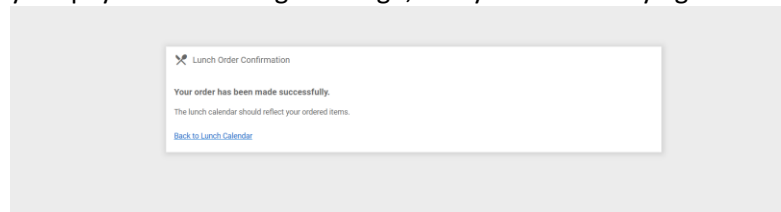
10. Next select your Payment Method or Add a New Account to enter a different card/debit.



11. Select Pay \$0.00 Now

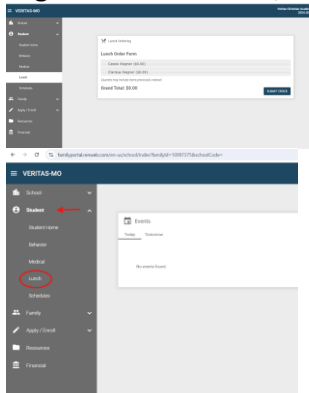


12. Once Payment has gone through you will get a Thank You saying your payment has been authorized. Following that you will see the screen below. If you do not get this Thank You, then your payment did not go through, and you need to try again.

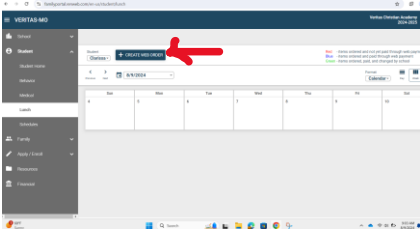


Instructions For Computer Order

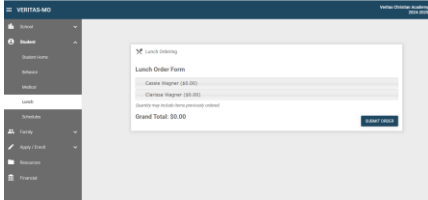
1. You will need to **have your payment information ready** to place your order.
2. **Log in to Parents Web/FACTS Family Portal** through our school website or at factsmgt.com.



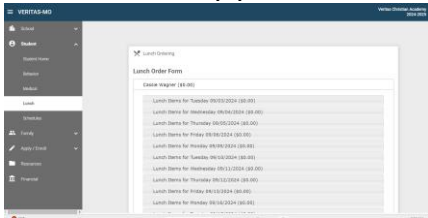
3. Next Click on Create Web Order



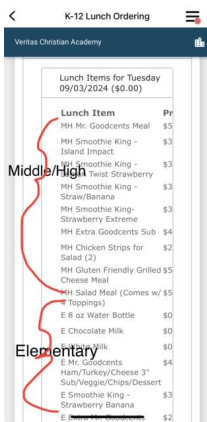
4. Select the student you wish to order for.



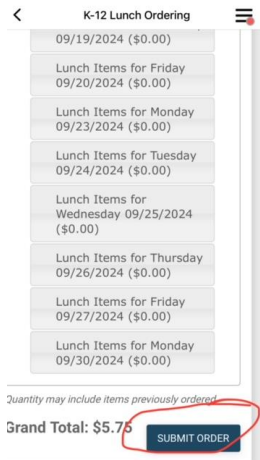
5. Click on each day you wish to order.



6. **This next part is especially Important!** Our systems have merged, and we do not have the ability to designate grades to specific menu items. If your student is in Middle or High School, select only items that have M/H before the item. If your student is in Elementary School, select only items with an E before them. M/H are at the top of the list and E are at the bottom. If you select the wrong one, we will not be able to fix it. Your student will be charged for the meal you ordered. Elementary students will be given an elementary lunch even if you ordered a M/H lunch. **You will not be refunded the difference.** Middle/High students will be charged extra on your eagle express if you order an elementary lunch with a \$1.00 service charge added to the difference.



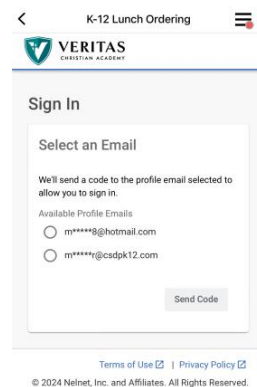
- Once all items are selected for each day, click on Submit Order at the bottom. If you have multiple children, go back to the top and select the other student(s) name before hitting Submit. Enter their selections. Once all students' choices are entered, double check your choices and then hit Submit.



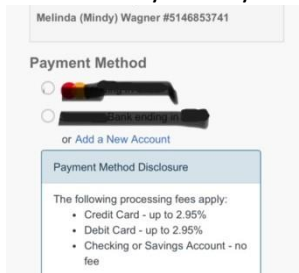
- You will then select Confirm and Pay



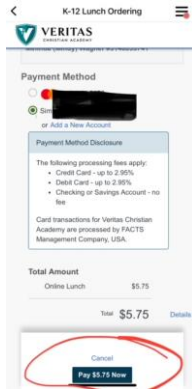
- You might get a notification to verify your account.



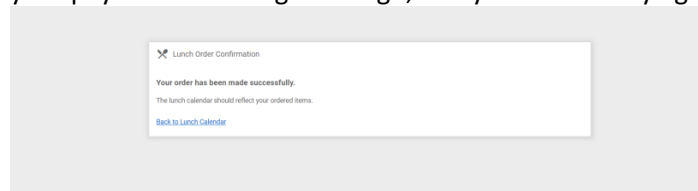
10. Next select your Payment Method or Add a New Account to enter a different card/debit.



11. Select Pay \$0.00 Now



12. Once Payment has gone through you will get a Thank You saying your payment has been authorized. Following that you will see the screen below. If you do not get this Thank You, then your payment did not go through, and you need to try again.



13. FACTS immediately records the payment, clears the appropriate charges and turns the hot lunch items purchased blue on your hot lunch calendar.

14. Return to the Parents Home Page and go to the lunch calendar by clicking on Student Information and then clicking on Lunch. **Your ordered items should have turned blue.** If they are in red, your lunch order was not processed correctly! Please call your campus office with questions and they will forward your call to the proper person. **Errors in ordering need to be handled before the day the student is to receive their ordered lunch or they will not print on the lunch list for the day.** Please print the lunch calendar for your records.

15. Lunch order discrepancies cannot be handled during the lunch period. **Forgotten lunches will NOT be reimbursed.**

16. **Returned payments will result in a \$30 Fee and may result in additional fees from your financial institution.**

PAY NOW POLICIES – IMPORTANT, PLEASE READ

Pay Now is managed by a third party processor and the VCA Business Office cannot cancel or change any transactions. If you make a mistake, any correction must be initiated the same day.

To cancel an eCheck payment, you must call the VCA Business Office by 2:00 pm the day the payment originated so we can contact FACTS before the deadline. After 2:00 pm the parent must contact their bank and issue a Stop Payment Order. Convenience fees CANNOT be refunded. Payments made on the weekends CANNOT be cancelled.

Credit card payments CANNOT be cancelled as they are submitted to the credit card company immediately. To stop a credit card payment, the parent must contact their credit card company and dispute the payment. Convenience fees cannot be refunded.