



Calvary Lutheran School

HOT LUNCH POLICIES

Calvary's hot lunch program is a privilege we are happy to offer to Calvary students. We ask that families abide by the policies we have in place to make our hot lunch program run effectively. If policies are not followed, our hot lunch program may be suspended.

We ask Calvary families to place all hot lunch orders through our FACTS Family Portal and ensure that their lunch prepay accounts have enough advanced funds to cover the cost of every meal.

Policies for Hot Lunch Orders:

1. The weekly hot lunch order window will run from Friday afternoon until 8:30 AM on Tuesday each week. During this time, families may log in to the [Family Portal](#) and place lunch orders for their child. The order window will close at 8:30 AM each Tuesday morning and no orders will be accepted until the window opens again on Friday afternoon.
2. All hot lunch orders must be placed by 8:30 AM on Tuesday morning of the week the meal will be served. No late orders will be accepted.
3. Families must ensure that their prepay lunch accounts have enough funds loaded in advance to cover the cost of each meal that they order. Payments may be placed through the Family Portal or in the school office.
4. FACTS will send low-balance reminders to families when their prepay lunch account balance falls below \$5. If a reminder of this type is received, families should add funds to their account before weekly hot lunch is served. Families that fail to pay in advance for their hot lunch orders may be denied the privilege of future hot lunch ordering.
5. No refunds will be processed for meals ordered and missed. If your child is absent the day that hot lunch is served, if requested their meal will be refrigerated and saved for when he/she returns to school.

How to Place a Lunch Order:

1. In your Internet browser, navigate to <https://factsmgt.com> and click **Parent Log in**.
2. Select **FACTS Family Portal**.
3. Type CAL-TX in for district code, your username, and password.
4. Click **STUDENT**, then select **LUNCH**.
5. Click **+CREATE WEB ORDER at the top of the screen**.
6. Click **COLLAPSIBLE** next to display type.

7. Select the student's name for which you wish to place an order. The **Lunch Order Form** expands listing each date an order may be placed
8. Click the date to place an order.
9. Type the number of items to order for the student in the **Quantity** column. The **Total** column displays the cost.
10. Repeat for all dates and all students. The **Grand Total** is listed at the bottom.
11. Click **Order Items**. The charges will now display for the student in the **Financial** section of the Family Portal.
12. Click **FINANCIAL** on the left menu bar.
13. Click **ADD FUNDS** under the current year Lunch Prepay section.
14. Enter amount you wish to add to your prepay account and click **NEXT**.
15. Check selected payment information is accurate then click **PAY NOW**.