

## FACTS Family Portal ONLINE LUNCH ORDERING

**PARENTS/GUARDIANS:** Please utilize the following steps below to order your student's lunch:

1. Login to your FACTS Family Portal account.
2. Click on "Student Information" on the left side of the screen.
3. Click on "Lunch" on the left side of the screen.
4. Click on the tab with your student's name.
5. Select "Month" under Time Frame and then Select "Create Web Order."

**Kaleb Carter**

Lunch for **Kaleb**

Format:  Time frame:

Red = items ordered and not yet paid through web payment  
Blue = items ordered and paid through web payment

< Previous Week Date: 10/4/2016 Next Week >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2	3	4	5	6	7	8
	Hot Dogs, Mac and Cheese, Chips, Apple Sauce (\$4.00)	BBQ Pulled Pork, Tater Tots, Orange Smiles (\$4.00)	Sub Sandwiches, Sun Chips, Red Apples (\$4.00)	Scrambled Eggs, Biscuits, Sausage, Orange Smiles (\$4.00)	Chicken Tenders, Mashed Potatoes, Corn (\$4.00)	

**PARENTS WITH MULTIPLE STUDENTS:** At the top of your screen, you will see the names of your students. To switch between the students, click on the name. Then, click on "Create Web Order."

Lunches should be ordered in the "QTY," column by entering the number of lunches you want to order for each day.

**Lunch Ordering for Kaleb**

Note: If an order for an item has been processed, you will not be able to change that item.

LUNCH ITEM	PRICE	QTY	TOTAL
<b>Lunch Items for Tuesday 10/04/2016</b>			
BBQ Pulled Pork, Tater Tots, Orange Smiles	4.00	0	0.00
Sub Total for Tuesday 10/04/2016			0.00
<b>Lunch Items for Wednesday 10/05/2016</b>			
Sub Sandwiches, Sun Chips, Red Apples	4.00		0.00
Sub Total for Wednesday 10/05/2016			0.00
<b>Lunch Items for Thursday 10/06/2016</b>			
Scrambled Eggs, Biscuits, Sausage, Orange Smiles	4.00		0.00
Sub Total for Thursday 10/06/2016			0.00

Once you have entered the quantity for the month, it will create a total at the bottom of the screen.

Note: If an order for an item has been processed, you will not be able to change that item.

Grand Total 40.00

After you have reviewed the order and verified it, click on "Order Items."

The total cost for lunch will appear at the top of the page. This is confirmation that the order has been **created**.

**LUNCH ORDERS DO NOT HAVE TO BE PAID ONLINE!!**

Lunch orders may be paid by cash or check in the main office or online through a credit/debit card or E-check. Please keep in mind that if you choose to pay online, there are fees associated with the type of payment you select. These fees are service fees charged by the merchant. It is not a fee charged by Heritage Christian School.

Total value of unprocessed ordered items is \$ 40.00

**TO PAY BY CASH/CHECK:** Simply close out of the FACTS Family Portal after ordering your lunch items. Do not click submit at the bottom of the Online Lunch Payment screen.

**TO PAY ONLINE:** Select “Submit” on the Online Lunch screen.

**Online Lunch Payment** Payment

Please Provide Payment Information:

You will pay \$40.00.

Email address \*  
turnboughl@hcs-nl.com

Payment Information  
Billing Name \*  
Lisa Turnbough

Bank Account  Credit Card

Submit

Accounting System	Fiscal Year	Balance	Amount
General	2013-2014	\$0.00	\$0
General	2014 -2015	\$0.00	\$0
General	2015 - 2016	\$0.00	\$0
Total		\$0.00	

A negative amount indicates a credit

Pay Now

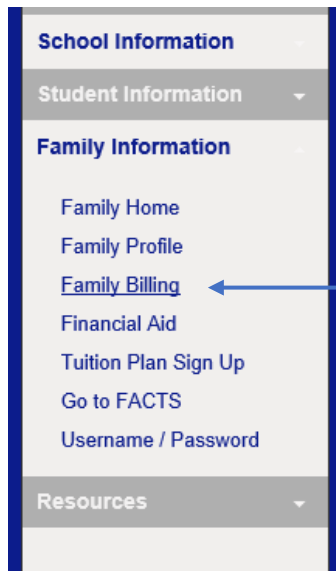
Proceed through the set-up of bank information and Select “Pay Now.”

**How do I check my student’s lunch order?** Items that have been ordered are available for viewing in the lunch calendar. Items marked in **RED** indicate that the order has been placed, but payment is still due or that payment was made by check/cash to the main office. Items marked in **BLUE** indicate that the order has been placed and payment has been submitted online.

**How do I use my credits?** Credits are not figured into the confirmation total. In order to utilize your credit, please follow the steps below:

1. Place your order in FACTS Family Portal and close out of FACTS, as if you are paying by check/cash.
2. The Finance Director will create a lunch charge in your family register in FACTS
3. Once the charge is created, the credit is then subtracted from your total.
4. At that point, you may select to pay by cash/check or online.

In order to pay online, you will need to select “Family Billing” located under the Family Information tab on the left hand side of the screen.



Then, select “Pay Now” and proceed with payment.

Family Billing		
Account	Balance	Details
BASP	\$0.00	<a href="#">Details</a>
Fees	\$0.00	<a href="#">Details</a>
General	\$0.00	<a href="#">Details</a>
Lunch	\$0.00	<a href="#">Details</a> <a href="#">PayNow</a>

A blue arrow points from the text above to the 'PayNow' link in the 'Lunch' row of the table.