



# FAQ

## ***How Do Families Submit Orders?***

*By accessing the school website [www.smrschool.org](http://www.smrschool.org) and going to LunchBuilder and creating a family lunch ordering account. Each family account is password protected.*

## ***Can Families Prepay For School Lunches?***

*Yes! Families can prepay for school lunches. The system continually tracks each family's account balance. As orders are submitted, the system automatically adjusts the account balance.*

## ***How Does The School Lunch Staff Know What Each Student Ordered?***

*A daily report is printed by grade and given to each teacher.*

## ***What happens if my child is absent?***

*If a child misses a pre-ordered lunch, it will be noted and all credits will be given at the end of the the month.*

## ***Do All Snacks, Drinks, Ice Cream etc. Have To be Pre-Ordered Online?***

*No they do not. However, if you are ordering a main entrée we encourage that you order snacks for that day as well. Ala carte items will be available for cash sales only.*

## ***What if I make a mistake when placing an online order, can I correct the mistake?***

*Yes, as long as the ordering period is still open. After that, in LunchBuilder® you can send a "trouble report" to the Lunch Administrator.*

## ***How Do Families Order For Multiple Children?***

*After families access their online school lunch ordering account, they can view a separate order form for each student in the family. Each student's order can be different.*

## ***Is a Separate Payment Submitted For Each Student's Order?***

*No, the system tracks each student's order individually, but groups the payment due into a family total.*

## ***What If I Forget What I Ordered For My Children's School Lunch?***

*You can either view the email confirmation that is sent when you order, or you go back into your account at anytime and see what you ordered for each child.*

## ***Can I change My School Lunch Order After It Has Been Submitted?***

*Yes, only the 20<sup>th</sup>-30<sup>th</sup> of each month. Once the cut-off date arrives, you can no longer change orders. If a change is needed the system will let you send a "trouble report" to the Lunch Administrator.*

## ***What If I Miss A School Lunch On-Line Ordering Due Date?***

*You must then send in your lunch order via the parent/teacher communication folder. Your order will then be input into the system and an invoice will be sent home.*

***Can Orders Be Paid For With Credit Cards or Electronic Checking?***

*No. After a family inputs their orders they can print their invoice and send in one payment for the entire family for the month.*

***What if I do not have Internet access and cannot order online?***

*Please contact one of the Lunch Administrators for options.*

***Does The System Track Family Payments & Account Balances?***

*Yes! This online ordering system tracks payments recorded for each family.*

***What If A Family Account Has An Unpaid Balance?***

*If a balance is due it must be settled by the end of each month.*

*We hope that we covered most questions but feel free to contact the Lunch Administrator-Michele Gigliotti at x330 if you have any additional questions or need payment information.*

*If you have any technical or system questions please feel free to contact Jana Duquette at x321.*

***Thank You and Happy Ordering!***