



## SCHOOL LUNCH PROGRAM: GETTING STARTED WITH LJ'S

*Calais School students have the option of buying lunch through LJ's Catering. LJ's Catering is a NJ registered Food Service Management Company and they work closely with New Jersey's Department of Child Nutrition. All lunches are hot lunches individually portioned for students and delivered fresh daily.*

*Menus are posted online two months at a time. If you know your child will be absent, please contact LJ's directly so they can cancel the meal and credit your account. If school is closed, your account will be credited automatically.*

### Creating an Account

You only have to do this step once. You do not have to create separate logins for multiple children. If you ordered online last year, all you need to do is log on and update your grade and homeroom before ordering lunches.

- Visit [www.ljsfoodservice.com](http://www.ljsfoodservice.com).
- Click the "LOGIN" tab and enter your contact information (Name, Address, etc.) to create an account for yourself.
- After your account is setup and you login, you will be directed to our "Welcome Page"
- Click the "My Children" tab.
- Click Add.
- Enter your child's data (first, last, nickname, LJ's School ID: **CAL041513**, grade level).

**Please note: you will not see our menus until you add your child's information.**

- Click Add.
- Click OK after the popup screen.
- Repeat this step if you have multiple children.

### Ordering Meals Online

There is a 48 hour cutoff to order your meal online. We recommend ordering meals a month or two at a time, as LJ's assesses a \$1.00 fee per transaction.

- Go to [www.ljsfoodservice.com](http://www.ljsfoodservice.com) and login using the "LOGIN" tab.
- Click the "My Children" tab.
- Click the "Select Menu" Button for the child you wish to select a menu for.

*You will not be able to view menu if you left the School ID field blank when adding a child.*

***Our LJ's School ID is CAL041513.***

- Click on the checkbox for the days you would like lunch.

- **If your child does not want the main meal that day, you can select a substitution under the "alternate lunch" drop down box. If your child would like a double entrée, please select "Double Main Entrée."**
- After you have selected all of your meals, click "Save Menu" to save your choices.
- Review your child's calendar and then choose one of the following steps:
  - **To order for the following month**, click "Next Month" (upper right portion of menu).
  - **To generate an invoice and go to the payment screen**, click "Create Invoice".
  - **To order meals for another child**, click "Next Child's Menu" button, repeat the steps above.
  - **To print the choices you selected**, click the "Print calendar" button. *(Printing is for your reference only. Only meals that are paid for correctly will be sent.)*
  - **To make a change**, click the "Back" to return to the previous page.

## Payment Options

**"Paypal Now"** - You will be linked to Paypal, enter your payment information on their site. If you choose this option your order will be considered "Complete."

- Please note eChecks or paypal accounts that link to a bank account instead of a credit card **will take 4-5 days to process.**

**"Pay by Check"** - You will have the option to print out an invoice. Please print invoice and staple check or cash to invoice.

- Do not send payment to the school. **Please send payment to: LJ's Food Service, 49 Wadsworth St, Wallington, NJ 07057.** Once LJ's receives the check, they will send the meals and the invoice will be ready to print on the "My Orders" tab.
- If you choose this option your order will be considered "Pending" until the check is received and entered.

**PLEASE NOTE: MEALS THAT ARE "PENDING" WILL NOT BE SENT.**

**Please give yourself enough time when paying by check.**

## Confirming Order

Click on the "My Orders" tab. Click on the button that reads "Click Here to Print Coupons or **View all Selected Meals.**" Any meal that is correctly paid for from the current day going forward will show up when that button is clicked.

## Having Trouble?

Refer to LJ's "Frequently Asked Questions" at <http://www.ljsfoodservice.com/FAQs.htm>.

# FREQUENTLY ASKED QUESTIONS



## **HOW CAN I CONTACT LJ'S?**

We are always updating our FAQ and our website to provide the best service for you and your school. If you have any questions, issues, problems, suggestions or feedback please call our office at 201-438-4022 or email [info@ljsfoodservice.com](mailto:info@ljsfoodservice.com). We are willing to help out in any manner possible.

## **WHAT IS THE CANCELLATION POLICY?**

Email your child's name, school, grade\teacher, and lunch choice to [info@ljsfoodservice.com](mailto:info@ljsfoodservice.com) after the online cutoff and by 8:00 AM the day the meal is served. If you follow these steps, you will receive a confirmation email. Your LJ's account will be credited within 48 hours, LJ's credits can be banked as future lunch payments.

## **WHAT IF THE SCHOOL IS CLOSED AND I ORDERED A MEAL?**

LJ's is on your school alert system and will automatically credit all meals that have been paid for if your school is closed due to flooding, snow, etc. If your school has a delayed opening and will be serving lunch, you need to call in your cancellation following our "Cancellation Policy".

## **IS MY CHILD GETTING A MEAL? DID I DO IT CORRECTLY?**

Log in using the "Login" tab. Click on the "My Orders" tab. Click on the button that reads "Click Here to Print Coupons or View all Selected Meals". ANY meal that is correctly paid for from the current day going forward will show up when that button is clicked. If your school uses coupons, please print out that page and bring in the coupons on the days meals are served. You will also be AUTOMATICALLY emailed coupons as an attachment when you pay for a meal, any meals paid on credit though will not be emailed.

## **WHAT IS A PENDING ORDER?**

Pending orders are orders placed that have not been paid for. The causes are: checks\cash not received and processed or your Paypal account is linked to a Debit Card (eChecks).

Pending orders are NOT COMPLETE and will not be sent. You will receive an automated email if you have an order in a "pending status". Please make sure your email address is correct in our system (My Account Info tab after you log in).

If there is anything "wrong" with the invoice (not adding up right, missing meals, wrong meals) your order has not been completed properly.

## **WHAT IF I DON'T WANT TO OPEN A PAYPAL ACCOUNT?**

If you want to pay online, you will need to use [paypal.com](http://paypal.com) You can either setup a paypal account OR you can use their "log in as guest" option. We also accept cash and checks. Please see "What are my payment options?"

**WHY DO I HAVE A NEGATIVE BALANCE ON MY ACCOUNT?**

If you emailed\called in an add-on meal into our office and it remains unpaid for more than 7 days, we will charge your LJ's account (the cost of the meal plus the add-on fee).

You will need to pay this amount by mailing us a check (49 Wadworth St, Wallington, NJ 07057) or paying it with Paypal on your next order. If you have a negative balance we will not send meals.

**HOW DO I ORDER AN ALTERNATE MEAL?**

Click on the dropdown arrow (alternative meal) BEFORE you check the checkbox for that day. If you check the checkbox before you choose your alternate meal, the option to select an alternative will be greyed out. If this happens, just uncheck the checkbox.

**WHY AM I CHARGED A SERVICE FEE?**

As you may know, LJ's online ordering is dynamic as it allows for easy payment options, automatic credits, canceling and changing orders, flexible ordering, more lunch alternatives and up to date School lunch room news. The system is fully automated to make the lunch ordering process as easy as possible. This allows us to provide a better service to the parents and children.

Unfortunately Paypal charges a fee for most of these services. Instead of raising the price per lunch, we felt that it would be best to pass along the cost via the process fee. To take full advantage of the system and process fee, it is best to order as many lunches as possible on one invoice. This will allow you to spread the fee amongst as many lunches therefore "lower" the "per lunch" ordered fee. We generally post 2 or 3 menus online so the fee can be spread out. If you can take advantage of advance ordering, you will be able to reduce the cost as opposed to building the fee into the cost of lunch.

As mentioned, the new system is fully automated. The checks are for parents that are reluctant to use a credit card online. The service fee applies to check payments also because a person has to manually go into the system and mark all the meals paid. The only other option was to raise the price of each meal.

**WHY AM I CHARGED AN ADD-ON FEE?**

Manual orders will be charged an additional \$3.00 plus the cost of lunch. Add-on fees are charged for each order that is manually processed after the online cutoff. To avoid the add-on fee, please order meals online before the 48 hour cutoff.

**WHAT IF MY CHILD HAS AN ALLERGY?**

Please call us if your child has an allergy and we will do everything possible to accommodate them.