ORDERING HOT LUNCH THROUGH FACTS/RENWEB

You must already have access to FACTS/RENWEB to order. If you need help, please contact the office.

PLEASE READ EACH STEP CAREFULLY

DIRECTIONS USING THE RENWEB APP ON YOUR SMART DEVICE:
1. Open Renweb app
2. Select **STUDENT**
3. Select **LUNCH**
4. Select the date of the first day of the menu for the month. (This will change for each menu and will be included in an email every month.)
   a. If you have more than 1 student, all of your student names should appear as you scroll up.
5. Select the meal item you would like to order and a pop-up screen should appear **DO YOU WANT TO ADD/REMOVE THE ITEM?** And select **ADD**
   a. As you add more items, the previous pop up screen will not appear, it will automatically add the item you have chosen.
   b. When you're done ordering for the day, select **NEXT** (Blue highlighted button) and continue ordering for the month.
   c. When you're done ordering for the monthly menu, the "NEXT" option will be dark. Then you know you have reached the end of the monthly menu cycle.
6. When you're done choosing the menu options, select **DONE** at the top of the page.
7. At the bottom of the screen, **GRAND TOTAL** should appear with the total amount owed for lunch.
8. Select **PAY NOW**
9. CHOOSING A PAYMENT:
   a. Bank Account option: You will need to enter your bank information and use a routing number. There is **NO FEE** with this option
   b. Credit/Debit Card option: You will have to enter your credit card number. There is a up to **2.85% FEE** which will be included in your total.
   c. FACTS will save your bank information or credit card number if you choose to use it in the future.

DIRECTIONS USING THE PARENTS WEB SITE ON THE INTERNET:
1. Go to factsmgt.com.
2. Select **PARENT LOG IN.**
3. Select **FACTS FAMILY ONLINE (ParentsWeb).**
4. Sign in.
5. Select **STUDENT INFORMATION** from the menu on the left.
6. Select **LUNCH** from the menu under Student Information and a calendar will pop up. Select the start date for the menu (The menu for that week

will show, if you chose for the month time frame, the entire month will show).

    a. If you would like to see more than 1 week of the menu on the screen, choose **TIME FRAME: MONTH**

7. Select the start date for the menu. (The menu for that week will show, if you chose for the month time frame, the entire month will show.)
8. When you're ready to order lunch, select **CREATE WEB ORDER**.
9. Select which student you would like to order for first.
A list of dates will appear. Click on the date you would like to order hot lunch and a drop-down option will appear. Select a quantity of the meal you would like to order. You need to repeat this process for each day you want to order.
10. When you're done selecting for the month, go to the bottom of the page and select **SUBMIT ORDER**.
11. Your order should appear with a total amount of money.
12. Select **CONFIRM AND PAY**.
13. CHOOSING A PAYMENT:

    a. Bank Account option: You will need to enter your bank information and use a routing number. There is **NO FEE** with this option

    b. Credit/Debit Card option: You will have to enter your credit card number. There is a up to **2.85% FEE** which will be included in your total.

    c. FACTS will save your bank information or credit card number if you choose to use it in the future.

PLEASE NOTE:

EMERGENCY LUNCH: Available for $5 and must be paid when received, or will be paid for using the Prepaid account. You must load money onto the Prepaid account using the following steps:
1. Use the app on your phone, choose "FACTS"
2. Select "Prepay Accounts"
3. At the bottom of the screen, choose the option "Add Funds"
4. Enter the amount of money you would like to add and choose "Next-Payment Method"
5. Choose payment method and press "Pay $XX.XX now

FIELD TRIPS: Field trips will be included as a menu item for $0. Depending on which method of ordering you use (Renweb app or ParentsWeb), it will appear either at the top or bottom of menu items.

PRINTING MENU: To print a copy of the menu, you can go into ParentsWeb and select **PRINT WEEK** OR **PRINT MONTH**.

If you have any questions, please contact Vicki Sullivan at sullivanv@ndaacademy.org or call the school and leave a message. Calls will be returned as soon as possible.