

# Hot Lunch Ordering Instructions



Dear Parents:

**IMPORTANT: YOU MUST ORDER BY MIDNIGHT THE 28<sup>th</sup> OF EACH MONTH TO AVOID LATE FEES. PLEASE BE SURE TO FILL OUT ALL THE BLANK INFO BOXES OR THE SYSTEM COULD FAIL TO GENERATE YOUR ORDER. INCLUDE YOUR EMAIL ADDRESS WHEN PROMPTED AND YOU WILL BE AUTOMATICALLY REMINDED WHEN THE MENUS ARE READY EACH MONTH.**

Please follow directions below to order lunch for your child.

1. Log onto the Fairfax Food Service & Caterers web site [www.ffsfood.com](http://www.ffsfood.com) home page.
2. Click on **Menu Login** in the menu bar.
3. **Enter** your code in the box provided **AQ02** to view the menu and place your order (please always remember the **last two characters are always Numeric. Now click on "Get Menu"**).
4. This will bring you to the next page that shows the month for ordering and a **"Shopping Cart"**, please **click on shopping cart**.
5. Fill in your child's **first and last name** and **grade from the drop down box**. These are required fields. If you want to buy everyday of the month left click on your choice in the box to the right that allows you to select the meals for the month. If you don't want everyday, scroll to the menu and left click 1 time on each meal you want to add to your cart. Once you have picked all the meals for your child, go to the bottom and click on **"Continue."**
6. Your child's name and grade will appear. To check out you must fill out the required fields with your **name, email address, billing address**, and **payment type** information. After you enter the expiration date from your card in the next box enter the 3 digit security code off the back of your card. Once all required fields are filled out go to the bottom and click on **"Check Out"**.
7. This page is your receipt with the total amount; as well as, the schedule of **days and meals selected**. Please print this receipt for your records. A receipt will also be sent to the email address entered with your order.

**Snow Policy:** on day 2 of consecutive days we will credit 100% of the meals ordered with the following information: Email: [Mskath@ffsfood.com](mailto:Mskath@ffsfood.com) with the name of the school, full name that appears on the credit card, the child's name, and proper credits will be issued.

**Field Trips/Illness:** With 48 hour business days notice prior to a Field Trip, call our office 703-550-1820 and we will issue credits should a field trip pop up or if an extended illness should occur the same 48 hour notice applies.

**NOTE:** When you entered your e-mail address this allows the system to email you a receipt as well as notify you each month when the menu has been "Published" for the next month's ordering.

Please remember the ordering window is the 1st of each month through midnight on the 28<sup>th</sup>. Please help us avoid potential mistakes with your child's lunch by ordering **ON TIME**.

It is our pleasure to serve your children and we appreciate everyone's ongoing support.

**For September '16 ONLY ordering will remain open until midnight Sept 4<sup>th</sup>**

[www.ffsfood.com](http://www.ffsfood.com)

P.O. Box 418, 8352-F Terminal Road, Newington, VA 22122 ♦ 703.550.1820 ♦ 703.550.1796 fax