

Family Portal - Prepaid Lunch Orders (Method 2)

Purpose	Schools who require payment for lunch at the time parents place orders in FACTS Family Portal can share this information to help parents understand the process. Families may access valuable articles to guide them in confidently navigating and understanding the Prepaid Lunch Orders. Feel free to share these resources to empower others to use the Family Portal Prepaid Lunch Orders.
Related Articles	Set Up Lunch Ordering when Parents Pay at Time of Order Family Portal - Lunch Orders (Method 1)
Interactive Tutorials	Order Student Lunches Through Family Portal Interactive Tutorial

Overview

Parents may log into **Family Portal** and order lunch for their students. As soon as their order is submitted through Family Portal, it displays in FACTS SIS. If the order is changed in FACTS SIS, the change is immediately reflected on Family Portal. Introduce the new tool to families with [article resources](#).

Family Portal Lunch Calendar sample image

The screenshot shows the Family Portal interface for 'The First Academy'. The top navigation bar includes the school name and a 'CA' button. Below the bar, there's a sidebar with navigation options: School, Student, Grades, Homework, Lesson Plans, Report Card, Attendance, Behavior, Medical, Lunch, Course Request, and Schedules. The main content area displays a calendar for the week of 1/8/2021. Each day's cell contains a list of lunch items and their prices. A legend at the top right explains the color coding: Red for items ordered and not yet paid through web payment, Blue for items ordered and paid through web payment, and Green for items ordered, paid, and changed by school. Annotations point to 'Order lunch' (CREATE WEB ORDER button) and 'Order status' (legend). A label 'View lunch calendar' points to the calendar grid.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
3	4	5	6	7	8	9
	Cheeseburger, Fries, Corn (\$4.25)	Cheeseburger, Fries, Corn (\$4.25)	Chicken Nugget, Corn, Mash Potatoes (\$5.00)	Cheeseburger, Fries, Corn (\$4.25)	Chicken Nugget, Corn, Mash Potatoes (\$5.00)	
	Chicken Nugget, Corn, Mash Potatoes (\$5.00)	Chicken Nugget, Corn, Mash Potatoes (\$5.00)	Chips (\$0.50)	Chicken Nugget, Corn, Mash Potatoes (\$5.00)	Chips (\$0.50)	
	Chips (\$0.50)	Chips (\$0.50)	Green Beans - Mashed Potatoes - Roast (\$6.23)	Chips (\$0.50)	Green Beans / Mashed Potatoes / Roast (\$6.00)	
	Green Beans - Mashed Potatoes - Roast (\$6.23)	Green Beans - Mashed Potatoes - Roast (\$6.23)	Green Beans / Mashed Potatoes / Roast (\$6.00)	Green Beans - Mashed Potatoes - Roast (\$6.23)	Hot Lunch (\$5.00)	
	Green Beans / Mashed Potatoes / Roast (\$6.00)	Green Beans / Mashed Potatoes / Roast (\$6.00)	Hot Lunch (\$5.00)	Green Beans / Mashed Potatoes / Roast (\$6.00)	Milk-Strawberry (\$0.75)	
	Hot Lunch (\$5.00)	Hot Lunch (\$5.00)	Pizza (\$2.00)	Pizza (\$2.00)	Pizza (\$2.00)	
	Ice Cream Sandwich (\$1.25)	Ice Cream Sandwich (\$1.25)	Spaghetti and Toast (\$3.00)	Spaghetti and Toast (\$3.00)	Spaghetti and Toast (\$3.00)	
	Milk-Strawberry (\$0.75)	Milk-Strawberry (\$0.75)	Turkey Burger, Chips, Corn (\$4.25)	Turkey Burger, Chips, Corn (\$4.25)	Turkey Burger, Chips, Corn (\$4.25)	
	Pizza (\$2.00)	Pizza (\$2.00)	Vegan Sandwich, Chips, Drink (\$5.00)	Vegan Sandwich, Chips, Drink (\$5.00)	Vegan Sandwich, Chips, Drink (\$5.00)	
	Spaghetti and Toast (\$3.00)	Spaghetti and Toast (\$3.00)	Cheeseburger, Fries, Corn (x2) (\$8.50)	Hot Lunch (x1) (\$5.00)	Cheeseburger, Fries, Corn (\$4.25)	
	Turkey Burger, Chips, Corn (\$4.25)	Turkey Burger, Chips, Corn (\$4.25)	Ice Cream Sandwich (\$1.25)	Ice Cream Sandwich (x1) (\$1.25)	Green Beans - Mashed Potatoes - Roast (\$6.23)	
	Vegan Sandwich, Chips, Drink (\$5.00)	Vegan Sandwich, Chips, Drink (\$5.00)	Milk-Strawberry (\$0.75)	Milk-Strawberry (\$0.75)	Ice Cream Sandwich (x2) (\$2.50)	



Note

- **Red** - items ordered and not yet paid through web payment
- **Blue** - items ordered and paid through web payment
- **Green** - items ordered and paid through web payment, then modified by school

Place a lunch order

Parents or guardians may apply any available credits when placing their order. If a negative balance exists on the lunch account it will display and must be included in the payment. The **Total** column displays the cost. The **Grand Total** is listed at the bottom.

Example order form

The **Lunch Order Form** expands listing each date an order may be placed.

 Lunch Ordering

Lunch Order Form

Briella Adcock (\$0.00)

Ross Adcock (\$4.75)

Lunch Items for Friday 01/15/2021 (\$4.75)

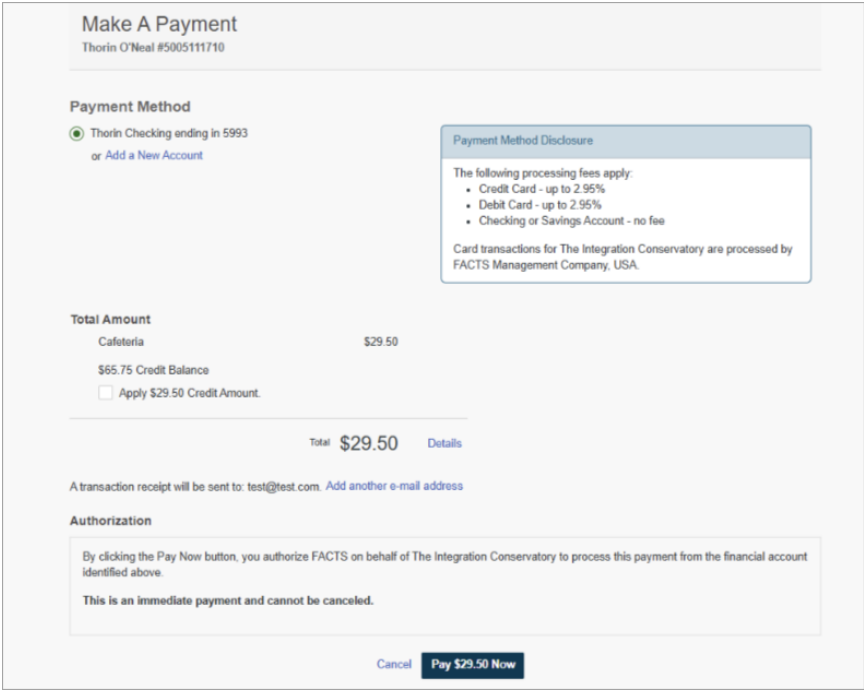
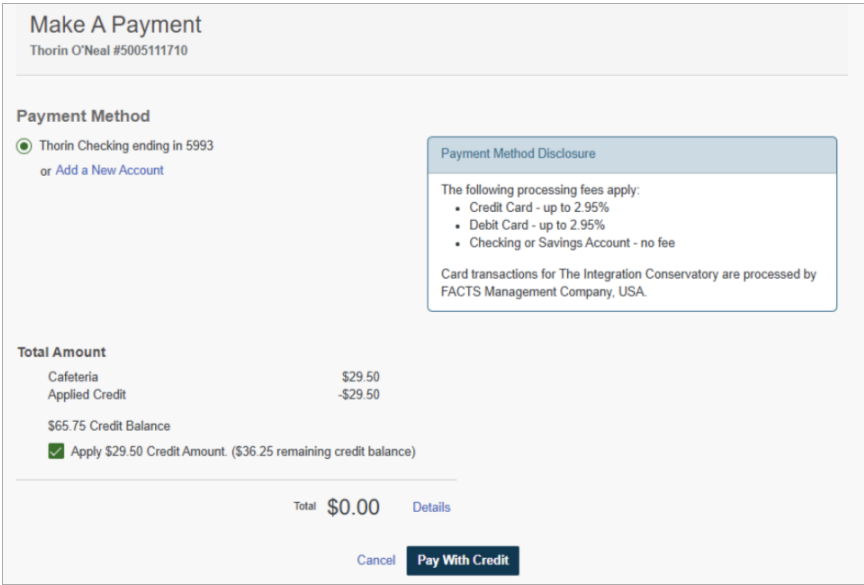
Lunch Item	Price	Quantity	Total
Cheeseburger, Fries, Corn	\$4.25	1	\$4.25
Chicken Nugget, Corn, Mash Potatoes	\$5.00		\$0.00
Chips	\$0.50	1	\$0.50
Green Beans - Mashed Potatoes - Roast	\$6.23		\$0.00
Green Beans / Mashed Potatoes / Roast	\$6.00		\$0.00
Hot Lunch	\$5.00		\$0.00
Ice Cream Sandwich	\$1.25		\$0.00
Milk-Strawberry	\$0.75		\$0.00
Pizza	\$2.00		\$0.00
Spaghetti and Toast	\$3.00		\$0.00
Turkey Burger, Chips, Corn	\$4.25		\$0.00
Vegan Sandwich, Chips, Drink	\$5.00		\$0.00

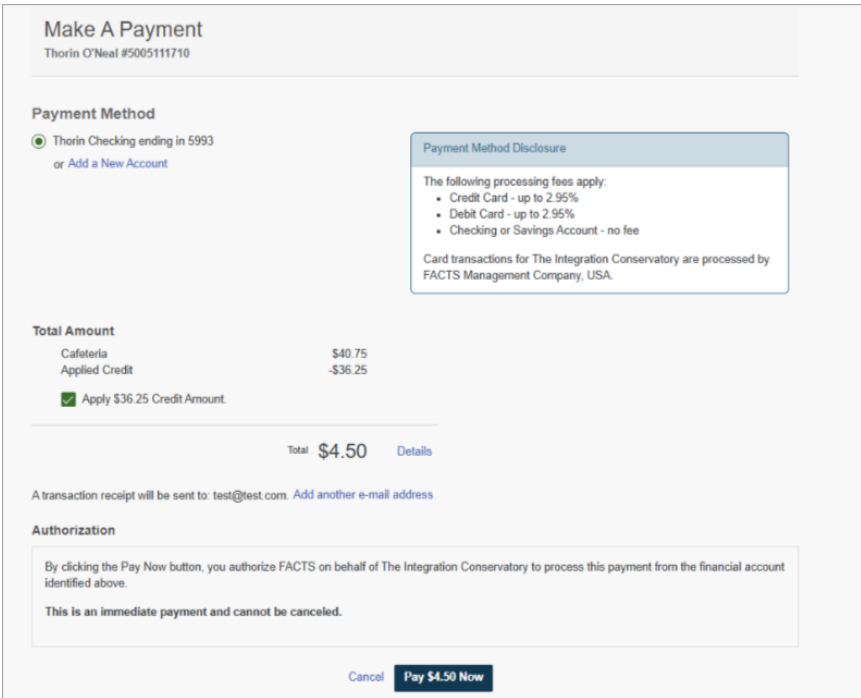
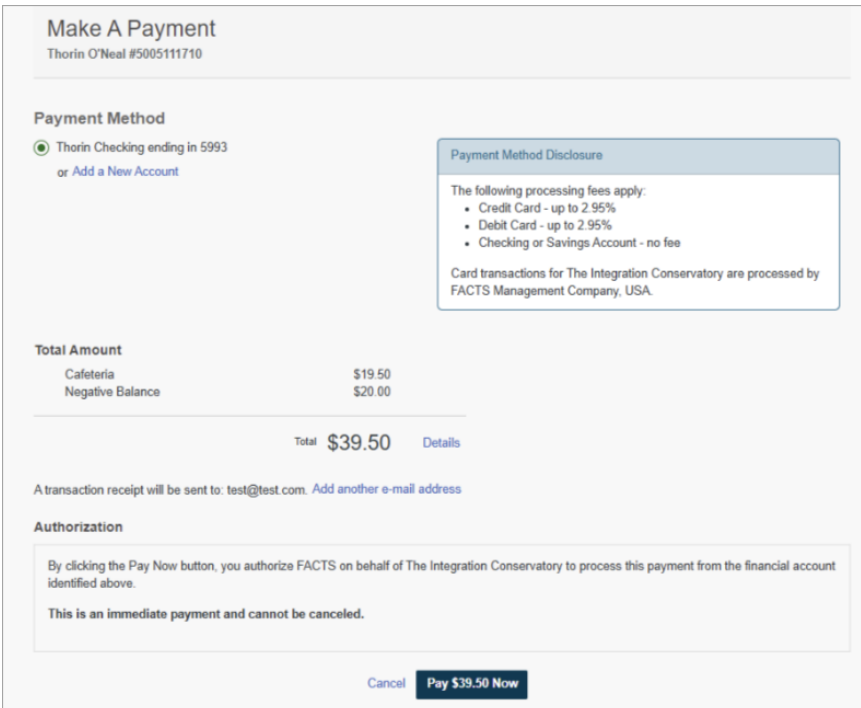
Quantity may include items previously ordered.

Grand Total: \$4.75

SUBMIT ORDER

Example payment screens with credits and negative balances

Scenario	Screenshot
- A credit amount is available but not selected. - The customer's selected payment method is charged.	 The screenshot shows the 'Make A Payment' interface for Thorin O'Neal #5005111710. Under 'Payment Method', 'Thorin Checking ending in 5993' is selected. A 'Payment Method Disclosure' box lists processing fees: Credit Card (up to 2.95%), Debit Card (up to 2.95%), and Checking or Savings Account (no fee). The 'Total Amount' section shows a \$29.50 charge for the Cafeteria and a \$65.75 Credit Balance. The checkbox 'Apply \$29.50 Credit Amount.' is unchecked. The total due is \$29.50. The authorization text states that clicking 'Pay Now' authorizes FACTS to process the payment from the selected financial account, and that this is an immediate payment that cannot be canceled. The 'Pay \$29.50 Now' button is highlighted.
- A credit amount greater than the balance due is selected. - The order total is subtracted from the credit balance.	 This screenshot shows the same 'Make A Payment' interface, but the checkbox 'Apply \$29.50 Credit Amount. (\$36.25 remaining credit balance)' is now checked. Consequently, the 'Total' amount is now \$0.00. The 'Pay With Credit' button is highlighted, and the 'Pay \$29.50 Now' button is no longer present.

Scenario	Screenshot
- A credit amount less than the balance due is selected. - The available credit amount is subtracted from the order total, and the remaining balance is charged to the customer's selected payment method.	 The screenshot shows the 'Make A Payment' interface for Thorin O'Neal #5005111710. Under 'Payment Method', 'Thorin Checking ending in 5993' is selected. A 'Payment Method Disclosure' box lists processing fees: Credit Card (up to 2.95%), Debit Card (up to 2.95%), and Checking or Savings Account (no fee). The 'Total Amount' section shows a Cafeteria charge of \$40.75 and an Applied Credit of -\$36.25, resulting in a Total of \$4.50. A checkbox 'Apply \$36.25 Credit Amount' is checked. The 'Authorization' section states that clicking 'Pay Now' authorizes FACTS to process the payment and that it is an immediate payment that cannot be canceled. Buttons for 'Cancel' and 'Pay \$4.50 Now' are at the bottom.
- There is an existing negative balance on the account. - The negative balance is added to the order total, and the total amount is charged to the customer's selected payment method.	 This screenshot is identical to the one above, but the 'Total Amount' section shows a Cafeteria charge of \$19.50 and a Negative Balance of \$20.00, resulting in a Total of \$39.50. The 'Apply \$36.25 Credit Amount' checkbox is not present. The 'Pay \$39.50 Now' button is at the bottom.

1. In your Internet browser, navigate to <https://factsmgt.com> and click **Log In Here**.
2. Click **Family Portal Login**.

3. Type your school's district code, your username, and password.
4. When Family Portal displays, click the Menu icon  if the left navigation menu does not display.
5. Click **Student**, then select **Lunch**.
6. Click **+CREATE WEB ORDER**.
7. Click the student name for which you wish to place an order.
8. Click the date to place an order.
9. Type the number of items to order for the student in the **Quantity** column.
10. Repeat for all dates and all students.
11. Click **Submit Order**.
12. Type payment information and click **Submit**.



Tips

- We suggest parents use **Google Chrome** or **Firefox** to place lunch orders.
- Do not leave the order or payment screens until the transaction is complete, which may take several seconds.
- After parents select a bank account or credit card for payment, any available credits display for them to apply to their transaction.
- When parents order through Family Portal, only the first meal per student is discounted. Schools may discount additional meals per student by making adjustments in Cafeteria Orders.

Resources to share with parents

Families may access these resources within the [Family Resource Center](#), or you may also share the links with them.

Resources

English Version	Description	Spanish Version
• Family Portal - Prepaid Lunch Orders - Resource Article	Helpful resource with instructions for Family Portal - Prepaid Lunch Orders (Method 2).	• Pedidos de Comedor Prepagados en Family Portal - Resource Article