



## Great News...Ordering Lunch is now Easier than Ever!

Bethany Community School will use *Orgs Online* to process lunch orders for 2018/2019. Some of the advantages to this new system include

- Software services eliminate paper order forms and the time it takes to fill out paper order forms.
- Your school's hot lunch order form is displayed on the *Orgs Online* website.
- All orders are now paid for online using electronic checks (**Credit Cards are Not Accepted**). Therefore, families no longer need to send cash or paper checks to school. Amounts due for lunch orders are automatically calculated for families when orders are submitted on the *Orgs Online* website.
- Built in bookkeeping system lets families review their orders and payment records online 24/7.
- One Time Easy Registration for new families... returning families will have the same user name & password as the previous year... you may add on any new children attending BCS for the first time.
- Fees associated with this program are minimal.
- Orders may be placed weekly or monthly.
- Order confirmations are generated when a lunch order is submitted.
- Orders can be changed as long as the period you are accessing is still open...Otherwise, please contact Mrs. Fowler at [tfowler@bcmschool.org](mailto:tfowler@bcmschool.org) or 336.951.2500 to make any changes needed.
- Everyday items such as Milk, Juice, Fruit, Snacks and Ice Cream can be ordered online or purchased daily.

### ONLINE PAYMENTS AND CONVENIENCE FEES:

- Your account will be charged a convenience fee of \$2.00 per family (not per child) **each time** there is an electronic check transaction.  
**Note: The "Convenience Fee" covers processing fees charged to the lunch program when we accept online electronic payments.**
- Order Confirmations will reflect any credit balance to your account.
- To avoid numerous convenience fees you may order up to a month's worth of lunches.

### SYSTEM SECURITY AND CONTROLS

- *Orgs Online* does not store bank information. That information is only stored by the online payment processor as part of their transaction records.
  - **Note:** The payment processor and its agents are required to comply with bank industry security provisions.
- Payment transactions are transmitted as encrypted data.

### ORDERING PERIODS

- You will see an order form for each week of the month.
- Orders can be submitted for any week within the month by selecting that week's order form.
- **Orders for each week must be submitted by Thursday (at midnight) the week prior to ordering.**
- Once ordering is closed for that week NO further orders can be placed or changed.

### GETTING STARTED WITH ONLINE LUNCH ORDERING

Our School-Lunch order form will be online beginning August 27, 2018. **However, catered lunches will not begin until Tuesday, September 4. Students should bring their own lunch during the first week of school.** All lunch orders should be placed online using the website order form. **If you choose not to use the online ordering system, you must send a note with your student requesting a paper menu.** To place a lunch order, go to our school's website

([www.bcschoolinc.org](http://www.bcschoolinc.org)) and click the link for the *Orgs Online Software Services*. You may also go directly to the *Orgs Online* website at [www.orgsonline.com](http://www.orgsonline.com).

## HERE'S HOW TO SUBMIT LUNCH ORDERS...

### For First Time Users:

1. Select the **CREATE NEW ACCOUNT** option that appears on the left side of the screen under the login box.
2. Complete your account setup information
3. Enter our **BCS school code: 492BCSNC**.
4. Select "*continue*" to activate your account.

Each family will have a "Family Account" that shows options such as *Place Orders, View Orders, View Payments, View/Update Account, And More!*

### To Submit an Order:

1. Select **PLACE ORDER** and submit a separate order for each student for whom you are placing a lunch order.
2. When each order has been submitted, select the **PLACE ORDER** button at the bottom of the page.
3. An Order Confirmation will display on the next page. You can PRINT that using the PRINT button at the bottom of the page. A confirmation email will also be sent as orders are recorded. If you receive duplicate order confirmations do not worry. Duplicate orders are not possible.
4. To review what you ordered, select **VIEW ORDERS**. You will see exactly what the system recorded for each student. You can view and PRINT your orders at any time.
5. As orders are submitted, the total amount due for your family is listed under the **CURRENT BALANCE**.
6. After all lunch orders have been submitted, select the **PAY NOW** button to submit your online payment. The **PAY NOW** button appears below the **CURRENT BALANCE** amount shown in the upper left corner of the screen. Follow the on-screen prompts to complete and submit your payment. Payment is due when the order is placed. **Unpaid orders will NOT be processed.**

A Convenience Fee of \$2.00 will appear when you view the total amount due. This fee will only appear when a payment is made and/or additional funds are added to your lunch account. If you have any question regarding your payment, select the **VIEW PAYMENTS** option to see if a payment was recorded to your account. You will see exactly what the system has recorded to your account.

### Please remember:

- The first time you visit the school lunch website, select the **CREATE NEW ACCOUNT** option to setup your family account.
- You will use the school code shown above to activate your family account.
- Follow the on-screen prompts to setup your family account.
- You need to place a separate order for each child (or staff member) that is ordering lunch.
- Submit all orders before selecting the **PAY NOW** button to submit a payment.
- For all future orders and use of your online lunch account, you will enter your email address and the password created when you set up the account.
- If you encounter a login problem, select the **GET HELP** button to request assistance. **Please do not open more than one account.**

If you forget your password at some time in the future, select the **FORGOT MY PASSWORD** option to have your password immediately sent to you. An automated attendant will send your password to the email address listed in your account. If you do not receive that email then select the **GET HELP** option to submit a Trouble Report.

You **MUST** process each order through until you see the **Order Confirmation** page. Do not stop until you see an Order Confirmation for the order being submitted. The system does not recognize an order until you see the Confirmation Page. We cannot process your order if has not been fully submitted & confirmed.

One last note, if you attempt to order after the cut-off date, the system will not accept your order... please contact Mrs. Fowler for assistance.

Account information / Save for future reference:

**Email address:** \_\_\_\_\_

**Password:** \_\_\_\_\_