EZ School Apps

Purchase Pre-Order Guide

Overview

Within this guide, you will find the following information:

How to Add a Credit Card

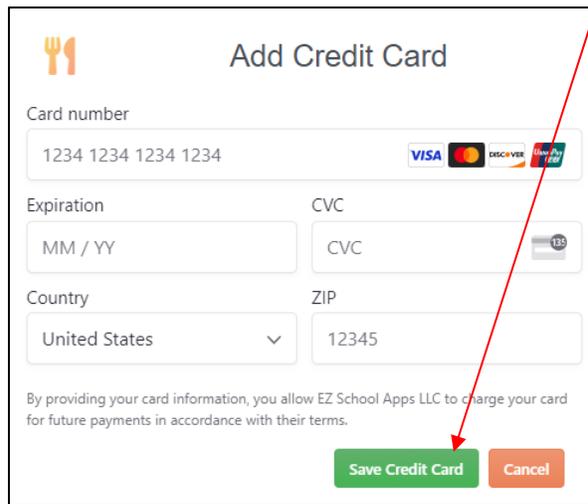The credit card information that you will be submitting here will be stored and processed by Stripe. You do not need to create an account with Stripe to use.

1. Click on Credit Card on the left, then click Add Credit Card.
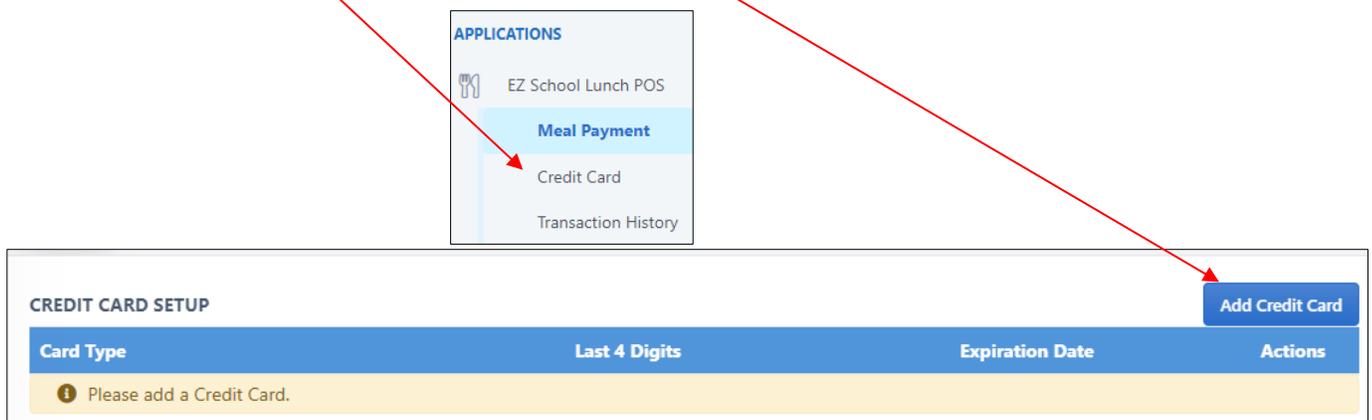
2. Add the information about your credit card and click on Save Credit Card.

3. For safety and security, the only numbers saved on our site are the last four digits of the credit card.

How to Pre-Order Meals

1. If you have multiple accounts to order for, use the dropdown to select the correct one
2. You can change the month by clicking on the left or right arrows.

3. Select lunches by clicking on the button in front of your food item of choice.
4. **IMPORTANT:** When you pre-order meals, you will be required to pay the balance before submitting your order. Once your payment is completed, all **paid items will turn blue** and be sent to the school. If you can't make a payment at this time, your selections will **not** be submitted.

How to Make a Payment or Save Your Order

5. If you scroll down, at the bottom of the calendar/menu, you should see the following:
   a. **Current Student Balance:** How much money you currently have available
   b. **Pre-order Amount:** total amount of money on pre-ordered meals.
   c. **Owed Amount:** Current Student Balance minus the Pre-order Amount

Current Balance:	$ 62.50	test
Preorder Amount:	$ 32.00	ⓘ To submit your order, you must click the **Save/Pay** button and purchase the selected meals. When successfully purchased, the items in the calendar will turn blue.
Amount Owed:	$ 0.00	
Secured by PayPal	Save/Pay	

6. Once you are done choosing your meals, click on **"Save/Pay"** to save your selections. If the Current Balance doesn't cover the Owed Amount, you will get a popup to add money before submitting your order.

7. All the fields will be pre-populated for you, all you need to do is review the details and click **"Add Mount"**

8. If you also wanted to add additional funds, click the on the button before "Choose specific amount". This will let you edit the "Amount to Add". Then click Add Amount.

Add Money

Payment Option:	MasterCard-
Amount to Add:	50.00
	☐ Choose specific amount
Convenience Fee:	$ 2.50
Total Amount:	$ 52.50

Add Amount   Cancel

9. You will get the following popup box if the transaction is successful.

✓ **Payment successful!**

Your payment was successfully applied to the account. If you ordered meals and want to keep a record of what you ordered please click on the **"Print Orders as PDF"** button at the top of this screen.

Ok

3

How to Print Your Final Order

You can print your order by clicking on **Print Orders as PDF** right above the calendar.


Transaction History

You can check your history of current transactions in **Transaction History** on the left.

How to Request a Student Connection

Once you log in you can check your student connections in the dropdown menu

If you find that you are missing a student, please click the "Missing a Student" and follow these steps:

1. In the following popup please select your school and type the student name(s) in the box below
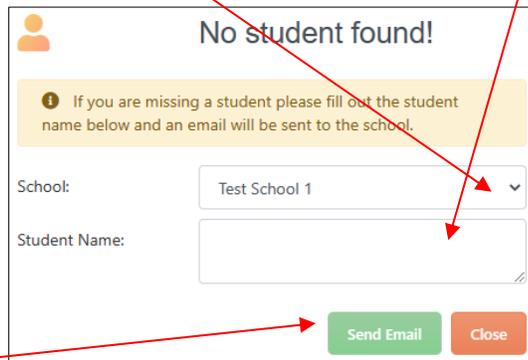

2. Then click "Send Email", this will inform the school that they need to adjust the student connection
3. Lastly all you must do is wait. Your school will connect your child for you

(Returning Parents) Setup Student Homeroom and Grade for the New School Year

1. If your student(s) has **not** been setup with a Grade and Homeroom for the new school year, you will see the popup below as soon as you navigate to the preorder page (or when switching between students). If the pop-up does not appear then you can skip this setup since the school or caterer may have put in the homeroom and grade for you.
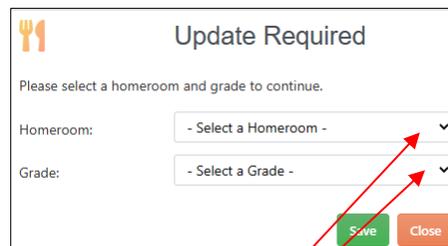
2. Use the Homeroom dropdown to select your student's homeroom.

3. Use the Grade dropdown to select your student's grade and click Save.

4. If you have more than one student in the school, switch between them here to set their Homeroom and Grade
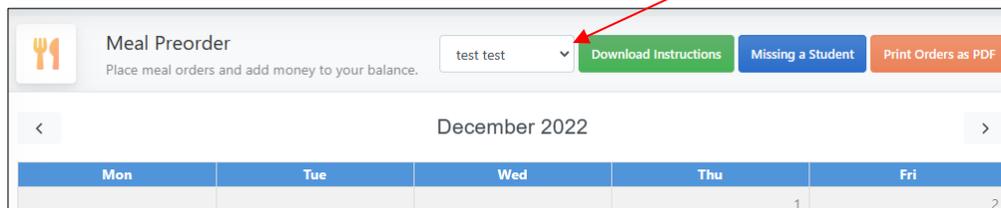
5. You will the see the same popup for each of your students.

6. Follow the same directions above to choose the homeroom and grade.

7. If you need to add an additional student, please follow the steps from **How to Connect/Create a Student.**

Other Important Notes

The credit card charge for these transactions will show as "EZ School Apps", "EZ School Lunch" or "EZ School Payment" on your credit card statement. If you dispute this transaction a "chargeback" fee of $15 may be imposed by the bank to your school since they are the recipient of the funds.

If your credit card is declined, we recommend trying a different card or calling your credit card company to find out more.

If you find yourself in need of support, you can use the 'Contact Support' link at the top or the "Contact Support" link on the login page. This will send a support request to the school (or caterer) since we only provide the software and are not authorized to make any changes without the direct request from one of the administrators. They are in full control accounts. They should be able to provide you with anything you may need.