



Hot Lunch FAQ's

Q: Is there a fee to preorder through the website?

A: There is a convenience fee if you pay on EZ School Apps with a Credit/Debit Card, unfortunately. The fee is 3.75%

Q: Can I just pay a lump sum?

A: Yes, you can just add funds to your child's "student bank" under the Meal Payment screen, (as opposed to clicking each lunch/milk that you want.) If you have more than one child, you can still add money to just one child's account, and not to your multiple children, in order to skip repeat convenience fees. Then you can redistribute money from one child to another child as needed without fees. Again, that is all under the Meal Payment screen. To transfer funds, look for an orange button that says, "Transfer Money Between Students."

Q: What if I preorder for a certain day and my child is absent?

A: If you do preorder, and your child is out sick or for an appointment or whatever, the money you paid will just stay in the "student bank" of your child. We don't charge a student's lunch account until lunch is in the child's hands, even if you prepaid. So you won't be charged for a lunch your child didn't take. We try to apply the charges daily, in the afternoon, to keep the accounts up-to-date. If something comes up or we get busy, it may take a couple of days, but daily is the goal.

Q: Can I still pay with cash or check?

A: Yes. Please give cash or check to the front office. They will give you a receipt, and then the amount will be entered into your child's student bank for you to view on your EZ School Apps account.

Q: Can I still use OSV?

A: No, OSV is no longer an option for school lunch. Payments are accepted through EZ School Apps with a credit/debit card, or cash or check to the front office

Q: Do I have to pre-order, or can my student just order in the morning like they did last year?

A: No, you do not NEED to pre-order. We always prefer that, to ensure parents and kids are on the same page, as well as having a better idea of the food we need to order/make but you definitely don't have to. We understand that it is an extra step and sometimes hard to think in advance about that. Putting a lump sum of funds into your child's "student bank" ahead of time under the Meal Payment screen is a great alternative to pre-ordering.

Q: Is milk included?

A: No, milk is not included this year and it's an additional .35. Your child must order it in the morning with their teacher, or you must enter milk on your pre-order. It HAS to still be ordered. (Flavor doesn't matter.)

Q: Where do I find the hot lunch menu?

A: It's on our school website. (In the menu bar, click on About Our School > [School Lunch](#).) It's also in the weekly e-newsletter, in the Quick Links section at the top.

Other questions? Contact our lunch coordinator, Holly Machi (hmachi@wbparishes.org) or check the lunch page on the school website, by clicking on About Our School > [School Lunch](#).