

# EZ School Apps

## *Purchase Pre-Order Guide*

### Overview

Within this guide, you will find the following information:

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[How to Pre-Order Meals](#)

[How to Make a Payment or Save Your Order](#)

[How to Print Your Final Order](#)

[Transaction History](#)

[How to Request a Student Connection](#)

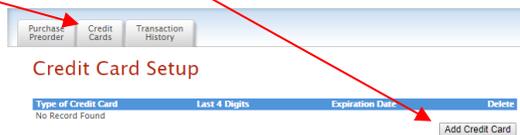
[\(Returning Parents\) Setup Student Homeroom and Grade for the New School Year](#)

[Other Important Notes](#)

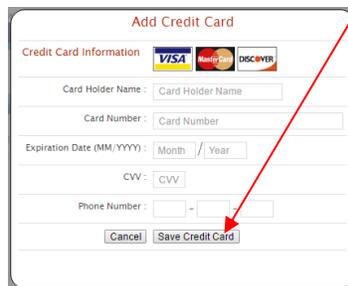
### How to Add a Credit Card

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

1. Click on the Credit Cards tab, then click Add Credit Card.



2. Add the above 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 month before or after.

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 Student Balance :

Preorder Amount :

Owed Amount :

The foods in the calendar will not be preordered until you click the Save/Pay button and pay with a credit card if required. When successfully purchased the items in the calendar will turn blue.

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”

Add Money

Payment Option:

Amount to Add:   Choose specific amount

Convenience Charge :

Total Amount :

The credit card charge for this transaction will show as “EZ School Apps” on the credit card statement. If you dispute this credit card transaction the “charge back” fee of \$15 imposed by the bank will be billed to the school. The payment may show as recurring on your bill but you can ignore this.

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

The credit card transaction was successful.

Money has been successfully moved to your child’s account. To see the meals that were ordered please click on the “Print Ordered Meals to PDF” button at the top of this screen.

Thank you.

## How to Print Your Final Order

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

Purchase Preorder
Credit Cards
Transaction History

Meal Preorder

Print Purchased Meals to PDF

Name:

March		April 2020			May
Mon	Tue	Wed	Thu	Fri	
		1	2	3	
		<p><b>Lunch</b></p> <p><input checked="" type="radio"/> No Lunch</p> <p><input type="radio"/> Grilled Cheese 2 Fries Milk</p> <p><input type="radio"/> Large Cheeseburger</p> <p><input type="radio"/> Pizza - 1 slice Salad Milk</p>	<p><b>Lunch</b></p> <p><input type="radio"/> No Lunch</p> <p><input checked="" type="radio"/> Large Cheeseburger</p> <p><input type="radio"/> Pizza - 1 slice Salad Milk</p>	<p><b>Lunch</b></p> <p><input type="radio"/> No Lunch</p> <p><input type="radio"/> Large Cheeseburger</p> <p><input checked="" type="radio"/> Pizza - 1 slice Salad Milk</p>	

## Transaction History

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

Payment Date	Description	Change Amount	Previous Amount
7/31/2017	Waffles - PrePay	\$ -0.50	22.25
7/31/2017	Ham Sandwich - PrePay	\$ -0.50	22.75
7/29/2017	Starting Balance	\$ 4.15	18.60
7/29/2017	Cheeseburger - PrePay	\$ -0.40	19.00
7/29/2017	Cereal - PrePay	\$ -1.00	20.00
7/29/2017	Cash	\$ 20.00	0.00

## 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 “Request Change to Student List” and follow these steps

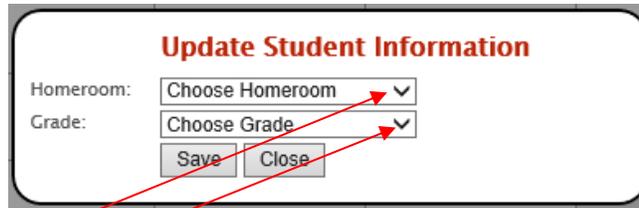
1. In the following popup please select your school and type the student name(s) in the box below

School:

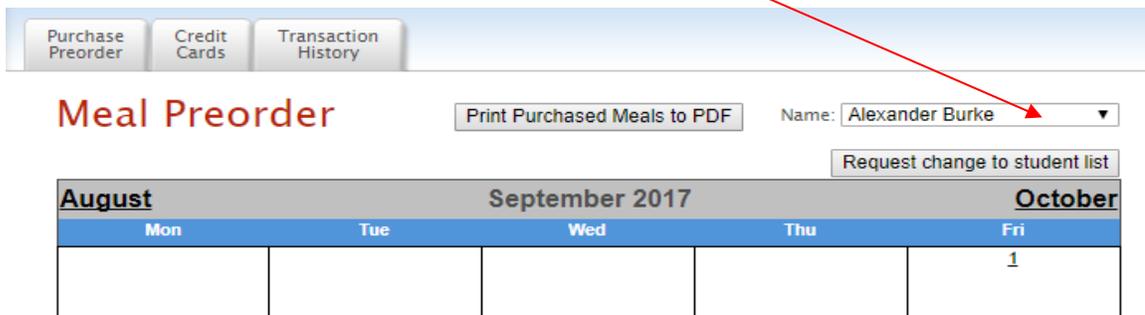
2. Then click “Send Email”, this will inform the school that they need to adjust the student connection
3. Lastly all you must do is wait. Your school will connect your child for you

## (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 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-right corner 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.