

## **Meal Manage Frequently Asked Questions**

### **How Do I order lunches on Meal Manage once I've created an account?**

Log into the Meal Manage dashboard at [www.mealmanage.com](http://www.mealmanage.com) (username is your email address). Scroll down and click on the purple tab that 'add lunch balance' to enter the amount you'd like to pay (lunches are \$6 per lunch). If you have multiple children, you can pay the full amount you'd like and click the 'equally distribute' tab to ensure that money is on each child's account. You will then click on the 'pay with a credit card' tab.

Next, go to your child's name in your dashboard and click on 'order meals.' This will take you to the ordering menu for the month. Click on either the hot (hot lunch & side salad bar) or cold option (salad bar) and then click on 'next.' This will take you to the following month's menu (if available). After you've finished ordering items for that child, click on 'next and review.' This button will show you a picture of the monthly menu with only the items that you've selected to purchase. Once you've confirmed your selections, you must click on 'next' one more time to reach the payment page.

You will be directed to the payment screen. If you've added a balance to your account, it will show up on this screen and you can use that balance to purchase your selected lunches.

If you chose not to pre-pay earlier, you can enter your credit card at this time. You must select 'pay' in order for your selected meals to be ordered with the kitchen. Please remember, if you don't get all the way through to the payment screen and hit 'pay,' your lunches will not get processed through the system.

Once you've completed this step, you should receive a "Lunch Order Confirmation" email from Meal Manage. If you don't receive a confirmation email, your order may not have gone through and you must try again.

### **How do I know if I ordered lunch?**

You can check your Meal Manage account and see which menu items are selected for each child after you've placed your order. Click on the 'view orders' tab on the bottom right of the screen. The menu items that are highlighted in orange, are your selected and paid for meals. The menu items highlighted in green haven't been ordered. You can also print this screen if you choose to do so, as your calendar of ordered meals.

### **What if I've pre-paid for my meals through SFX and not on the Meal Manage website?**

If you've pre-paid the school for your child's lunch for the semester or the full year, your funds will be added to your Meal Manage account. Once you login to your Meal Manage account, you can select the hot or cold lunch option for your child before the order cutoff

date which is Thursday at noon the week prior. You must go all the way through to the payment screen and select 'pay,' in order for your selected lunches to go through to the kitchen; however, no credit card information will be needed.

It is not necessary to do this, as your child will be given a sticker to receive hot lunch. However, it does assist the kitchen staff in planning and ordering, which ensures that the low cost of lunch can continue.

### **Why aren't there menus on Meal Manage for the entire year?**

Since SFX and Hungry Wolf Café support fresh, scratch-cooked seasonal meals, we cannot create lunch menus for the whole school year in advance. Chef Daniel's works hard to create menus that are in alignment with what's fresh, in season and available. Typically, the upcoming month's menu will be posted 2-3 weeks prior to the beginning of that month. Once you receive an email that the next month's menu is available on Meal Manage, you may follow the above steps to place your orders.

### **Who should I contact if I am having an issue with Meal Manage?**

If you are having any issues with Meal Manage that these questions don't solve, please email Rose Trousdale: [rose.trousdale@sfxphx.org](mailto:rose.trousdale@sfxphx.org). Rose will work with you to try and solve the issue. Please know that this system is new to all of us and practice patience.

### **What is the cutoff date and time to order lunch?**

Everyone must place their orders by Thursday at noon for the following week. Meal Manage will briefly close the site for ordering after 12:00 pm on Thursday.

### **How can I stay "in the know" about what's happening at The Hungry Wolf Cafe?**

Follow @SFX\_Hungrywolfcafe on Instagram for updates on menu items, ordering, nutrition and health tips and lots of other fun things throughout the year.