

How to Place Lunch Orders:

Step 1: Place Your Order via FACTS Family Portal

- Log in to your **FACTS Family Portal**.
- On the left menu, click **Student**.
- Select **Lunch**.
- In the Lunch calendar, available meal days will be displayed in gray.
- Click **Create Web Order**.
- Enter the quantity of each meal you'd like for each student listed.
- Scroll down to place orders for additional students, if applicable.
- The **Grand Total** for all orders will be listed at the bottom.
- Click **Order Items** to complete your order.
- You can view your orders by clicking **Lunch** again – ordered items will now appear in blue.

Step 2: Fund Your Pre-Pay Account

- Click **Financial** on the left menu in the FACTS Family Portal.
- Find the **Prepay Accounts** box and click the green **Add Funds** button.
- Add funds to the **LUNCH account** and click **Next-Payment Method**.
- Enter your payment information and follow the prompts.

Important Reminders:

- **Order Deadline:** Orders must be placed by **Friday at 3pm** each week for lunches the following week. Due to grocery shopping limitations, late orders will not be accepted.
- **Payment:** Orders will be charged to the student's lunch prepay account every Friday. Please ensure that your child's prepay account is funded by **noon on Monday** for that week's orders. Orders will not be fulfilled if there is a negative balance.

How to Cancel an Order:

- Log in to your **FACTS Family Portal**.
- Click **Student** and then **Lunch**.
- Click **Create a Web Order** and find the appropriate date.
- Change the order quantity to **0** and click **Order Items** to remove the lunch order.

Lunch orders placed will be charged unless canceled. Please remember to cancel any orders placed if going on field trips or if your child is home ill, etc.

Thank you for participating in our lunch program! If you have any questions, please feel free to contact Kim McKenney at kimmckenney@lcalincoln.com.