

LJ'S Corporate Catering and Food Service



Dear Parents\Guardians,

I would like to take this opportunity to introduce LJ's Food Service as your school food service caterer. We are also a registered Food Service Management Company with the New Jersey Department of Child Nutrition.

Our school lunch program is for parents\guardians who would like to complement their child's high quality curriculum with a high quality hot lunch program.

We provide an online ordering service and payment option for student lunches. If you have any questions regarding our service, please call us (201-438-4022) and we can review the program with you. Below are some of the services included:

- *Hot Lunch Service, delivered hot and fresh to your school .*
- *Lunches that are pre portioned and labeled according to your schools specifications.*
- *User friendly online menus and ordering.*
- *Customized menu's printed out for each of your children to help you remember which and when meals are ordered.*
- *Option to order, cancel or change your lunch up to 8am the day of lunch.*
- *Easy online credit card payment (PAYPAL)*
- *We track your "meal" credits on your account for cancellations, snow days, etc*
- *Online allergy information*

Please visit www.ljsfoodservice.com to place your orders for days we will be offering lunch. All you need to do is visit our website, follow the instructions attached, order the meals you would like and process payment. We have also included a FAQ for your convenience.

LJ's LOVES feedback from parents and welcomes any suggestions to make our service and food superior to others. Each district \ school is different and we would love to make the lunch program as successful as possible. If you have any questions, suggestions, comments or just want to say hi, please contact us using our information below.

Thank you,

Joe Scirocco
Owner - LJ's Food Service

HOW TO CREATE AN ACCOUNT AND ORDER MEALS—*NEW USERS ONLY*



YOU ONLY HAVE TO CREATE A LOGIN ID (STEP 1) AND ADD YOUR CHILDREN ONCE (STEP 3).

Step 1: Adding a Parent/Login ID

- Go to www.ljsfoodservice.com
- Go to "My Account" tab and enter your contact information

Step 2: Login

- Click onto "My Account" Tab and enter your user name and password

Step 3: Adding Children

- Click onto "My Children Tab"
- Click Add
- Enter child's data (first, last, nickname, school ID, grade, homeroom teacher)
- *Please see the attached sheet or email joe@ljscaterers.com for your school ID*
- Click Add
- Click OK after the popup screen

Step 4: Set Child's Menu

- Click on "My Children" Tab
- Click on the "Set Menu" Button for the child you wish to set menu for
- ***** **You will not be able to view menu if the School ID field is blank*******
- Click on the checkbox for the days you would like lunch. If your child does not want the main meal that day, you can select a substitution under the "alternate lunch" drop down box.
- Once your menu is set click "Confirm Calendar" button on top of screen
- Review your child's calendar, then click one of the four options:
 - ★ Make a payment
 - ★ Add a child
 - ★ Print Calendar
 - ★ Back
- ★ If you select, Make A Payment, you will be offered two options
 - ★ Pay via Paypal
 - ★ Pay via Check

Step 5: Payment Options:

- Paypal Now - You will be linked to Paypal, enter your payment information on their site. If you choose this option your order will be considered "Complete". Coupons will be available immediately on the "My Orders" tab .
- Pay by Check - You will have the option to print out an invoice. Please print invoice and staple check or cash to invoice. Return to school, once the check is entered into the system, coupons will be available online on the "My Orders" tab. Please allow 24-48 hours for processing (For schools where meals are cooked on the premises please allow 7-10 days). If you choose this option your order will be considered "Pending". No meals will be served for Pending Orders.
- Reinvoice Unpaid Days - If you have not made a payment, you can add, subtract, or change meals from your child's menu. Use this option to change your order via paying with a check. **ALSO IF YOUR INVOICE IS NOT TOTALING PROPERLY, CLICKING ON "REINVOICE UNPAID DAYS" WILL CORRECT THAT PROBLEM.**

Step 6: Printing Coupons

Once an order is considered "Complete", either by using Paypal or once a check/invoice is entered into our system, your coupons can be printed on the "My Orders" tab. If an order is "Complete" you will have option to view invoice or print coupon. If an order is considered "Pending" you will have an option to view invoice or use Paypal to complete the order. Please note "Pending" orders will NOT receive lunch. Please allow 24-48 hours for processing. **IF YOUR SCHOOL DOES NOT USE COUPONS, YOU WILL NOT BE PROVIDED A PROMPT TO PRINT THEM.**

LJ'S Corporate Catering and Food Service



Dear Parents\Guardians,

Here is the specific information you will need for our food service. Along with our Welcome Home Packet and FAQ, you have everything you need to get started.

School Name: Oradell Public School

School ID: OPS020111

Days of Service: Monday and Friday

Meal Pattern: Protein, Grain, Fruit and Vegetable.

Meal Served: Individually portioned and labeled for your child.

First Day of Service: September 12, 2011

Are Coupons Needed?: NO

Price per lunch: \$4.75

Service Fee per order placed: \$1.00

(Please note that the \$1.00 service fee is accessed with each order you place. To keep your fees to a minimum, please order for as many children & as many days as possible at one time.)

Thank you,

Joe Scirocco
Owner - LJ's Food Service

FAQ's



HOW CAN I CONTACT LJ'S?

We are always updating this website to provide the best service for you and your school. If you have any questions, issues, problems, suggestions or feedback please call our office at 201-438-4022 or email info@ljsfoodservice.com. We are willing to help out in any manner possible.

HOW CAN I CANCEL MY ORDER, HOW DO I GET A CREDIT?

Credits will be issued and banked as future lunch payments. You can receive credit: (1) If you email info@ljsfoodservice.com before 8:00 A.M. on the day you are getting lunch or (2) You uncheck or deselect the cancelled meal on your online menu (set menu) two midnights before the day you are canceling for. Please note option 1 is manual and will take up to 2 days to receive credit, option 2 is automatic and immediate.

HOW CAN I ORDER MY MEAL ON THE DAY IT IS SERVED?

Same day ordering will be handled manually by calling LJ's at 201-438-4022 by 8:00 A.M. on the day your child is getting lunch. You will be charged the service charge as well as the charge for lunch. Please drop off the money for the lunch at the school, if you order the same day. Please see the next step.

WHAT IS A COMPLETE OR PENDING ORDER?

For planning purposes and to serve you better, please place your orders as early as possible. If, however, you need order lunch for the next day, you may place an order up to 2 nights before (48 hours-midnight cut off) only if the Paypal method of payment is used. Please note eChecks or Paypal accounts that link to a bank account instead of a credit card will take 4-5 days to process & your "unpaid meal" WILL NOT BE SENT.

CAN I PAY WITH A CHECK?

Please make checks payable to "LJ Food Service", and mail them to LJ's Food Service, 49 Wadsworth Street, Wallington, NJ 07057. Please make sure to attach the check to the invoice and pay the invoice in full. Please see notes regarding payment options.

WHAT IS MY CHILD'S SCHOOL ID?

Please see the attached sheet or email joe@ljscaterers.com for your school ID

YOU WILL NOT BE ABLE TO ORDER LUNCH OR VIEW SCHOOL HOMEPAGE WITHOUT THIS ID

FAQ's



CAN I CANCEL A MEAL OR CHANGE A MEAL ONLINE?

Using the online system, you can cancel or change any meal (up to 2 midnights the day before it's served). Just log back in to the system and uncheck the meal. After you uncheck the box, click "Confirm Calendar". It will credit your account and can be used next time you order. If you want to change your meal you can do the same: uncheck the meal, click confirm calendar, THEN go back into the menu and select your new meal, click "Confirm" once again and click "Make a Payment" to finalize the order.

Clicking "Confirm Calendar" is very important between steps.

HOW CAN I CHECK TO SEE IF I WILL BE RECEIVING A MEAL?

You may always double check to see if your order is complete by doing the following:

- Click on the "My Orders" tab
- Find the order you wish to double check
- Click on the "PAY BY CHECK" BOX

This will show your invoice. If there is anything "wrong" with the invoice, (not adding up right, missing meals, wrong meals) your order has not been completed properly. If your order is not completed properly, there is a chance a meal may not be delivered. To ensure every meal you intend is sent, contact us if you cannot fix the order yourself. We can be reached via email, info@ljsfoodservice.com or phone us at 201-438-4022.

Thank you,

Joe Scirocco

Owner

LJ's Corporate and Private Caterers