

## SFHS FFF FAQs

Fun Food Friday is a SFHS fundraiser that funds Junior class projects (including the prom) and other school needs. You pay for your student to eat lunch from a specific vendor **every Friday**. The menu is varied and fun! **FFF is run through the school's online lunch payment system but as a preorder instead of a la carte. The first order due date is August 9, 2021 and the first FFF meal will be served on August 13, 2020.** Below are questions and answers to help you navigate Fun Food Friday (FFF).

### WHAT IS FUN FOOD FRIDAY?

- EVERY FRIDAY your student will be served lunch through the school's Fun Food Friday program.
- Piccadilly DOES NOT serve lunch on Fridays.
- Piccadilly ONLY serves lunch Monday through Thursday.

### SIGNING UP FOR FFF

#### How do I sign up my student?

- The FFF menu is available online through your cafeteria account at *myschoolaccount.com*.
- Log in to your *myschoolaccount.com* account.
- Click on the "Preorder" button.
- You will see specific instructions for how to preorder your student's meals.
- Please be sure that you place your order correctly. You know that the order has been completely placed when you receive a confirmation email.

*We cannot cancel or void orders once complete.*

### PAYING FOR FFF

- **You will need to make sure that sufficient funds are in your student's *myschoolaccount.com* cafeteria account to cover both Piccadilly and FFF meals.**
- The charge for the FFF meal will be deducted from your student's *myschoolaccount.com* account at the time that you check out online.
- In order to place your order, **money must be in your student's *myschoolaccount.com* account.**
- Funding your *Myschoolaccount.com* account has not changed. You will continue to pay via the EFT payment feature online.

#### Can my student get a FFF meal if I haven't set up a *Myschoolaccount.com* account for my student?

No. You must preorder the FFF meals through the *myschoolaccount.com* site. We order ONLY the quantity of food that is preordered.

#### Can I use a check to pay for FFF meals?

- No, you will add funds to your *myschoolaccount* EFT payment feature online.
- *Remember:* The online system **will not allow** you to place the preorder if your student's account does not have sufficient funds.

#### Can my student just bring his/her cash every Friday for the FFF lunch?

- No. Due to the logistics, payments for FFF meals should be made through the *myschoolaccount.com* site.
- Orders are taken and paid for in advance.
- If your student shows up with cash on Friday, we cannot guarantee him/her that there will be extra meals (due to absences, etc).
- If, after all other students are served, we have leftover meals *due to absences*, your student can purchase a FFF meal with cash.

#### Will money for Piccadilly and FFF come out of the same account?

Yes. Your student's *myschoolaccount.com* account will be charged for meals Monday-Friday. FFF meals are paid for at the time you pre-order the meal, so please make sure that your student has sufficient funds to pay for his/her meals for Piccadilly and for FFF.

### PRE-ORDERING FFF

#### How far in advance can FFF meals be ordered?

Menus will be uploaded into the software by the school. Your student may preorder by the week or all the FFF meals that have been loaded into the software. However, remember that once the order is placed, *we cannot void the order or refund the order.*

### CHANGES, CANCELLATIONS, REFUNDS

#### Can I make changes to my preorder?

You will be able to **add** to your preorder, but you **cannot remove or delete** any portion of your order once you checkout online.

#### Can I cancel or void my order once I have pre-ordered?

No. Once the meal is preordered, it cannot be canceled or voided.

#### Can I get a refund if my student moves out of town?

No. Once the meal is preordered, it cannot be canceled or voided. No refunds are given for preordered meals. Remember, this program is a fund-raiser.

**REMEMBER: Order by Monday 11:00 PM for FFF meal on Friday!**

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### CHECK OUT ON THE DAY OF FFF

#### How will the cafeteria know what my student ordered?

- Your student will scan his or her ID card every Friday at the check out line.
- Once scanned, the software will pull up your student's preorder.
- The FFF volunteers will prepare your student's meal based upon what was preordered.

#### Will you serve my student if he/she does not preorder?

NO. If your student did not preorder by the deadline, he/she should bring a sack lunch.

### OPTING OUT OF FFF

#### Can we opt out of FFFs?

- Yes. If your student does NOT want the lunch provided on a particular Friday, make sure you send him/her with a sack lunch.
- If your student wants **to opt out of every FFF**, he/she needs to bring a sack lunch **every** Friday.

#### What if I only want to pay for one FFF lunch?

No problem. If your student wants to choose only one meal, he/she can do so, but he/she **must preorder online**.

### VENDORS AND MENUS

#### Which vendors serve lunch on FFFs?

Vendors include Johnny's Pizza, Raising Canes, The Creamery, Chick-fil-a, Genusa's, Sonic, and others. Additional vendors will be used during Lent.

#### How do I know what is being served on a specific Friday?

Log into your *myschoolaccount.com* account.

- Click on the "Pre-order" button.
- Click on the calendar to create a date range. Food menu options will appear.
- If you want to know the menu for the following month, click on the "Menu Items" button and choose your date range by clicking on the calendar. The software will provide the food menu options.

### DEADLINES, MISSED DEADLINES, ABSENCES

#### What is the deadline for ordering FFF meals?

The deadline for preorders is the Monday at 11:00 PM **before** the Friday that your student plans to eat FFF.

#### What if my student misses the preorder deadline?

Your student will NOT be able to order a FFF meal if you miss the deadline. We order **ONLY** the quantity of food that is preordered.

#### Will my student be charged for a FFF meal if we preordered but my student is absent?

**Yes.** Once *myschoolaccount.com* confirms your preorder, the payment for that meal is removed from your student's account and cannot be canceled or voided. Remember, this program is a fund-raiser.

### HOW ARE MENUS DETERMINED

At the end of each school year, the students complete a survey of that year's vendors and provide suggestions for the next year. The volunteer program coordinators review the suggestions and negotiate with local vendors to accommodate student requests while meeting the needs of the fundraiser. The menus and schedules are set in June and July for the up-coming school year.

### SET UP HELP

The school will send you a welcome letter that will include an access code and instructions to set up your account. For more information about using *myschoolaccount.com*, see this brief Youtube video overview about selecting menus for your child's FFF lunch:

<https://youtu.be/7rqC8XJD-60>.

For step-by-step instructions in creating your *myschoolaccount* account, visit:

<https://secure.myschoolaccount.com/CreateAccount.aspx>

In addition, there are several youtube videos that can walk you through the process, or call the school for assistance.

**Have a question that we didn't answer? Do you have suggestions on how to make this program better?**

**Would you like to volunteer to help with FFF?**

**Please let us know!**

**The FFF program volunteer coordinators are:**

**Allison Bryant (214) 995-3918**

**Wendy Giovingo (318) 372-4232 and**

### FFF QUICK SHEET

- **SET UP** your student's *myschoolaccount* by going to [myschoolaccount.com](https://myschoolaccount.com) and the access code from the school.
- **FUND** your *myschoolaccount.com* before you order.
- **PRE-ORDER** your child's meals in advance. You can order for the entire year, semester, month, or week.
- **PRESENT** the student ID on Friday to receive the student's lunch that you ordered.
- **RE-ORDER** online by the deadline of **MONDAY** at 11:00 PM for that **FRIDAY's** lunch.

**REMEMBER: Order by Monday 11:00 PM for FFF meal on Friday!**