

## 2012-2013 Guide to using SLA Management's Online Lunch System

### How to Register as a Parent:

*If you are NOT currently a registered user, the first step is to register your family on-line:*

1. Go to [www.slalunch.com](http://www.slalunch.com) or follow the link for parents on our web-site at [www.slamgmt.com](http://www.slamgmt.com).
2. Click the “Create an Account” link on the top bar.
3. First enter the ZIP code of the school that your child attends. Select the appropriate option for the district and school from the choices displayed.
4. Fill in the requested registration information. Type the letters for the security verification and click “Create Account”.
5. This will bring you to an “Account Created” page. Click the link “HERE” to return to the Login page.
6. Now you can log in to your account using your registered e-mail and chosen password.
7. When you log in for the first time you will be presented with the Terms & Conditions of our site; read through the document carefully and click “I agree” when you are ready to continue.

### How to Add Students to your Account:

*Now that your account has been created, the next step is to add students:*

1. Once you log in you will be redirected to the “My Account” page.
2. Under the “Students” tab, click the link that reads “To add students to your account, please click HERE”.
3. Type your student’s last name and first name exactly as they would be spelled on the school roster and click “Search”.
4. When your student’s name appears, confirm that the grade and school are correct and then click “Select” to the left of their name. Keep in mind that any variation of your student’s name from what is on the school roster may not be found in the system.
5. Your student is now added to the account and will be displayed under the “Current Students” heading. PLEASE NOTE the 6-digit ID number will be listed next to your student (s) name.
6. Repeat the process to add additional students to your account.

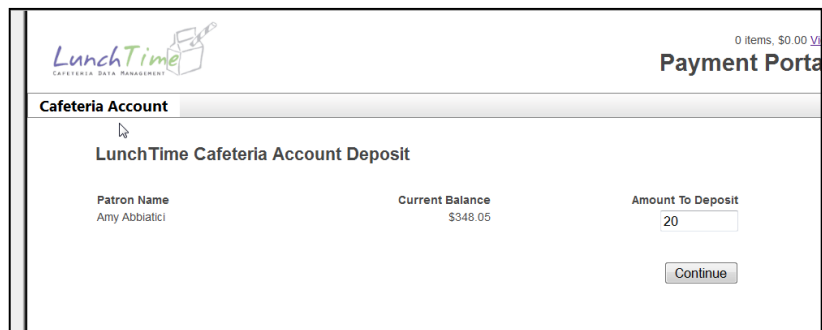
*Once all students and/or staff members have been added, you have completed the Registration process.*

**\*\*\*A Note to New Families and Students:**

1. All school rosters are scheduled to be uploaded into our system in the last week of July.
2. New families can register at any time, however new students cannot be added until their student information has been uploaded. If you cannot successfully add your student to your account please wait a week and try again. Please wait until the week prior to school before contacting us to assist you with this process. You can email us at [online@slamgmt.com](mailto:online@slamgmt.com) with any questions.

**How to Make a Deposit:**

1. Click the “Make a Deposit” link on the homepage.
2. Enter the deposit amount in the box displayed and click “Continue”. The ‘minimum deposit’ amount will be \$25.00. This amount refers to the total deposit for all family members on your account. You do not need to deposit this amount into each student account.
3. Confirm the deposit amount and click “Add to Cart”. On the next screen, click “Purchase Now” to continue to payment.



The screenshot shows a web interface for 'LunchTime Cafeteria Account Deposit'. At the top right, it says '0 Items, \$0.00 V'. Below that is a 'Payment Portal' header. The main content area is titled 'Cafeteria Account' and 'LunchTime Cafeteria Account Deposit'. It displays the following information:

Patron Name Amy Abbiatici	Current Balance \$348.05	Amount To Deposit 20
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At the bottom right, there is a 'Continue' button.

5. Select the method of payment. You can make a deposit in the form of a Bank Draft Transaction or a Credit Card Payment (We accept VISA and MasterCard).
6. Please note the 2.3% plus \$1.00 convenience fee for each transaction.
7. Now you can enter your billing information. Make sure to fill out all required fields. Check the box at the bottom of the page if you wish to save this information for future use. If you are planning on setting up automatic deposits, we recommend that you check this box.
8. Next you will need to enter the payment information. The total deposit amount, including the convenience fee will be shown at the bottom of the screen. You must check the box to authorize the payment. Click “Submit Payment” to finish the transaction.
9. Your transaction receipt will then be displayed on the page for you to make a note of the confirmation number or for you to print for your records.

**\*\*\*A Note on Deposits:**

1. Funds can be deposited anytime during the summer to all existing student accounts. You should see the deposit reflected immediately on the website; however, it may take up to 24 hours to appear in the system. Therefore, we recommend not waiting until the night before to make a deposit.
2. Deposits to new student accounts cannot be completed until the student has been added to your family account. Please read ‘A Note to New Families and Students’ above.

**How to Monitor your Account Activity & Configure your Notification Settings:**

*Parents are responsible for maintaining a balance in their student’s lunch account. You can access your account 24 hours a day at [www.slalunch.com](http://www.slalunch.com). We ask that you please monitor and maintain your lunch accounts to ensure your student has funds available to purchase lunch.*

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1. Log in to your account and click “Cafeteria Account” to view all transaction activity.
  2. Click “View Transactions” to the left of your student’s name to see a list of all web deposits and cafeteria purchases.

***You may configure your settings online to your preferences. Please set-up your automatic email notifications.***

3. Click “Cafeteria Account” and about half way down the page you will see the “Notification Settings” heading. You can change the settings for each individual on your account by clicking “Set Up” to the left of their name.
4. Read through the choices and select one of the three options. Enter the balance that the account must fall to in order to send the notification. If you had selected the 2<sup>nd</sup> or 3<sup>rd</sup> options, also enter the payment source from the dropdown and the deposit amount for automatic deposits. Then click “Continue”.
5. A confirmation page will be displayed. Carefully review the information, including the terms and conditions, and click “Confirm”.

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### **Your PiN:**

1. Your PIN will be your student ID number. Please remind your student to keep their PIN number private. We do not permit the sharing of PINs to protect the security of your on-line account.
2. Each PIN can be entered only one time each day in the lunch line without a manager over-ride.
3. When a PIN is entered a second time, the manager will verify the correct student is using the correct PIN before allowing the second purchase.



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### **Procedures for End-of-Year Balances:**

1. It is not our policy to issue refunds for balances remaining in a student’s account at the end of the year, as stated in our Terms & Conditions.
2. All student balances remaining at the end of the year will be carried forward to the next year.
3. If your student will be graduating, we ask that you please monitor lunch activity closely during the last couple weeks of school. We will reduce the minimum deposit amount to \$1.00 during this period to better assist you in this process.

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If you have any questions or comments, please feel free to contact us at [online@slamgmt.com](mailto:online@slamgmt.com).

We thank you for your support and look forward to serving you in the upcoming year!

We love what we do. We believe it is important,

Your SLA Management Team