

## Fun Food Friday (FFF) Frequently Asked Questions

**Fun Food Friday** is an annual SFHS fundraiser that funds Junior class projects, including the prom, and other school needs. You pay for your student to eat lunch through a specific vendor **every Friday**. The menu is varied and fun! **FFF is a fully paperless, online system and will begin on August 24, 2018.**

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.
- Picadilly DOES NOT serve lunch on Fridays.
- Picadilly 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*.

#### 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?

- We strongly encourage you to pay online. However, if you pay with check, your check **must** be submitted to the school ahead of the order cut-off: every Monday at 11:00 PM before the Friday for which you are ordering.
- *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

- 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. *We cannot cancel or void orders once complete.*

### PAYING FOR FFF; USING CHECKS, CASH

- *You will need to make sure that sufficient funds are in your student's myschoolaccount.com cafeteria account to cover both Picadilly 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 or send a check to the office for application to your account.

cannot guarantee him/her that there will be extra meals (due to absences, etc).

- If we have leftover meals *due to absences*, your student can purchase a FFF meal with cash.

#### Will money for Picadilly 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 Picadilly and for FFF.

### PRE-ORDERING FFF

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

All menus for the school year have been uploaded into the software. Your student may preorder by the week, month, semester, or school year. However, remember that once the order is placed, *we cannot void the order or refund the order.*

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

## 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.

## 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 plate 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, Podnuh's BBQ, and @@.

### 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.

## SET UP HELP

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! Email [wgiovingo@sbsitlaw.com](mailto:wgiovingo@sbsitlaw.com)**

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### FFF QUICK SHEET

1. **SET UP** your student's *myschoolaccount* by going to [myschoolaccount.com](http://myschoolaccount.com) and the access code from the school.
2. **PRE-ORDER** your child's meals in advance. You can order for the entire year, week by week, or monthly.
3. **FUND** your *myschoolaccount.com* at the time of your order.
4. **PRESENT** the student ID on Friday at the time of order.
5. **RE-ORDER** online before every deadline of MONDAY at 11:00 PM before FRIDAY.

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