

## **2010- 2011 Step-By-Step Guide to SLA Management On-Line Lunch Procedures:**

### **Registration:**

The first step as a parent, if you are not currently a registered user, is to register on-line:

1. Go to [www.slalunch.com](http://www.slalunch.com) or follow the link on our web-site [www.slamgmt.com](http://www.slamgmt.com).
2. Click the "Create an Account" link.
3. Fill in all Registration Information and click "Submit" to create your account.
4. This will bring you to an "Account Information Received" page.
5. Click the link to return to the Login page.
6. Login using your registered e-mail and chosen password.

### **Add Student's To Your Account:**

Now that your account has been created, the next step is to "Add" student's to your account.

1. Click the link to add student's to your account.
2. Type your student's last name and first name exactly as they would be spelled on the school roster.
3. Click "Submit" to add your student. If you have any difficulty we can assist you in this process.
4. Once you have added your student, PLEASE NOTE the '**Pin #**' listed to the right of your student's balance. This is the Pin # your student will enter to purchase lunch at school. You can always retrieve forgotten Pin #'s from this location. Please have your student memorize this number.
5. Repeat this process to add additional student's and/or staff members to your account.

Once all student's and or staff members have been added, you have completed the Registration process.

### **Note to New Families and Students:**

1. All school rosters are scheduled to be upload into our system the second week of July.
2. New families can register anytime, however new student's can not be added until their student information has been uploaded. If you can not 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.

### **Depositing Funds into Online Accounts:**

1. Click the "Deposit" button to the right of a student's name.
2. Note the 'minimum deposit' amount of \$25.00. This amount refers to the total deposit for all family member's on your account. You do not need to deposit this amount into each student account.
3. Select the method of payment and click "Continue"
4. You will see a list of all family member's on your account.
5. Enter the amount you would like to deposit into each account.
6. Click 'Continue' to open the confirmation page detailing the Total Transaction Amount, which includes all deposits to family member's accounts and the convenience fee.
7. Click "Continue"
8. Enter payment information to process deposit.

**Note on Depositing Funds:**

1. Funds can be deposited anytime during the summer to all existing student accounts.
2. Deposits to new student accounts can not be completed until the students have been added to your family account. Please read 'Note to New Families and Students' above

**Monitoring your On-Line Account Activity:**

1. To view all transaction activity: log into your account and click the word "Select" to the left of your student's name. Here you will find a list of all account transactions.

**A Note on Account Balances:**

1. 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.
2. As a courtesy, weekly e-mail reminders are sent to all registered e-mail accounts with a balance of less than \$25.00. If you feel you should be receiving these e-mails and are not, please check your spam folders.

**A Note on Pin Numbers:**

1. Please remind your student to keep their pin number private. We do not permit the sharing of pin numbers as this violates the security of your on-line account.
2. We maintain separate pin number's for each family member.
3. Each pin number can be entered only one time in the lunch line without a manager over-ride.
4. When a pin number is enter a second time, the manager will verify the correct student is using the correct pin before allowing the second purchase.
5. To further ensure account security, pin numbers are randomly assigned and changed each year. Please retrieve your student's pin number the week before school begins each year.

**A Note on 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.
2. All student's 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.

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