



August 1, 2017

Dear parents and guardians,

Welcome to a new school year! The Kaldi's Catering team is looking forward to serving your children nutritious, great-tasting food that supports their achievements in school and promote healthy lifestyles. We offer a variety of meal choices with one goal in mind- to provide outstanding service while serving high-quality, "kid-friendly" meals that meet or exceed the latest federal and state requirements.

The focus of our lunch program isn't just about the students; it's for you, the parents. We want to help make life a little easier and free up your valuable time so can spend your precious minutes with your family and not packing lunches. For approximately \$20/week, your child can have a healthy and delicious lunch they will enjoy eating.

The following is a parent handbook pertaining to our lunch service. Please keep it handy so you can use it as a resource throughout the school year.

If you have any questions or concerns, please do not hesitate to contact us at-

**School Lunch Hotline: 513-405-8591 or
stmary@kaldiscatering.com**

Thank you for the privilege of being part of the St. Mary School community and honor to feed your children. And, cheers to a great school year!

With much appreciation,
Jeremy Thompson, owner & operator

**Kaldi's Catering
1212 Jackson Street | Cincinnati, Ohio | 45248
513-405-8591 | stmary@kaldiscatering.com**

**Parent Handbook for
Kaldi's Catering Lunch Service @
St. Mary School of Hyde Park**

2017-2018

Menus

Our menus are designed to ensure that students receive a balanced meal, consisting of food from all major food groups in the right proportions to meet calorie and other nutrient needs.

In addition to the hot and cold entrees offered daily and side items, every day we offer a different featured hot lunch.

Menu Item	Price	Example of Offerings
Cold Meal	3.25	Entrée plus two sides (see entrée options below)
Hot Meal	3.25	Entrée plus two sides (see entrée options below)
Chef salad	3.25	Large entrée chef salad
Entrée Only	1.75	Daily cold entrée- cheese sandwich, turkey wrap, peanut butter & jelly sandwich, yogurt parfait, bagel with cream cheese, assorted whole grain cereal with milk Daily hot entrée- chili, soup of the day Featured hot entrée- pizza, whole grain chicken fingers, Cincinnati-style chili spaghetti, chicken & cheese quesadilla, etc. (see monthly menu for other options)
Side Item	1.00	Sun Chips®, pretzels, cheese popcorn, tortilla chips w/ tomato salsa, side salad w/ dressing, banana, whole fresh fruit, applesauce, pineapple cubes, Mandarin oranges, GoGurt Sticks®
Drink	.75	White or chocolate milk; orange juice

Lunch menus are provided on a monthly basis. We will email new menus to registered EZ Parent Center users during the last week of the month.

St. Mary School of Hyde Park will also provide a copy of the menu prior to the start of the month.

We will do whatever we can to follow the menu as planned. However, occasions may arise due to inclement weather, unscheduled school closures, or other issues that may require us to modify the menu. In these instances, we will inform you of the necessary changes via email.

Student Lunch ID Card

Purchasing a meal is very easy. Every student has been assigned a lunch ID that is tied to their account. Similar to a checking account, purchases are deducted from funds applied to the account. Funds can be applied using the EZ Parent Center or through Venmo; more details on these services is covered later.

Each student will receive a Lunch ID card with their name and student ID. If your child is a returning student, they will use the same lunch ID from last year. Students must have their ID card to go through the line. Teachers will inform students of the process for receiving their card prior to lunch. If there are any questions, please encourage your child to ask their teacher or a Kaldi's Catering team member for help.

Using this system not only allows for quicker speed of service but also helps minimize billing errors.

If your child loses their Lunch ID Card, a \$5 fee will be assessed for a replacement card. This card will appear on your child's transaction history.

Children are not allowed to use another anyone else's lunch ID or card, including siblings. Only the person to whom the account has been assigned may use the account. This is for account privacy and security reasons. If there is any misuse or suspicion of misuse of student accounts, school officials will be notified immediately.

EZ School Apps- Point of Sale System (POSS)

Kaldi's Catering uses EZ School Apps, a comprehensive point of sale software system, to manage individual lunch accounts. The EZ Parent Center, a feature of EZ School Apps, allows parents to see their child's school lunch information including purchases and make credit card payments using PayPal from a single login. This service is available 24/7 to all registered users. Registered users will also receive automated email messages when their child's account has a low or negative balance.

EZ Parent Center registration is quick and easy at www.ezparentcenter.com. If your child is planning to use the lunch service at any time during the school year, we highly encouraged you to establish an EZ Parent Center account as it is the primary source of communication regarding the lunch program and individual accounts.

If your child uses the lunch service and you have not established an EZ Parent Center account, we retain the right to receive your contact information directly from the school.

See Appendix 1: EZ Parent Sign Up for a step-by-step guide for activating your account and adding credit card information.

We encourage you to check your child's transaction history regularly. This not only allows you to get an idea of how much your child is eating but also is a great way to monitor their account balance.

Payment Options

PayPal and Venmo

Kaldi's Catering offers two different online payment options- PayPal via the EZ Parent Center or Venmo. Both of these options are secure and convenient ways to manage and pay for your child's school meals. Parents are welcome to use either or both of these services.

	PayPal via EZ Parent Center	Venmo, a service of PayPal
Make payment at	https://www.ezparentcenter.com/	https://venmo.com/
Fees	\$1.95 for anything under \$50; 2.9% + \$0.30 for anything over \$50	no fees when using a checking or savings account, debit card, or prepaid card
Funds applied to lunch account	Instantly	may take up to 48 hours for funds to show in school account

Automatic payments	When enabled, a predetermined payment amount will be made to the account once the balance reaches zero or negative.	Not available; however, users can request a payment request be sent when the account reaches a specific balance. Payment requests from Kaldi's Catering must be approved by the parent before any funds are added to the child's account.
Security	https://www.paypal.com/va/webapps/mpp/paypal-safety-and-security	https://venmo.com/about/security/
Action for extreme overdrawn accounts	once the account reaches \$-50.00, the account will be charged \$75.00 to bring it to a \$25.00 balance	Once the account reaches \$-25.00, you will receive a payment request of \$50.00 to bring the account to a \$25.00 balance
Notes		Payments should be made to @Kaldis which is the Kaldi's Catering account; Do NOT send payments to EZ School Apps

See Appendix 2 : A Reference Guide to Using Venmo with Kaldi's Catering for setting up your account and making payment to Kaldi's Catering.

Cash and Check Payments

We understand that some families prefer to pay with cash or check. Such payments need to be made directly to the school office. No form of payment will be collected by Kaldi's team members before, during, or after lunch service. You will receive a paper receipt for each payment. Please send exact amount of the desired payment; no change will be given. All checks should be addressed to Kaldi's Catering, not to the school. Any returned checks will be assessed a fee of \$40. Cash and check payments may take up to 10 business days to be applied to your child's transaction history.

Cash and check payments will be accepted weekly on Monday morning in the main school office. Please put your payment in a sealed envelope addressed to Kaldi's Catering with your child's name and grade.

Automatic Payment Feature

EZ Parent Center users utilizing the PayPal service have the option of enabling the automatic payment feature. If selected, once the child's account reaches a zero or negative balance, a payment (amount is predetermined by the parent) will automatically process and applied to the account.

While this feature is not available to Venmo users, payment requests can be sent via Venmo once your child's account reaches a zero or negative balance. To place this request, simply email stmary@kaldiscatering.com with your child's name and the amount you would like the payment request to be. Please remember, payment requests must be accepted by the user. Once that happens, the money will be applied the student's account.

Low and Negative Balances

Students participating in the lunch program are encouraged to have money in their account at all times. Registered EZ Parent Center users will receive weekly alerts for low (accounts with balances of \$0-15) and negative balances. It is the parent's responsibility to monitor their child's account balance.

For PayPal Users

For parents who primarily use PayPal to make their payments, if their child's account balance reaches \$-50.00, an automatic payment will be pushed through the system so that their new balance equals \$25.00. Keep in mind PayPal service fees will be incurred.

For Venmo Users

For parents who primarily use Venmo to make their payments, if their child's account balance reaches \$-25.00, you will receive a payment request in the amount that will bring their new balance to \$25.00. Should the parent not accept the request, the balance reaches \$-50.00, and they have a PayPal account established with EZ Parent Center, an automatic payment will be pushed through the system so that their new balance equals \$25.00. Keep in mind PayPal service fees will be incurred. In instances where the Venmo payment request is not accepted and the account balance reaches \$-50.00, the school will be informed of the outstanding balance.

It is not our intent to punish or embarrass students or families who have outstanding balances. Although we are not required to provide food to a student that does not pay, we ensure that all students continue to receive a lunch.

End of Year Procedures

Any outstanding balance must be paid by the end of the school year. Families whose accounts are in arrears during the summer months will be billed late fee charges beginning one week after the last day of classes.

NEGATIVE ACCOUNT BALANCES

All negative account balances will be granted a grace period of one week after the last day of classes. Payments must be made using PayPal via the EZ Parent Center (www.ezparentcenter.com) or Venmo (www.venmo.com- payments made to @Kaldis, not EZ School Apps).

After the grace period, all remaining negative accounts will be assessed a onetime administrative fee of \$30.00 plus a weekly fee until the balance is brought to \$0. The fee schedule is listed below.

Individual Account Balance	Weekly Late Fee (plus one-time \$30 administrative fee)
\$-0.01 -- \$-15.00	\$5.00
\$-15.01-- \$-30.00	\$10.00
\$-30.01 -- \$-45.00	\$15.00
\$-45.01 -- \$-60.00	\$20.00
\$-60.01 -- \$-75.00	\$25.00
\$-75.01 -- \$-90.00	\$30.00
\$-90.01 -- \$-105.00	\$35.00
\$-105.01 -- \$-120.00	\$40.00
\$-120.01 -- \$-135.00	\$45.00
\$-135.01 -- \$-150.00	\$50.00
\$-150.01 -- \$-165.00	\$55.00

\$-165.01 -- \$-180.00	\$60.00
\$-180.01 -- \$-195.00	\$65.00
\$-195.01 -- \$-210.00	\$70.00
\$-210.01 or more	\$100.00

Weekly late fees will include the negative lunch balance, one-time administrative fee, and weekly fee. Fees are assessed per individual account, not per family. Therefore, it is important for all negative balances to be paid as soon as possible.

REFUNDS

Returning Kindergarten through 7th grade students

Account balances of \$30 or less will roll over to next year.

Account balances of more than \$30 have the option to be-

- rolled over to next year,
- refunded electronically via Venmo, or
- refunded with a check (\$1.00 service fee will be assessed)

Before any balances are rolled over or refunded, any negative accounts for other children in the family will be brought to a zero balance using the remaining funds

All refunds must be requested via email by June 30, 2018; please include your mailing address and to whom the check should be written. After that date, all refunds will automatically be rolled over to next year

Eighth grade students

Any remaining balances will be transferred to a sibling's account, if requested, or refunded either-

- electronically via Venmo, or
- refunded with a check (\$1.00 service fee will be assessed)

Before any balances are rolled over or refunded, any negative accounts for other children in the family will be brought to a zero balance using the remaining funds.

All refunds must be requested via email by June 30, 2018; please include your mailing address and to whom the check should be written. After that date, all refunds will automatically be rolled over to next year.

Any unrequested funds will be donated to the school at the start of the next academic year.

Transferring students

Transferring student refund requests of less than \$30 will be verified with the school office before processing.

Any remaining balances will be refunded either-

- electronically via Venmo,
- refunded with a check (\$1.00 service fee will be assessed)

Before any balances are rolled over or refunded, any negative accounts for other children in the family will be brought to a zero balance using the remaining funds.

All refunds for transfer students are requested via email by June 30, 2018; please include your mailing address and to whom the check should be written.



EZ Parent Center Directions Parent Sign Up with Meal Payments

Sign Up for Returning Parents Who Used EZ School Lunch POS the Previous Year (All others scroll down to New Parent Sign Up)

Follow the instructions below if you are a returning parents who used EZ School Lunch POS the previous year. New parents will scroll down to New Parent Sign Up to create an account and request access to one or multiple students.

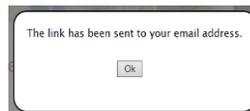
Parent Login

1. Go to www.ezparentcenter.com .
2. If you remember your email address and password from the previous year just login. If not....
3. Click on Forgot Password?



4. Enter your email address from the previous year or your email address that was uploaded by your school.

5. Click on Send Password.
6. You will see the following screen.



7. Go to your email account and click on the link to reset your password.

Adding an Additional Student

1. Click on Meal Payments.



Meal Payment

Person Name	School Name	Current Balance	Add Money
Test Student 10	Test School 1	0.00	Add Money
Test Student 11	Test School 1	0.00	Add Money
Test Student 12	Test School 1	0.00	Add Money
Gary Dial	Test School 1	0.00	Add Money

2. Click on Request change to student list.

3. The following box will appear.
4. Use the dropdown to choose your school.

If you are missing a student please fill out the student name below and an email will be sent to the school.

School:

5. Type in the first and last name of your new student.
6. Click Send Email.
7. The school must link your additional student(s) to your account. The time to complete this process can vary.

(Scroll Down to Adding a Credit Card for Remaining Directions)

New Parent Sign Up

Below are the instructions for parents to create an account and request access to one or multiple students. After a successful sign-up an email will be sent to the school to approve your account and connect your students to the account. They will contact you shortly after the account has been created. Some of the pages below may or may not exist in your account depending on the access the school gives to the parents.

Parent Sign-up

1. Go to www.ezparentcenter.com.
2. Click on SIGN-UP.



3. Type in the school's zip code in the box.

LOG-IN SIGN-UP CONTACT US

HOME SIGN-UP SUPPORT

EZ PARENT CENTER™

HOME

SIGN-UP

SUPPORT

Parent Sign-up

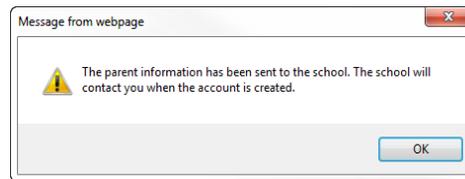
School Zip Code:

4. Click Search.

- Use the dropdown to select your school. (If you have multiple students in the same school system then just choose a single school and submit the multiple student names. The school that receives the request will put the information in for the multiple schools.)
- Type in your First Name in the box, the Last Name in the box, and your Email address in the box.



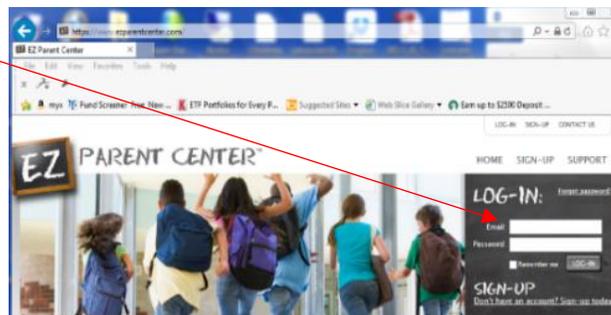
- Type in a password in the Create Password box. Then type in your password a second time in the Confirm Password box.
- Put in the first and last name of each of your students in the final box.
- Click Submit. (Your registrations is successful if you see this box.)



- You do not immediately have access to the system.
- The school must activate your account and link your student(s) to that account. The time to complete this process can vary. The school will send an email to you upon completion.

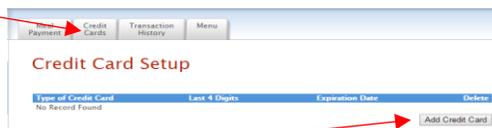
Parent Login

- Go to www.ezparentcenter.com.
- Login using your email address and password.



Adding a Credit Card

1. The credit card information that you will be submitting here will be stored and processed by Paypal. You do not need to create an account with Paypal to use.
2. Click on the Credit Cards tab.



3. Click on Add Credit Card.

Add Credit Card

Credit Card Information

Card Holder Name :

Card Number :

Expiration Date (MM/YYYY) : /

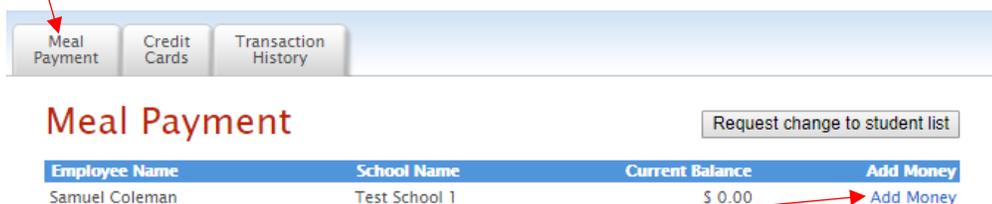
CVV :

Phone Number : - -

4. Add the above information about your credit card.
5. Click Save Credit Card.
6. For safety and security, the only numbers saved on our site are the last four digits of the credit card.

Using Your Credit Card to Add Money

1. Click on the Meal Payment tab.



2. Click on Add Money for the correct student name.

3. Use the dropdown to choose the credit card.

Add Money

Payment Option: **MasterCard-4444** ▼

Amount to Add : **40.00** ▼ Choose specific amount

Convenience Fee : **\$1.95**

Total Amount **\$41.95**

The credit card charge for this transaction will show as "EZ School Apps" on the credit card statement. If you dispute this credit card transaction the "charge back" fee of \$15 imposed by the bank will be billed to the school. The payment may show as recurring on your bill but you can ignore this.

4. Use the dropdown to choose the amount to add.
5. Click on Add Amount.
6. You will get the following popup box when the transaction is successful.

The credit card transaction was successful.

Money has been successfully moved to your child's account.

Thank you.

OR

7. Click on Choose specific amount if you want to add a specific funds to your student's account.

Add Money

Payment Option: **MasterCard-4444** ▼

Amount to Add : **55.00** ▼ Choose specific amount

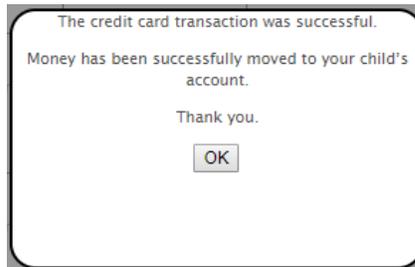
Convenience Fee : **\$1.95**

Total Amount : **\$56.95**

The credit card charge for this transaction will show as "EZ School Apps" on the credit card statement. If you dispute this credit card transaction the "charge back" fee of \$15 imposed by the bank will be billed to the school. The payment may show as recurring on your bill but you can ignore this.

8. Type in the specific amount you want to add.
9. Click Add Amount.

10. You will get the following popup box when the transaction is successful.



11. The credit card charge for this transaction will show as “EZ School Apps” on the credit card statement. If you dispute this credit card transaction the “charge back” fee of \$15 imposed by the bank will not be paid by us, and you may be billed for fines by the school.

Transaction History

1. Click on the Transaction History tab to see a current history of your student’s payments and purchases.

Transaction History

Person Name:

		Current Balance	
		\$ 21.75	
Payment Date	Description	Change Amount	Previous Amount
7/31/2017	Waffles - PrePay	\$ -0.50	22.25
7/31/2017	Ham Sandwich - PrePay	\$ -0.50	22.75
7/29/2017	Starting Balance	\$ 4.15	18.60
7/29/2017	Cheeseburger - PrePay	\$ -0.40	19.00
7/29/2017	Cereal - PrePay	\$ -1.00	20.00
7/29/2017	Cash	\$ 20.00	0.00

A Reference Guide to Using Venmo with Kaldi's Catering

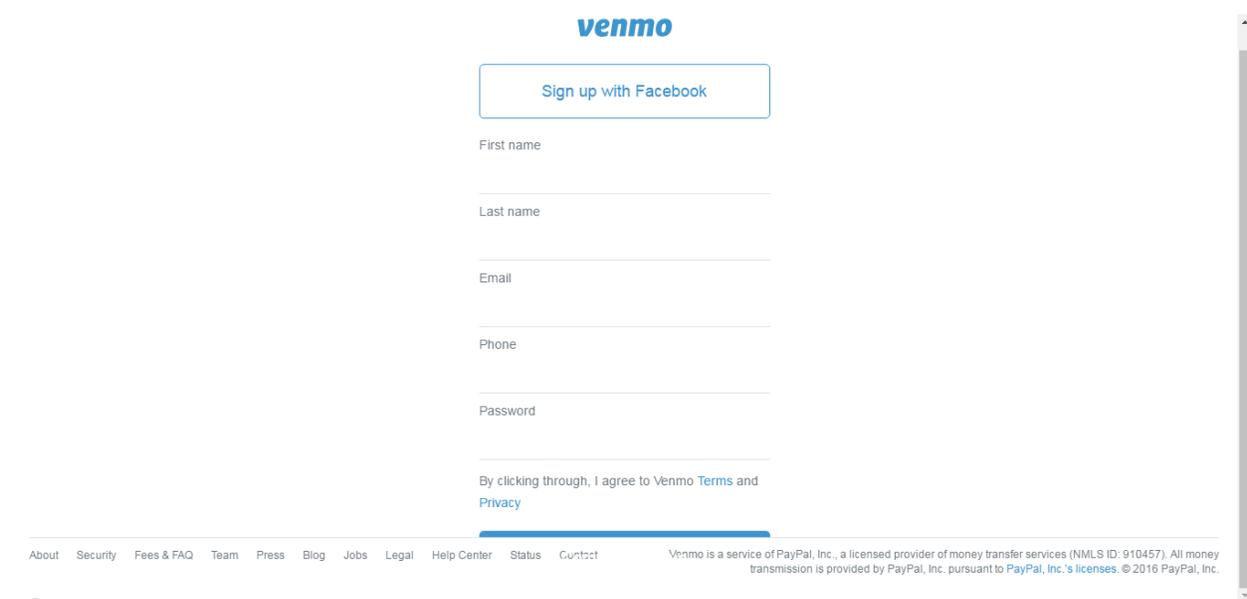
Venmo is free to use as long as you link and use a bank account or debit card to your account. A standard 3% fee applies when sending money using a credit card.

NOTE: Payments to Kaldi's Catering should be made only to Collette Thompson (Kaldis); EZ School Apps is NOT a Kaldi's Catering account. Any money sent to EZ School Apps will not be received by Kaldi's Catering and will not be credited to your child's account.

Sign up for Venmo

Use the following site- <https://venmo.com/signup>

You are given the option to set up an account or sign up with Facebook.



venmo

Sign up with Facebook

First name

Last name

Email

Phone

Password

By clicking through, I agree to Venmo [Terms](#) and [Privacy](#)

[About](#) [Security](#) [Fees & FAQ](#) [Team](#) [Press](#) [Blog](#) [Jobs](#) [Legal](#) [Help Center](#) [Status](#) [Contact](#) Venmo is a service of PayPal, Inc., a licensed provider of money transfer services (NMLS ID: 910457). All money transmission is provided by PayPal, Inc. pursuant to PayPal, Inc.'s licenses. © 2016 PayPal, Inc.

You can use the app, web, or both for your transactions.



Welcome to Venmo.

Today is a special day. To get the most out of Venmo, download the app so you can pay your friends on the go.

[Download for iPhone](#)

or

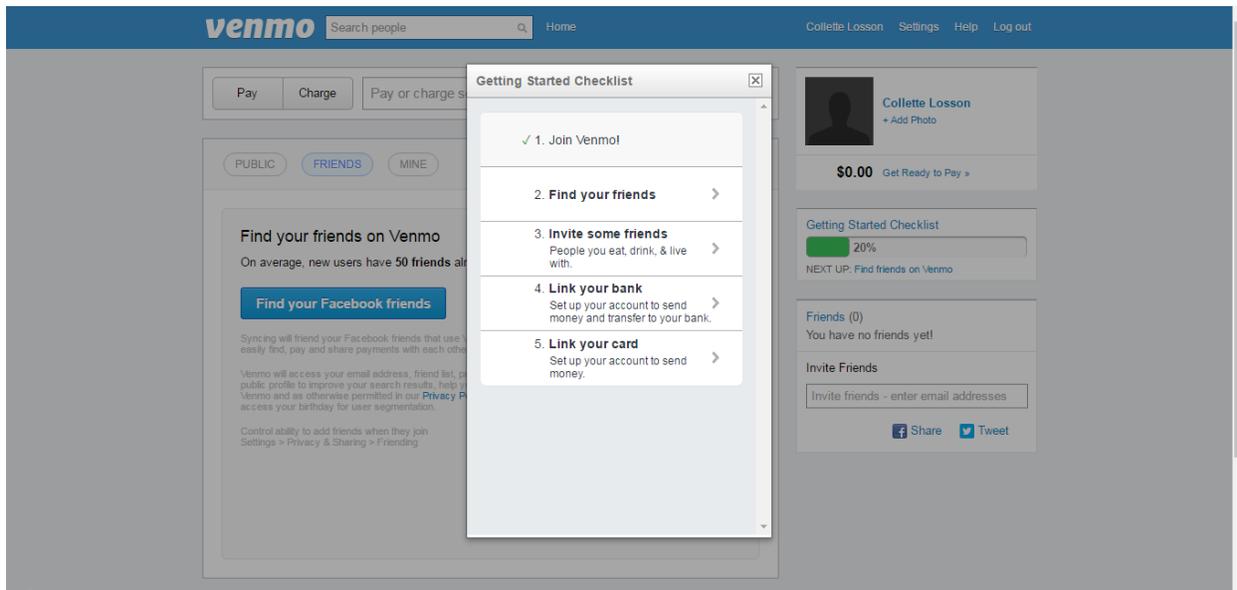
[Download for Android](#)

If you don't have an iPhone or Android phone, you can still use Venmo [on the web](#).

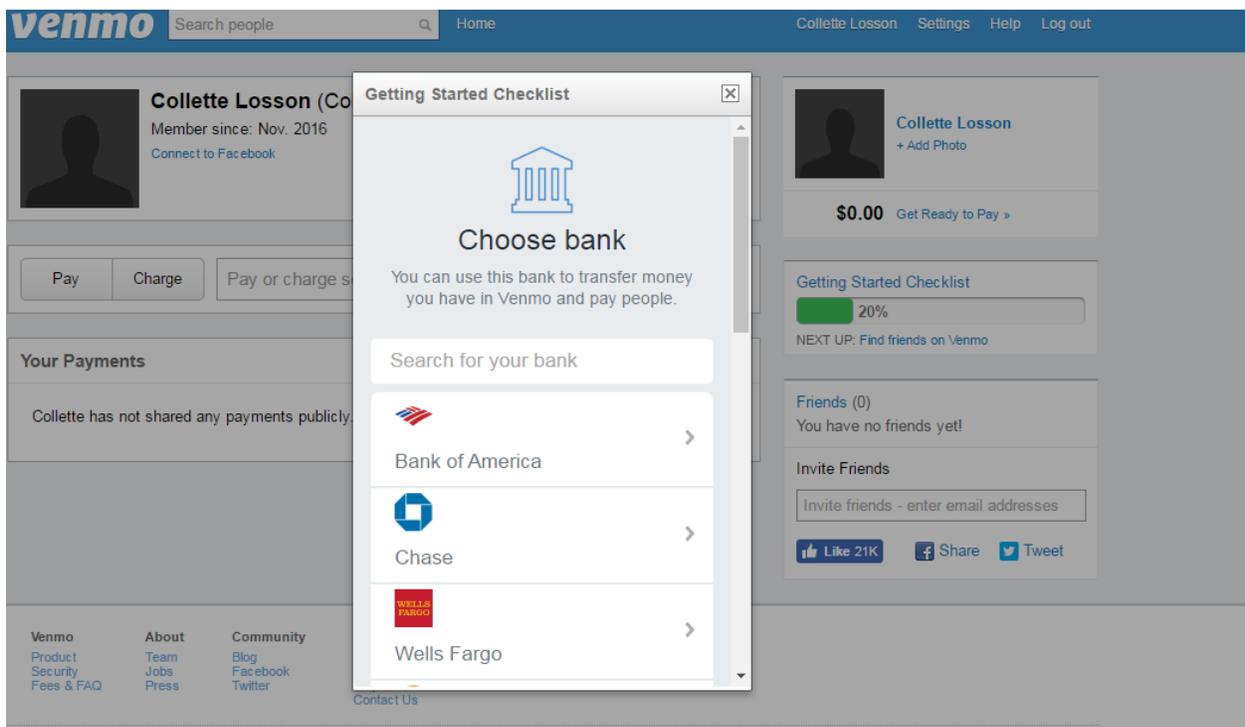
[About](#) [Security](#) [Fees & FAQ](#) [Team](#) [Press](#) [Blog](#) [Jobs](#) [Legal](#) [Help Center](#) [Status](#) [Contact](#) Venmo is a service of PayPal, Inc., a licensed provider of money transfer services (NMLS ID: 910457). All money transmission is provided by PayPal, Inc. pursuant to [PayPal, Inc.'s licenses](#). © 2016 PayPal, Inc.

Link Your Bank

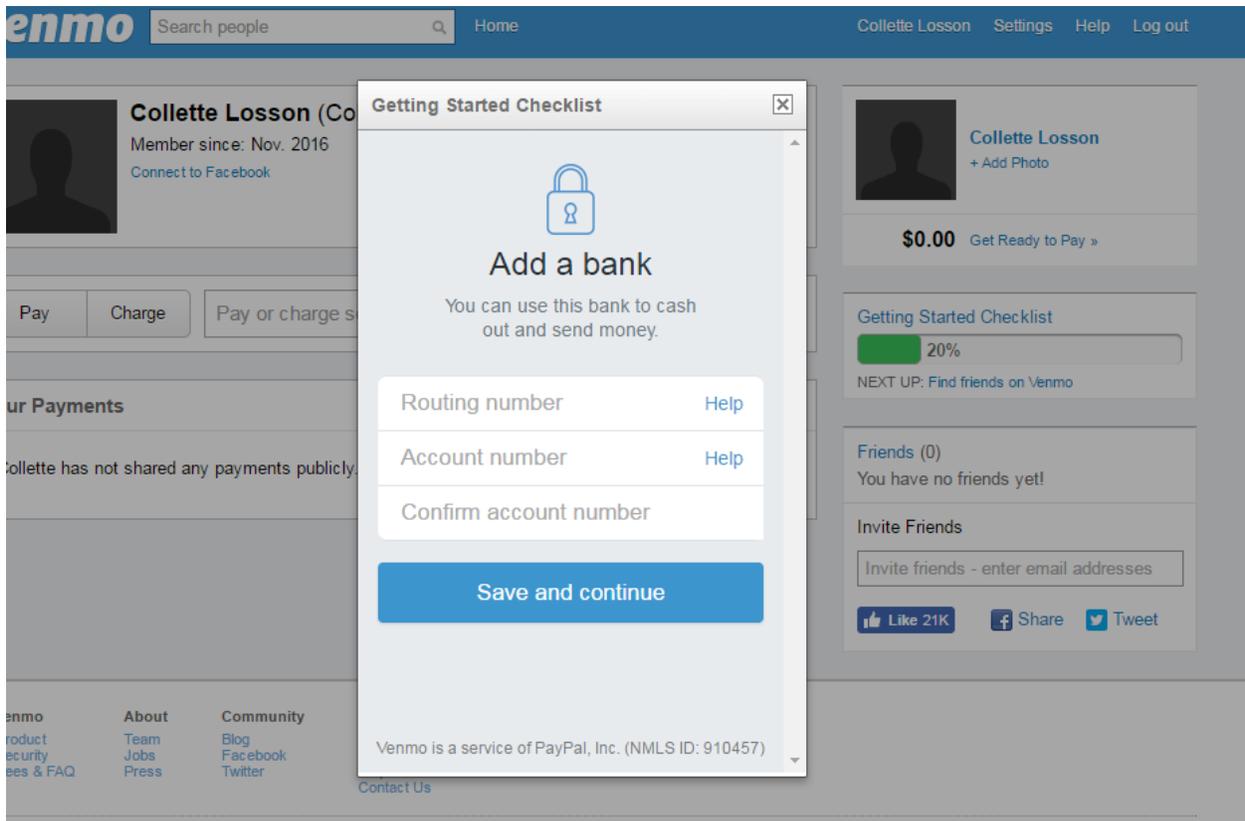
Using the getting started checklist tab, click on step 4- link your bank account. (The other steps are not necessary for conducting transactions with Kaldi's Catering.)



Select or enter your bank. In the next screen you will have to enter your bank's username/ login and password.



Note: If your bank isn't listed, you will have to enter your routing and account numbers.

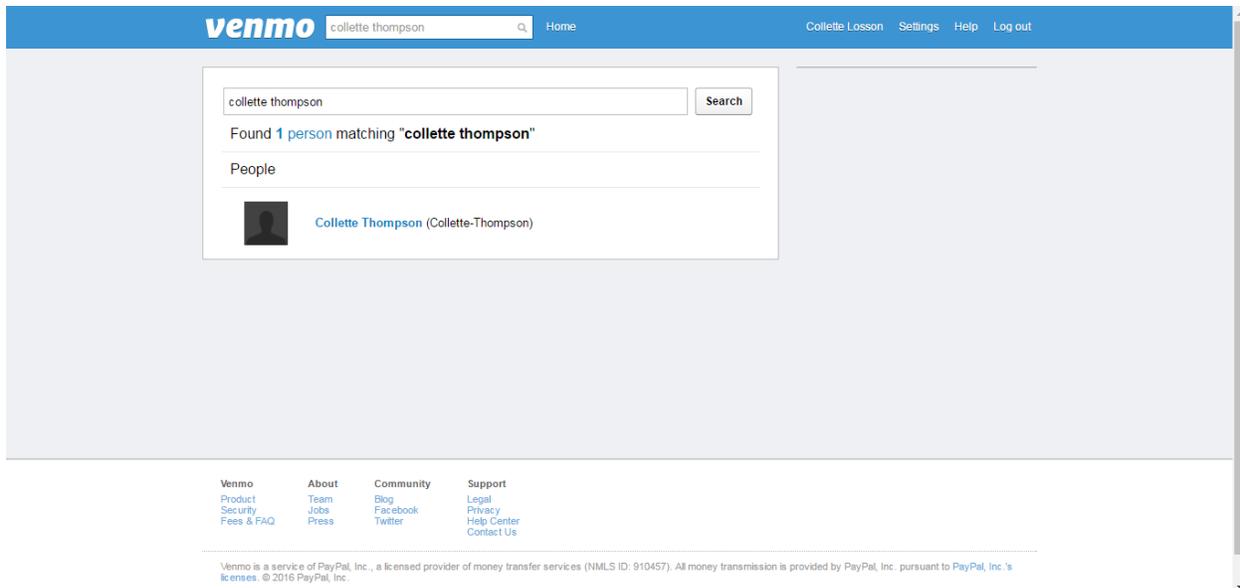


All accounts must be verified via text or email before they are activated.

Adding Kaldi's Catering (Collette Thompson) as a friend

The Kaldi's Catering Venmo account name is registered under Collette Thompson (Kaldis).

At top of page (in the search box is to the right of venmo), search for Kaldis.



Once you click on Collette Thompson (Kaldis), you need to add her as a friend (tab on right listed under ACTIONS).



You will receive an alert once your request is accepted.

Make a Payment to Kaldi's Catering

The screenshot shows the Venmo app interface. At the top, there's a blue header with the Venmo logo, a search bar, and navigation links like 'Home', 'Collette Losson', 'Settings', 'Help', and 'Log out'. Below the header, there's a profile card for 'Collette Losson (Collette-Losson)' with a member since date of 'Nov. 2016' and a 'Connect to Facebook' link. To the right, there's a smaller profile card showing the current balance as '\$0.00' and a 'Get Ready to Pay' button. The main area is a payment form with 'Pay' and 'Charge' tabs. The 'To:' field is set to 'Collette-Thompson'. A large text box contains the payment note: '\$100 for Thompson Children at XYZ School; allocate money the following way- Child #1 \$40, Child #2 \$20, and Child #3 \$20.' Below the note, there's a 'Share Note on Facebook' checkbox and a privacy dropdown menu currently set to 'Private'. A 'Pay' button is visible. At the bottom left, there's a 'Your Payments' section stating 'Collette has not shared any payments publicly.'

1. Click on the “Pay” tab.
2. In “To:” type Collette Thompson
3. In the large box, enter the amount you want to pay, your Child’s name, and the school they attend.
 - a. Note: If you have multiple children, you only need to submit one transaction. However, please provide detail on how you would like the funds allocated. Be sure to include each child’s name and the amount.
4. Be sure to change the payment to Private. This will prevent anyone, other than Collette/ Kaldi’s Catering from seeing it.
5. Double check your information and then hit the blue “Pay” tab next to the privacy setting tab.
6. You will receive an alert from Venmo once the funds have been accepted.
7. Collette/ Kaldi’s Catering will send you a message via Venmo once the funds have been applied to your child’s/ children’s EZ Parent Center account.
8. You will receive a monthly transaction report from Venmo.