



The Only Place In Town

Restaurant • Catering • Hot Lunch Services

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www.theonlyplaceintown.com

Online Hot Lunch Ordering

For your convenience our **School Hot Lunch order form is now online!** All lunch orders should be placed online using the website order form. To place a lunch order, go to orgsonline.com this will take you to the login page for Orgs Online Software Services. This is the service that is hosting our lunch ordering system.

To order lunch you will need an Orgs Online account. To create a new account, **select the “Create New Account”** option. Then when asked enter the **school code** **489PCSCA** and provide the information requested to activate your account.

How to Submit an Order

1. Click on the **Lunch tab** and select **Place Lunch Order**. You will submit a separate order for each student's lunch.
2. When each order has been submitted, select the **Place Order** button at the bottom of the page.
3. After the order has been recorded, you will see an Order Confirmation showing what was ordered and the amount due.

As orders are submitted, the total amount due for your family is listed under the **PAY NOW** link in the upper left corner of the screen. If ordering on a phone, and you do not see the **PAY NOW** link, click the “Menu” icon that looks like **≡** and usually appears toward the top of a smartphone screen.

After all lunch orders have been submitted, select the **Pay Now** button to submit your online payment. Follow the on-screen prompts to complete and submit your payment. A Convenience Fee charge will appear when you view the total amount due. (Note: A “Convenience Fee” when added to the amount due, helps cover processing fees charged to the lunch program when we accept online payments.)

If you have any question regarding your payment, select the **View Payments** option to see if a payment was recorded to your account. You will see exactly what they system has recorded for your account.

You must process each order through until you see the **Order Confirmation** page. Do not stop until you see an Order Confirmation for the order being submitted. The system does not recognize an order until you see the Confirmation Page. We cannot process your order if it has not been fully submitted and confirmed.

One last note, if you attempt to order after the cut-off date, the system will not accept your order. Late orders will be accepted, but there is a 48 hour processing turnaround, so you will not be able to select (at minimum) the first two hot lunch days.

Forgotten Password

If you forget your password, select the **Forgot My Password** option to have your password immediately sent to you. An automated attendant will send your password to the email address listed in your account. If you do not receive that email then select the **Get Help** option to submit a Trouble Report.

Please remember:

- The first time you visit the school lunch website, login as a first time user to activate your account.
- You will use the school code shown above to activate your account. **(489PCSCA)**
- Follow the on-screen prompts to setup your family account.
- Make sure you **select the correct GRADE** for each student (or staff member)
- Lunch items may be displayed on order forms based upon the assigned grade.
- You must place a separate order for each child (or staff member) that is ordering lunch.
- Submit all orders before selecting the "Pay Now" button to submit a payment.
- Next time you access your online lunch account you will enter your email address and the password created when you setup your account.
- If you encounter a login problem use the get help button to request assistance.

Please note, that the convenience fee is charged by the credit card processor and is charged only once per payment not per order form, and you can pay all children in the account at once. To minimize this impact, we will combine short months such as August/September and December/January.

Thank you for your understanding as we transition to an online platform, and we hope this new system will allow us to better serve you. We thank you for the opportunity to feed your children!

Sincerely

The Only Place In Town
Restaurant