

NCA Families,

Our hot lunch program is transitioning to lunch being ordered through FACTS! In your FACTS portal you will be able to place your students' orders ahead of time on a weekly basis. This new system will align us across campus with NCHS, support campus-wide billing, and help our NCA Kitchen staff better prepare for each week. Below are instructions and helpful tips for ordering through FACTS.

Instructions to Order

1. Log in to the FACTS Family Portal: Go to <https://factsmgt.com> and log in using your school's district code, username, and password.
2. Navigate to the lunch menu: On the left-hand menu, click "Student" and then "Lunch".
3. Select the student: Click on the name of the student for whom you want to place an order.
4. Start a new order: Click "+CREATE WEB ORDER".
5. Review and submit: Scroll to the bottom of the page to see the "Grand Total," then click "Submit Order".
6. Orders must be submitted by Sunday at 11:00pm each week.

Important Tips

- Verify your order: Before finalizing, double-check the quantities to ensure they are correct.
- Check for confirmation: If you do not receive a confirmation email, your order was not processed.
- Multiple children: If you have multiple students, a separate order must be created for each child.
- Pre-ordering is currently open in FACTS for the whole month of September.
- Order deadlines: Each full month's menu will be available to view in FACTS. Beginning August 31, preordering will be available weekly with the order window being Friday-Sunday. Each consecutive month's menu will be released on the last Friday of each month, and the whole month will be available for preorder during the corresponding weekend. Ordering ahead is encouraged!
- Billing will be invoiced at the end of each month.

See September's lunch menu on reverse side