



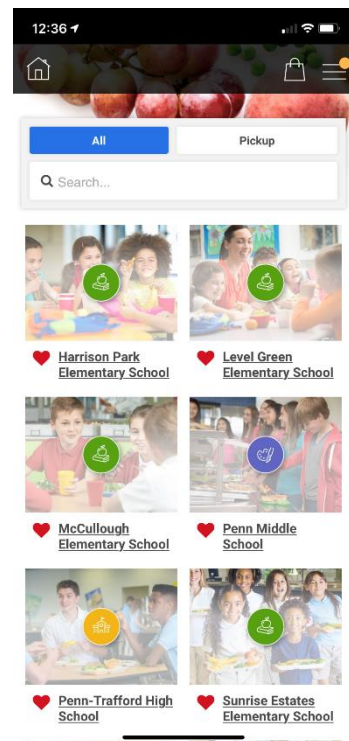
## HIGH SCHOOL MOBILE ORDERING FAQ

### Q. How do I order/create an account?

A. Follow these easy steps to set up an account and begin placing orders:

1. Download the FREE smart device app via the Apple or Google store or access the online website at [www.penntrafford.nutrislice.com](http://www.penntrafford.nutrislice.com)

2. Once you have added Penn-Trafford SD as your site access the Main Menu by selecting the 3 dashes in the top-right corner!



3. Access the Log In option and then Create Account. You will be brought to a screen to create an account as either an employee or a student. Fill out the information and assign yourself a password. You are ready to start placing orders!



4. Select the menu for the High School and select the date for when you would like to order. Scroll down to the Build-Your-Own Deli Feature option and you will see an icon to add to your cart. Once you select the item it will open a submenu that will allow you to customize your order and add a side option for the combo.

## Build-Your-Own Deli Feature

Build Your Own Deli Feature

\$4.95



12:38

Lunch | Sep 2nd, 2020

**Build Your Own Deli Feature**  
\$4.95

Custom deli entree with your choice of side. Includes bottled tea or water.

Milk Wheat Egg

Choose your bread

White Bread  
 Flatbread  
 Sub Roll  
 Tortilla

Choose your meat(s) [limit 3 selections]

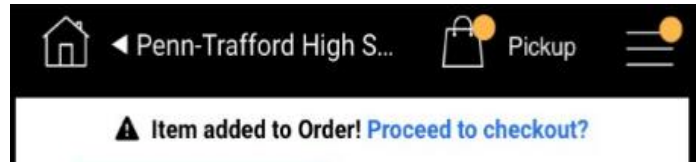
Ham Slices  
 Turkey Slices  
 Salami Slices  
 Pepperoni Slices  
 Bacon  
 Tuna Salad  
 Oven Roasted Chicken Breast

Choose your cheese

Swiss Cheese Slices

Add To Order

5. Once you have selected all the required options a blue bar "ADD TO ORDER" will show up at the bottom of the submenu for you to add it to your cart. After adding it to your cart select the "PROCEED TO CHECKOUT" link or the Cart icon to finalize the checkout process.



6. Once you have reached the final checkout screen you will be able to select your pick-up timeslot! Be sure to scroll down to read information of payment and pick-up before you submit your order!

12:39

Back to Menu

**Checkout**

Order Summary

Wednesday, September 2, 2020

Lunch

Pickup Options\*

Select an option

1 Build Your Own Deli Feature

Choose your bread: Flatbread, Choose your meat(s) [limit 3 selections]: Turkey Slices, Bacon, Choose your cheese: Swiss Cheese Slices, Choose your topping(s) [unlimited]: Shredded Romaine, Fresh Tomato Slices, Dill Pickle Slices, Choose your sauce(s) [limit 2 selections]: Italian Herb Dressing.

Done

Select an option

Lunch A

Lunch B

Lunch C

### Note:

Orders will be available for pickup during the timeslot of your choice. Please enter into the designated line for "Mobile Ordering Pickup Only" and proceed to the counter. Your account will be charged for your entire order at time of purchase, once you receive your completed order you may exit to the seating area. \*As a reminder, funds are required to complete a purchase, in the event that the districts negative balance policy is being abused we will report it to the Principals.

# Frequently Asked Questions

**Q: Is Mobile Ordering available in the elementary or middle schools?**

A: No, currently the High School is the only site offering this option for students.

**Q: Can I order anything on Mobile Ordering?**

A: No, currently only our Made-To-Order Deli station is available, we are looking into adding additional stations in the future such as Made-To-Order Salad Bar.

**Q: What is the meal ordering cutoff time?**

A: Ordering cutoff is 9AM daily

**Q: Am I able to order ahead?**

A: Yes, the system allows you to place an order up to 1 day in advance.

**Q: Can you edit an already submitted order?**

A: In order to edit your order, you must cancel it and start over. Please go to the upper right-hand corner, click on the three bars, then “order history” to cancel. You can cancel up until the order cut-off time.

**Q: What do I do if I need to cancel my order and it is past the cut-off time?**

A: Please email [pthscafe@penntrafford.org](mailto:pthscafe@penntrafford.org) if you need to cancel your order.

**Q: Do I have to pay for the meals online at the time of checkout?**

A: No, meals will be charged to your student’s food service account. Please access [www.k12paymentcenter.com](http://www.k12paymentcenter.com) to deposit appropriate funds in your student’s account.

**Q: When I select my menu, why does it state “ordering is not available for today”.**

A: All this means is that you are unable to order meals for the current day, it may be passed the cut-off time or the item may have reached its ordering limit.

**Q: Why do some menus have a plus mark next to them and others do not?**

A: The symbol - means that you are able to place orders for pick-up that day. If the symbol is not visible, it means that you cannot place orders for pick-up that day. Ordering may be passed the cut-off time or the item may have reached its ordering limit.