

Hello and Welcome to The Simply Fresh Kitchen Lunch Service Program. We are very excited about growing our relationship with your school and child.



## About us

*SFK is owned and operated by Manolo Reyes and Jerrell Powers who, between them, have over 35 years of experience in the food service industry. They have brought their combined experience together to build something they are passionate about.*



## Meals

*Each of our meals are planned and carefully crafted to ensure they are well-balanced, nutritious and appealing to young appetites. Every meal is served with a protein, sides and fruit. All of our meals are prepared from scratch each morning using organic or locally sourced ingredients whenever possible.*





## REGISTRATION & ORDERING INSTRUCTIONS

Welcome! The Simply Fresh Kitchen Lunch Program is excited to offer fresh, nutritious, and well-balanced meals served daily. Online ordering is available at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com).

### Registration Instructions

1. From the homepage, click on the **Order Now** link.
2. Click **Sign Up** Button below the Login button link.
3. Fill in the requested boxes with your information. Click **Sign Up** Button.
4. Once you are back at the homepage, you will be able to log in with your email address and password provided.
5. When you log in the first time, you will be on the **Profile** page. Here you will add your payment method and billing address information.
6. Select the **Managed Profiles** Tab. Here you will add the profiles of the student or staff that you will be placing orders for. If you do not see your school in the drop down, begin typing the school's name in the text box. This will pull up available options. This is also where you will update your profiles. Once a profile is created, if there is a change that needs to be made to school, classroom, or grade, it will be done here. *\*\*\*\*If you are a staff member: If 'Staff' is available in the classroom drop down, please select it. Then select the 'I am a staff member' check box. If it is not available, just select the check box.*
7. Once you have completed the steps above, you will be able to place an order.

**\*\*\*Please note that if there is no billing information or profile added, you will not be able to place an order.**

### Placing an Order

1. On the main page, click on the **Order Now** button.
2. If you have registered correctly, your student's or staff's name will be in the **Who are you ordering for?** box. If you have multiple people registered, you will be able to switch them by clicking the **Select profile** link.
3. The current date will be shown below the profile. You can use the directional arrows to view the remaining days of the month.
4. To place an order, select an option on the day that you would like to order. Choose size, if applicable.
5. Click **Add to order** button.
6. Repeat process for each day you would like to order.
7. If this processed, the website would begin tallying below the menu calendar. If this does not happen, double check that registration has been completed.
8. Once you have finished with your selections, click the **Next** button just below the total on the right side of the page.
9. You will need to select the billing address and the credit card you would like to use. Click the **Next** button.
10. Once you have reviewed your order, click the **Place Order** button. You will be returned to main page once the order is processed.
11. You will receive an email confirmation of the credit card charge.
12. Once your order is place, it is recommended to sign out of your account at this point as the website can be difficult to get back into if you do not.

**\*\*\*In the upper right-hand corner of the webpage, there is a 'person' icon. If you click it, you will be able to return to the My Profile page. On the Orders Tab, you will be able to check all the orders placed on your account.**

### **ONLINE ORDERING:**

Ordering on the website is available until 5:00 AM. After 5:00 AM, the current date will not be available.

### **CANCELLATION OF MEALS:**

Notification of cancellation must be submitted via website cancellation tab or emailed ([info@thesimplyfreshkitchen.com](mailto:info@thesimplyfreshkitchen.com)) in before 6:00 AM of the day the meal is scheduled to go out to receive credit. Credit will not be given after 6:00 AM.

### **UNSCHEDULED CLOSURE:**

If your school has an unscheduled closure, please contact us to let us know. We do not always get notified by the school. We will not provide credit for lunches delivered to a closed school.

### **MENU CHANGES:**

Due to unforeseen shortages or seasonal supply issues, we reserve the right to make last-minute changes to the menu. We will notify the school with as much notice as possible.



## FAQ

### How do I view my profile?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). In the upper-right hand corner of the webpage, there is a 'person' icon. Once you click on it, you will be able to select My Profile, Place Order, or Logout.

### How do I change a profile information?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). On the homepage, go to the Managed Profiles tab. Select the Profile you would like to update by clicking on the pencil icon. Update school, grade/class, or dietary preferences. Click Save.

### How do I change my billing information?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). On the main page, scroll down to payment methods. You will be able to add additional payment methods as well as delete ones no longer in use. If you need to change you billing address, you can do so on the main page as well.

### Online Order Availability

Ordering on the website is available until 5:00 AM. After 5:00 AM, the current date will not be available.

### How can I cancel my order?

Notification of cancellation must be submitted via the website cancellation tab or emailed ([info@thesimplyfreshkitchen.com](mailto:info@thesimplyfreshkitchen.com)) in before 6:00 AM of the day the meal is scheduled to go out to receive credit. Credit will not be given after 6:00 AM.

### Do you accommodate for food allergies?

We offer to following dietary preferences: Vegetarian, No Beef, Gluten Free, Dairy Free, No Egg or any combination of the previously listed. As we are not an allergen free facility, we do not suggest ordering lunches if you or your child have an actual food allergy or are on a medically recommended diet. Please note that some of our schools do not allow for any dietary preferences. If you attend such a school, we will only provide the meal listed on the menu.

### What if my school has an unexpected closure?

If your school has an unscheduled closure, please let us know immediately. As schools are busy notifying parents and staff, we sometimes get overlooked. We will cancel lunches for the duration of the closure and provide credits or refunds. We will not provide credit for lunches delivered to a closed school.

### How do I check orders I have placed?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). On the My Profile page, click on the Orders tab. Here you will be able to view all the orders that you have placed on this account.