

Lunch Account Set-up and Frequently Asked Questions

ACCOUNT REGISTRATION

1. Go to https://login.drxsoft.com/DRX/online/ol_login.php
2. Click on "Create Account"
3. Fill out the School's 7 Digit ID: **gwcmtcca**
4. Fill out the Registration Key: (*case sensitive key listed in your registration email*)
5. Fill out your Email Address:
6. Click "Validate Me"
7. Create New Password & Security Question

PRE-ORDERING PRE-K – 3rd GRADE LUNCHES

The pre-ordered lunches are for students in PreK through 3rd grade **only**. Students in 4th – 12th grades are not able to preorder. Each Monday, parents of those students will receive an email from Guess Who with a link to Wufoo & instructions on how to order the lunches through the site. The form will have one week of upcoming lunches listed. ***Orders for the following week are tallied every Friday, so you *must* submit your order before 9AM every Friday.***

Due to the high volume of orders, late orders will not be permitted. Emergency lunches can be placed through your child's teacher. If you need to cancel an order, it is required that parents immediately notify Guess Who's Coming To Dinner via email at alyssa@guesswhoscomingtodinnercaterers.com, so your student's meal is appropriately managed and your account is adjusted accordingly.

ADDING MONEY TO YOUR ACCOUNT

CASH: (Please do not give your children cash to use in the lunch line. Our cashiers at the school do not have a register to dispense change.)

If cash is your preferred method of payment, please place the bills in a sealed envelope with school name, account number and student name written on the front of the envelope. **The envelope can be given to the cashier during lunch, or can be dropped off at the reception desk.**

CHECKS: Please make checks out to "GWCTD" and **be sure to put the school name, student name, and account number.** This will help ensure that the funds are placed in the correct account. Checks can be placed in the lunch folder in the Business Office, given to the cashier in the cafeteria or if you would like to mail any checks, please mail to: Guess Who's Coming to Dinner; 10729 Audelia Rd. Ste. 107; Dallas, TX 75238

ONE TIME CREDIT CARD PAYMENT:

(We accept all card types)

THIS METHOD DOES NOT SAVE YOUR CARD INFORMATION. If you would like to save your card on file, please follow the steps on the bulletin below for automatic drafting.

1. Go to https://login.drxsoft.com/DRX/online/ol_login.php
2. Fill out School ID
3. Fill out Username
4. Fill out Password
5. Click "Click here to sign in"
6. Your main page will come up. Here you can change your profile information. DO NOT CLICK ON "MY CREDIT CARDS" YET! Putting a card on file does NOT add money to your child's account automatically.
7. Click "Add Money"
8. Click on the account number of the child's account you wish to add funds to
9. Complete the billing information
10. Click "I have read and agree with the above statement"

CREDIT CARD ON FILE FOR AUTOMATIC DRAFTING:

Saving a credit card on file will allow our auto-billing system to charge the account once the balance has reached below \$10. By placing a credit card on file, this ensures that your child will always have funds in the account and will also eliminate the hassle of keeping up with your balance. The auto-billing occurs every M-W-F and will charge \$40.00 when the account is below \$10.

1. Go to https://login.drxsoft.com/DRX/online/ol_login.php
2. Fill out School ID
3. Fill out Username
4. Fill out Password
5. Click "Click here to sign in"
6. Click the "My Credit Cards" Tab
7. Click "Add new Credit Card"
8. Answer Security Questions
9. Click "Click here to validate me"
10. Fill out the information as it appears on your card. Make sure the address matches your credit card billing address
11. Set up how you would like to be contacted when billed
12. If you have multiple children and would like to use the same card for all of them, make sure the "Attach this card to all accounts" is checked in the lower left hand corner of the screen

13. Click "I accept/save changes"

14. A screen will display stating that your information has been updated.

**Note - When a student's account falls below \$10.00, you will receive a "low balance" notice via e-mail, text message, or voicemail. If your student's account is on automatic credit card billing, the credit card attached to the account will automatically be billed.*

*******IMPORTANT: PLEASE READ*******

DELINQUENT LUNCH ACCOUNTS/ FAILURE TO PAY YOUR BALANCE:

As it is important to the success of the school lunch program, the account balances in DineRite are intended to contain sufficient funds available for purchases. **Accounts are not intended to accrue a negative balance for any period of time.** We realize that the lunch program may not always be the first thing to mind, but the work we do is very important to us and we want to continue providing healthy meals to you and your children. Therefore, our account procedures are as follows:

- Once an account reaches negative \$40, you will receive an email alerting you that your account will be temporarily frozen 7 days from the date of that email unless the account is paid in full with additional funds for future purchases.
- If, at the end of 7 days, the account is still delinquent, it will be temporarily disabled until the balance is paid with sufficient funds remaining.
- When funds are added to DineRite, the account holder must notify GWCTD via email at alyssa@guesswhoscomingtodinnercaterers.com or call (214)-340-0061 so the account can be reinstated.
- GWCTD office staff will reactivate the account within 24 hours.
- The DineRite auto-bill program is designed to take the hassle out of writing weekly checks or remembering to add money to your child's account.
- The auto-bill service automatically charges \$40 to the credit card on file when the balance reaches \$10. This is the best way to prevent your account from becoming delinquent.

UPLOADING A PICTURE:

Attaching a picture to your child's account helps our cashiers ensure that the student account number entered matches the child on the account.

1. While logged in, click "Account Info"
2. Click on the "Students" Tab
3. Click on the "Edit" button next to the student's name for whom you want to add a picture

4. Below the image of "Photo Not Available" click "Select/Edit"
5. Click on the "Browse" button and select the picture of your child (School pictures work great for this!)
6. Click "Upload Picture"

CHECKING ACCOUNT ACTIVITY:

View what has been purchased on the account.

1. While Logged in, click "Acct Activity"
2. Click on the account number of the child's activity you wish to view
3. Select the dates you want to view
4. The child's account activity will be listed by date, time, item, price, and balance

RESTRICTING ITEMS:

You have the option to restrict items from being purchased by you or your child. If you do choose to restrict items, please discuss this with your child so they are aware of what items the cashiers will or will not allow them to purchase.

If you have a negative balance exceeding \$20.00, these restrictions will not be enforced until the balance is paid as our cashiers are not able to fully view the account when balances are too far negative.

1. While logged in, click "Restrict Items"
2. Select Unit "Cafeteria" and click "Continue"
3. Click on the account number of the child's profile you wish to view
4. Items are separated out by grade/price. Click on the grade of your child, snack items, or breakfast
5. Click on the check boxes of the items you want to restrict from your child
6. Click the "Save" button

SPENDING LIMITS:

You also have the option of setting daily or per meal spending limits. If you have more than one child listed under one account number, please be sure to set the spending limit to an amount that will cover each child individually so our cashiers are able to charge when they come through the line. If you have a negative balance exceeding \$20.00, these restrictions will not be enforced until the balance is paid as our cashiers are not able to fully view the account when balances are too far negative.

1. While logged in, click "Spending Limits"
2. Select Unit "Cafeteria" and click "Continue"
3. Click on the account number of the child's profile you wish to view

4. Click on the drop down menu where it says "Set Maximum Sales to" and click on "Per Meal" or "Per Day"
5. Enter the amount that you want to allow your child to spend in day or per meal
6. Click "Save Changes"

CHANGING YOUR USERNAME, PASSWORD, & OTHER INFO:

You may change your username to something other than your email address as well as any other information on your profile.

1. While logged in, click "Account Info"
2. Under "My Profile" click "Edit My Profile"
3. Answer your security question.
4. Make the changes to the desired fields, i.e. username, password, email, etc.
5. Click "Save my changes"

TO VIEW THE CALENDAR MENU:

The menu is located on our website at: <http://gwctdcater.com/schools>

Select school logo

Enter the password (*school ID*)

Select lunch menu

F.A.Q.

"I have more than one child at the same school!"

DineRite sets up each student separately, but they are attached to the same parent and monitored through the same account. If you would like all of your children to be under one account with one balance, please contact our office at 214-340-0061 or info@guesswhoscomingtodinnercaterers.com. Please keep in mind- if you choose to combine all children under one account, any restrictions or spending limits set on the account will be combined into one as well so you will need to increase limits and set specific restrictions if needed.

"I'm getting too many emails!"

DineRite automatically sends out emails to all accounts that have low balances several times a week. This can include a zero balance of a child who may not be actively using their account. If your child will not be using their account, please notify us so we can deactivate your account. If you or your child is using the account but you would like to disable the email notification feature, please follow the steps below:

1. While logged in, click "Account Info"

2. Under "My Profile" click "Edit My Profile"
3. Answer your security question
4. At the bottom of the screen you will see your email address with a check box next to "Contact me via email"
5. Uncheck the box
6. Click "Save my changes"

TROUBLE SHOOTING

If you are having any problems with your account, please contact:

Guess Who's Coming to Dinner Caterers

214-340-0061

alyssa@guesswhoscomingtodinnercaterers.com

www.gwctdcater.com