

Online Lunch Ordering through FACTS Family Portal

You can find a menu of our unique daily entree items on the [Lunch tab of the website](#) each month. There are regular side items, drinks, desserts available to see on the portal.

There will be **3 ways** to pay for lunch at Decatur Heritage this year:

- 1) **Cash** at the cafeteria window on the day of lunch
- 2) **Pre-order specific meal/items online** through the FACTS Family portal - **due the Thursday before the week you order** (example: lunch for August 13-16 needs to be ordered by Thursday, August 8). Lunch items to run out some days, pre-ordering is the best way to guarantee your lunch items!
- 3) **Pre-pay to FACTS** a certain amount of money to your family's account and they can order at the window. You will be notified by email when it gets low.

How to Pre-Order Online:

- Log into the FACTS Family Portal. There is an app available (around \$5/year) if you want to purchase it).
- The school District code is DH-AL. You will use the username and password from your enrollment.
- **Desktop Version:**
 - Select **Student** on black menu
 - Select **Lunch**
 - Double click **Create Web Order** (This part of the website seems to run slow - please be patient and wait about 30 seconds)
 - Click Student Name
 - Click Date
 - Enter Quantity for each item on that day for each student
 - Double click **Submit Order** at bottom after you have finished each child (please be patient with this slower part of the site also)
 - Review order and then click **Confirm and Pay**
 - Select a payment source
 - Credit Card - up to 2.95%
 - Debit Card - up to 2.95%
 - Checking or Savings Account - **no fee**
 - **Click Pay button**
- **App Version:**
 - Select **Lunch**
 - Double click **Create Web Order** (This part of the website seems to run slow - please be patient and wait about 30 seconds)
 - Click Student Name

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If you wish to double-check your order, select student information, lunch, time frame (change to month) and select the month you for which you ordered. Everything you ordered will appear in blueprint. If it appears in red, it means that you did not complete the ordering process. If you do not receive a confirmation email that also indicates that you did not complete the order.

Some Perks

- Convenient!
- No sheet to turn in at school!
- No checks!
- Order and Purchase from your home or work!

You can check FACTS Family Portal at any time to confirm if your child is buying.

How to Pre-Pay for Lunch:

- Log into FACTS Family Portal
- On desktop:
 - Click **Financial** on the black main menu
 - Click **Add Funds** (can be slow)
 - Select term (2024-25)
 - Add amount for your family
 - Click Payment amount
 - Select a payment source
 - Credit Card - up to 2.95%
 - Debit Card - up to 2.95%
 - Checking or Savings Account - **no fee**
 - **Click Pay button**
- On app:
 - Click **Billing**
 - Click **FACTS Family Portal Tuition**
 - Click **Add Funds** (can be slow)
 - Select term (2024-25)

- Add amount for your family
- Click Payment amount
- Select a payment source
 - Credit Card - up to 2.95%
 - Debit Card - up to 2.95%
 - Checking or Savings Account - **no fee**
- **Click Pay button**

For questions about lunch, please contact Scarlet Bolan at sbolan@dhca.org or 256 260-3314.

For questions about your FACTS account, please contact Amy Francis (afrancis@dhca.org) in Finance or Nicole Sneed (nsneed@dhca.org) in Admissions in the front office.