

The USRPTO is pleased to announce the lunch portal will be OPEN from **Monday, October 28th until Friday, November 8th.**

IF you need to place a NEW order, make CHANGES or CANCEL an existing order please read below carefully. We have automated our process for changes and cancellations and the process is now different than previous years.

IF you have an existing lunch order for your child and do NOT want to place a new order, make a change or cancel, then please DISREGARD this email. Any orders placed in the beginning of the year will remain in effect through the FULL school year (unless changed or canceled).

IF you place a new order, make changes or cancel an existing order, it will take EFFECT the week of **NOVEMBER 18th.** These orders will remain in effect through the FULL school year (unless changed or canceled during any future portal openings).

*******PLEASE MAKE SURE TO UPDATE YOUR CHILD'S GRADE AND HOMEROOM TEACHER BEFORE PLACING AN ORDER*******

1) To Place a **NEW** order:

- Log in to your account at www.usrpto.com
- Click on the "For Sale" tab and select "Monday Pizza" or "Tuesday Deli"
- Select your student's name, select item to order and click on "Add To Shopping Cart"
- When you have finished adding all the lunch orders for your student(s) to the shopping cart, click on "View Cart" to review your selected items and process payment by clicking on "Check Out"
- Your order will not be complete until you "Check Out" and receive confirmation on the screen and via email from **Upper Saddle River PTO** <helpdesk@paperlesspto.com>. Please check your spam folder if you do not receive your confirmation email.

2) To **CHANGE** an existing order:

- Log in to your account at www.usrpto.com
- Click on the "My Account" tab and select "Lunch Order Change & Cancel"
- You will then see all the existing orders you have for your student(s). Please select "KEEP" if you do not wish to change that portion of your order or "CHANGE" if you wish to change it. You will then be prompted to & click on "Place a New Order" and you will be redirected to the order screen.
- Select your student's name, select item to order and click on "Add To Shopping Cart"
- When you have finished adding all the new replacement lunch orders for your student(s) to the shopping cart, click on "View Cart" to review your selected items and process payment by clicking on "Check Out"

- If you do not see all of the new replacement orders for your student(s). Please return to "Lunch Order Change & Cancel" under "My Account" tab to fix any lunch orders that have not been changed.
- Your order will not be complete until you "Check Out" and receive confirmation on the screen and via email from **Upper Saddle River PTO** <helpdesk@paperlesspto.com>. Please check your spam folder if you do not receive your confirmation email.
- You will then receive a refund for your previous order (please allow 3-5 weeks for processing) and will be charged for the new replacement order(s).

3) To **CANCEL** an existing order:

- Log in to your account at www.usrpto.com
- Click on the "My Account" tab and select "Lunch Order Change & Cancel"
- You will then see all the existing orders you have for your child(ren). Please select "KEEP" if you do not wish to change that portion of your order or "CANCEL" if you wish to cancel it.
- You will then receive a refund for your canceled order (please allow 3-5 weeks for processing).

NOTE: In our new automated system, it is possible to KEEP, CHANGE and/or CANCEL any portion of your existing orders in ONE transaction (see attached screenshot of the new change/cancel web page)

If at any time you would like to review the order(s) you currently have in the system for your student(s):

- Log in to your account at www.usrpto.com
- Click on the "My Account" tab and select "My Orders"
- You can then click on any order number to review the details of that order.

As a reminder:

No order is complete and effective unless you "Check Out" and payment is processed

No refunds for field trips or inclement weather.

If you have technical issues placing an order, please email helpdesk@paperlesspto.com

If you have questions about these change procedures, please email usrptolunches@gmail.com