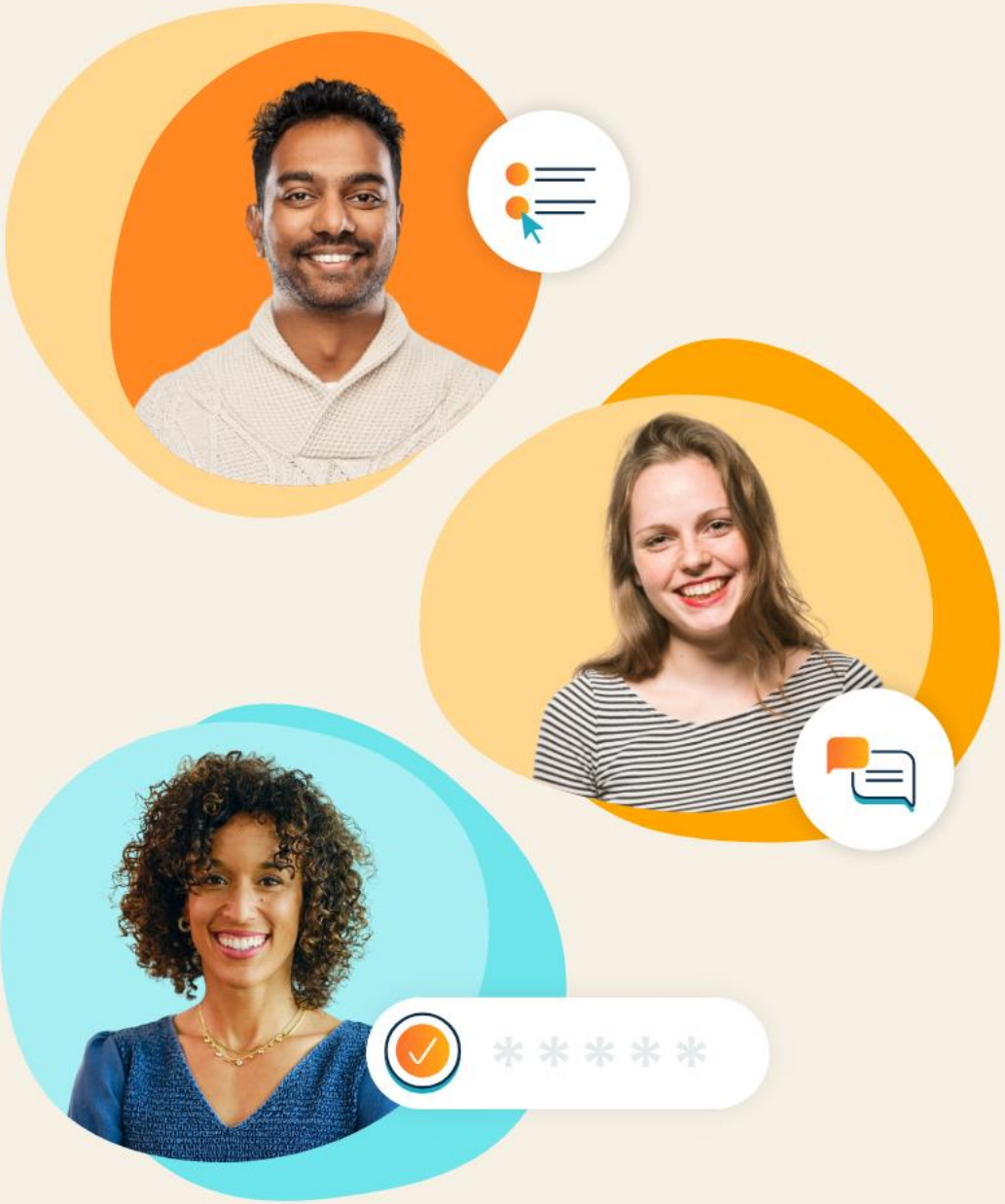
LINQed User Group

Share Knowledge
Build Community

Wednesday, April 2 | Scottsdale, AZ

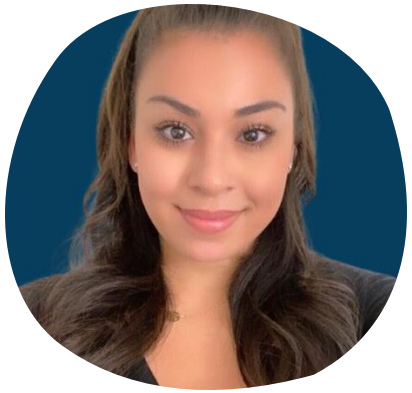


We handle operations.
You unlock potential.
LINQ

Meet Your LINQ Team

Mike Borges
President & General Manager

Jennifer Roorda
Sr. Customer Support Specialist



Kim Brown
Customer Support Specialist

David Vasquez
Client Support Manager, Senior

Pranay Himmatraopet
Sr. Product Marketing Manager

Anabel Zdeb
Marketing Specialist

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Today's Agenda

1. What's New at LINQ
2. LINQ School Nutrition Suite & New Branding
   - User Interface
   - URL – Browser Address
3. Updates for LINQ Connect and LINQ Pay
4. Mastering Key LINQ Features with Expert Guidance
5. Networking Lunch w/ Genius Bar 1:1 Support
6. Special Meal Diets & Online Ordering – Fun w/AI
7. Director Panel: A Discussion with Nutrition Directors Discussing and Solving Real Challenges
8. Closing Remarks

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What's New at LINQ?

Mike Borges, President & General Manager

From Recipes to Reports

Cloud based
Fully Integrated
Trusted Single Vendor

Improvement Focused
Customer Focused
Future Focused

The LINQ School Nutrition Suite is a one-stop solution that enables districts to automate reporting and compliance, create engaging mealtimes, and send more students to the classroom ready to learn and thrive.

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Product Road Map

- Improved Scratch Cooking capabilities
  - Production and *Central Kitchen* Functionality
- Inventory enhancements and improvements
  - Bulk processing functionality
  - Inventory Variance Report / On-hand Report
- Menu Plans – Enhanced "Copy Menu" functionality
- Classroom Serving / Build-a-Meal
- 2025-26 SY - Regulatory and Compliance
  - Added Sugars
  - Income Eligibility Guidelines
  - Summer Feeding – Non-congregate
  - Watching CEP

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LINQ
SCHOOL NUTRITION SUITE

Enhancements to Support Scratch Cooking

The LINQ School Nutrition Suite is making key enhancements to **Central Kitchen** and **Production Kitchen** features to facilitate Scratching Cooking functionality.

This also includes enhancements to Inventory and Procurement for Ordering and Bulk processing

Pursuit to simplify daily tasks, reduce manual work, and improve accuracy – to give your team more time to focus on students.

Enhancements for Scratch Cooking

Production Kitchens/Inv

- Improved HACCP Temperature Tracking
- Enhancements for Substitutions & Additions
- Inventory: Bulk Approvals for Warehouse Transfers and Bulk Posting for Fulfillments
- Ordering Guide Enhancement: Include Items with Sufficient Quantity

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LINQ Embracing AI

LINQ has a cross-functional AI Committee to assess, train, and lead adoption across the organization, requiring AI certification.

Productivity & Efficiency

- Microsoft CoPilot
- Zoom meeting Summary
- GONG meeting Summary

LINQ takes great care to train a skilled AI team, ensure data quality is absent of bias, and ensure tight monitoring and evaluation processes to ensure responsible and effective AI implementation (As any organization should)

Product

- Drafting PRFAQs
- Supporting the creation of user stories & work items for engineers
- Investigating how to best integrate AI into LINQ software – trends, analysis, and benchmarking
- Longer-term: enhance reporting with AI-data-driven business intelligence, analytics, and insights

Engineering

CoPilot already in use, with enhanced training underway

Focus areas:

- Code design & code check
- Unit & integration testing
- Documentation & code modernization
- Security & best practices review

Goal: Full training & certification for all engineers

AI-Driven Support & Training Tools

- BotDojo reports on and identifies issues across the Support Desk
- Mining knowledge base to quickly & effectively respond
- Meet Q!

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AI & LINQ Support: Meet Q

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LINQ Rebrand:

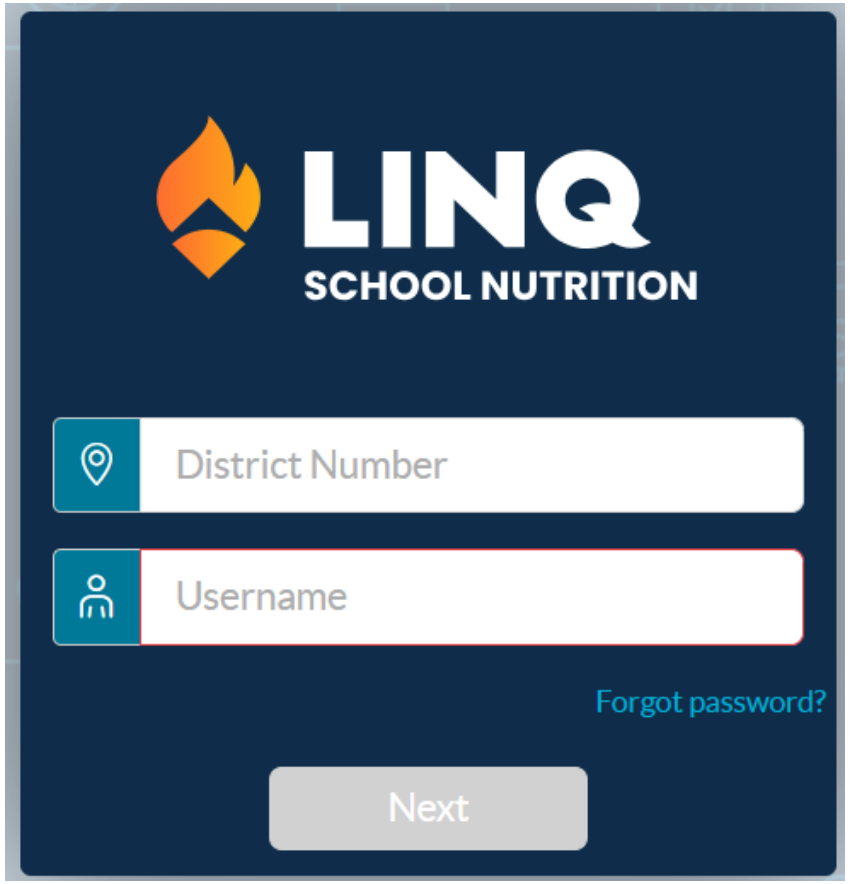
TITAN > LINQ School Nutrition

What's Changing?

- The login screen is getting a refreshed look! Your credentials will not change.
- All instances of TITAN and the TITAN logo will be updated to LINQ School Nutrition.
- All TITAN URLs will be updated to the LINQ School Nutrition domain.
  - portal.titank12.com → portal.schoolnutrition.linq.com
  - pos.titank12.com → pos.schoolnutrition.linq.com
  - odata.titank12.com → odata.schoolnutrition.linq.com
  - status.titank12.com → status.schoolnutrition.linq.com

Important Note

The functionality of LINQ School Nutrition does not differ from that of TITAN.



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LINQ Pay + LINQ Connect

Top Reports to Run for Online Payments:

1. Disbursement Summary (LINQ Pay)
2. Monthly Statement (LINQ Pay)
3. Dispute Details (LINQ Pay)
4. Transaction Data (TITAN > LSN)
5. Payment on Account (TITAN > LSN)

LINQ Connect Resources - https://linqconnect.com/main/faq

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Mastering Key LINQ Features with Expert Guidance

Jennifer Roorda and Kim Brown

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Summer Feeding

Counting & Claiming Alternative Reimbursement Programs (SSO vs SFSP)

Get Ready for Summer!

- Create Serving Sessions
- Create Reimbursement Rates
- Create Reimbursement Programs
- Setting up POS Layout

Configuring your Summer Feeding Program before the end of the traditional school year will set your district up for Summer Success!

What obstacles did your team encounter last summer that our LINQ School Nutrition team can help simplify this year?

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Save the Date:

Join our Upcoming Webinars on End of Year Procedures

- Thursday 5/8/2025

7 AM PST and 10 AM PST

- Thursday 5/22/2025

7 AM PST and 10 AM PST

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Back of House

Menu Planning
Production Records
Inventory
Purchasing

Requirement for Added Sugar is being worked on in Q3

- Create your academic calendar for the new school year and include holidays, breaks, non-school days
- Create all menu plans
- Publish menu month
- Create a production record per menu plan per school
- Updating BID pricing for the new SY? Create an import to save time with a csv formatted file
- Order of operation to create a new item when you have inventory/menu planning in your database.

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Genius Bar and Customer Interviews + Networking Lunch

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The Advantage of AI

Managing Special Meal Diets with Technology

Mike & Pranay

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Special Diets and Students

- About 1 in 13 children in the U.S. has a food allergy—roughly two children per classroom (FARE, Food Allergy Research & Education).
- 90% of food allergies are caused by top 9 allergens (CDC).
- 50% increase in childhood food allergies in the last decade (CDC).
- More than 15 percent of school-aged children with food allergies have had a reaction in school. (FARE)

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Top 5 Challenges in Managing Allergen-Free School Lunch Meals

1) ***Accurate Allergy Tracking & Student Identification***
   Keeping up-to-date, accessible allergy records across the department is critical to prevent health risks.
2) ***Ability to offer Variety*** of Allergen-Free Meal Options
   Limited ingredient options make it hard to offer nutritious, appealing, allergen-free meal choices.
3) ***Avoid Waste*** - Managing Production Quantities to forecast accurate demand is difficult, often leading to overproduction or underproduction.
4) Safe Allergen-Free Meal Preparation
   Cross-contamination prevention requires dedicated tools, spaces, and ongoing staff training.
5) Specialized Handling for Severe Allergies -
   Strict protocols and consistent staff training are essential for students with severe, life-threatening allergies.

3 Most Common Meals Served to Students with Special Meal Diets

- *Salads*
- *Sunflower Butter & Jelly Sandwich on Gluten-Free Bread*
- *Yogurt and String Cheese*

Solution Needed: Systems for tracking, forecasting, communication, and safe handling tailored to students' dietary needs.

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Director Panel

A Discussion with Nutrition Directors Solving Real Challenges

Moderated by Mike Borges

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Closing Remarks
Reminders & Resources

Earn CEUs on LINQ Academy

CEU Classes: All LINQ School Nutrition courses with at least 15 minutes of video content result in a certificate to use for tracking USDA Professional Standards. The certificates include the Category and Topic codes for USDA

View LINQ Connect Resource Center on LINQ.COM

Access a variety of tools and templates designed to enhance your communication efforts. Empower parents to download and utilize the new LINQ Connect app!

https://www.linq.com/toolkit/linq-connect-resource-center/

Share Your Feedback

How was your day of learning at the LINQed User Group? Share your feedback on our event and how we can continue to improve for next time.

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Thank You.
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