

## Online Ordering: Frequently Asked Questions (FAQ)

### How do I place an online order?

*Ans:* Navigate by computer or smartphone to [stsavapa.square.site](https://stsavapa.square.site) and follow the on-screen instructions to place your order.

### How do I pay for online orders?

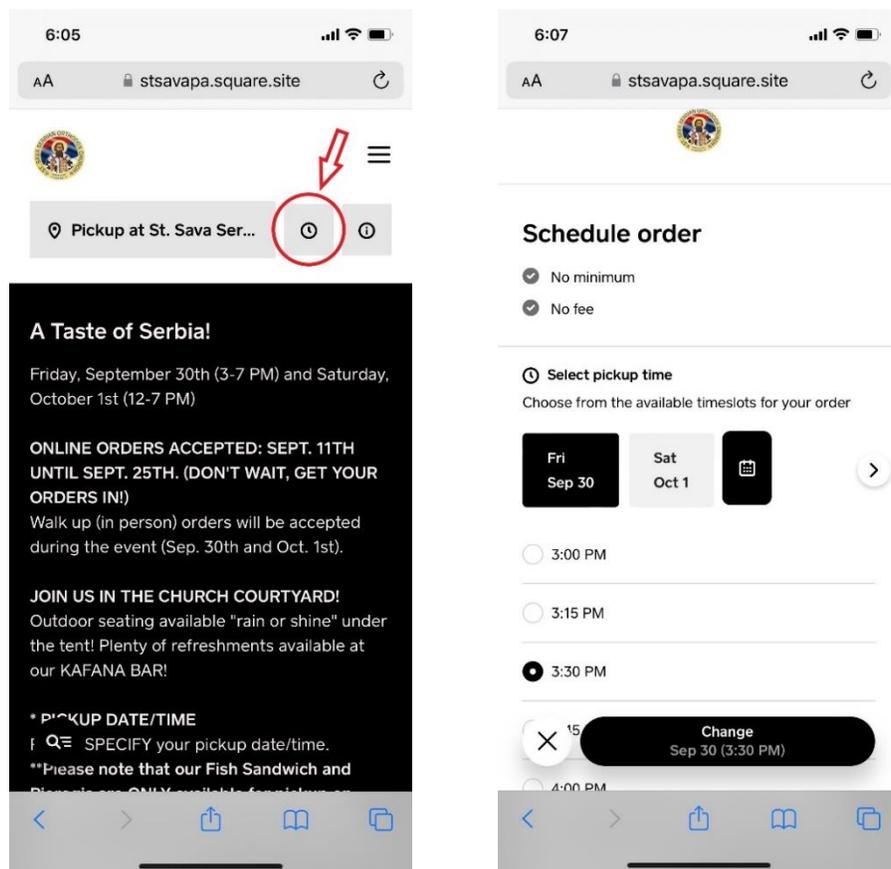
*Ans:* Credit card is the only accepted method to pay for an online order.

### Is online ordering safe and secure?

*Ans:* Yes, all orders are processed by Square - an industry leading payment processing solution. Square invests heavily in technology to ensure the safest and most secure transaction processing experience. From the time a customer uses a credit card or enters their information into Square's solutions, payment data is encrypted until it reaches Square's processing environment. Many popular restaurants and retailers also use Square.

### Where can I select "Fish Sandwich" or "Pierogi" online? I do not see them on the online ordering website.

*Ans:* These items are classified as "Friday Only" since they are only available on Friday for pickup. To be able to view and select these items, you must select a pickup date/time on Friday (3:00 PM, 3:15 PM, 3:30 PM, 4:00 PM, etc.). This is done on the Order Now/Shop Now (Item Selection) page – located at the top of the screen/window.



**When can I place online orders?**

*Ans:* Online orders are considered “pre-orders” and are only being accepted during a designated time period before the festival. Please visit [stsavapa.org](http://stsavapa.org) for further information.

**Is online ordering the only method to place orders?**

*Ans:* No. You may also place orders by phone (for pre-ordering) or by walk up/in person (during the event). You can place an order by phone by calling: (412) 287-6249 during the specified time period listed on our website. Walk up/in person orders will only be accepted during the days of the festival. Pre-orders are encouraged as product availability cannot be guaranteed on the days of the festival.

**Can I order refreshments or drinks online?**

*Ans:* No. We are selling refreshments in person at the KAFANA BAR! Please visit the church courtyard where there is plenty of seating and a selection of beverages to choose from (beer, wine, slivovitz, soda, and water).

We THANK YOU in advance for sponsoring our “A Taste of Serbia!” Serbian Food Festival. We hope you enjoy the hospitality we offer and your food purchases. Please know that this is an important event for our Church as all profits go to the operation and maintenance of the Church and to assist in ministering to the surrounding community.



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[stsavapa.org](http://stsavapa.org)