Lunchbox by SchoolCash Online Parent/Guardian FAQs

Program & Set-up

What is Lunchbox by SchoolCash Online?

Lunchbox by SchoolCash Online is a convenient, online lunch ordering platform featuring local restaurants.

The benefits:

1. With every meal purchased, a contribution will be made to the school's fundraising program.
2. Lunchbox is paperless and cashless. Ordering online is fast and easy.
3. All meals meet the Ministry of Education's nutritional mandates, are allergy aware and are peanut and nut safe.
4. Orders may be placed weekly or in advance, for the full length of the program.

How do I get started?

1. Log in to your SchoolCash Online account (https://www.schoolcashonline.com/) and click on the Lunchbox by SchoolCash Online 'Order Now' Option.
2. Add your child's classroom for the current school year. The dropdown menu lists the Grade / Teacher / Room.
   ** Please ensure the correct teacher and grade are selected to prevent errors on delivery days.
3. Add your phone number in case Lunchbox needs to contact you.
4. Add any food allergies or dietary restrictions for your child that you are registering.
5. Be sure to enable your weekly email notifications for the lunch program at your school.
6. Click 'Add' to register your child. If you have more than (1) child, follow the same procedures as listed above.
7. Proceed with ordering your child's lunch by clicking on the 'Place Order' option.
8. All orders are submitted on the website and payment is processed online by Visa, MasterCard, Discover, Debit MasterCard, or Visa Debit. Visa and MasterCard prepaid cards are also accepted.
9. Already registered? Please log in into your SchoolCash Online account and click on the Lunchbox by SchoolCash Online "Order Now" option.

I'm already registered with Lunchbox how do I access my account?

Log in to your SchoolCash Online account (https://www.schoolcashonline.com/) and select the Lunchbox by SchoolCash Online 'Order Now' option to access your Lunchbox account.

Our school is not using SchoolCash Online, how do I get started?

1. Go to www.lunchboxorders.net
2. Select 'Create an Account'.
3. Add your contact information along with a password.
4. An email notification will be sent to you to confirm your email and login information.
5. Log back in to Lunchbox to add your child to the program. Your email is your username.
6. Add your child's classroom for the current school year. The dropdown menu lists the Grade / Teacher / Room.
    ** Please ensure the correct teacher and grade are selected to prevent errors on delivery days.
7. Add your phone number in case a member of the Lunchbox team needs to contact you.
8. Add any food allergies or dietary restrictions for your child that you are registering.
9. Be sure to enable your weekly email notifications for the lunch program at your school.
10. Click 'Add' to register your child. If you have more than (1) child, follow the same procedures as listed above.
11. Proceed with ordering your child's lunch by clicking on the 'Place Order' option.
12. All orders are submitted on the website and payment is processed online by Visa, MasterCard, Discover, Debit MasterCard, or Visa Debit. Visa and MasterCard prepaid cards are also accepted.
13. Already registered? Please log in to www.lunchboxorders.net

What are the payment options? Do you accept cash?

Payment is processed by Visa, MasterCard, Discover, Debit MasterCard, or Visa Debit. Cash payment is not available, but, as an alternative, Visa and MasterCard prepaid cards are accepted as payment methods.

How do I check my orders?

To view current orders or the order history on your account, please complete the following steps:

1. Log in to your Lunchbox account.
2. Hover your mouse over 'Order History' located on the top menu bar.
3. Select 'Delivery Schedule' in the drop-down menu that appears.
4. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Delivery Schedule'.

How do I unsubscribe from emails?

1. Log in to your Lunchbox account.
2. Select 'Update Contact Information'.
3. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Update Contact Information'.

4. Uncheck 'Subscribe to Weekly Email Reminders'.
5. Select 'Submit'.

**When you unsubscribe, Lunchbox will no longer send email lunch program reminders.

How do I update my email address on my account?

To update your email address, please complete the following steps:
1. Log in to your Lunchbox account and proceed to your account home page.
2. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Update Account Information'.
3. Click on your name noted in the top right-hand corner (listed in white letters).
4. Click on 'Change Email Address'.

How do I check to see if I have a credit on my account?
To view the available credit on your account, please complete the following steps:
1. Log in to your Lunchbox account.
2. Hover your mouse over 'Order History' located on the top menu bar.
3. Select 'Credit History' in the drop-down menu that appears.
4. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Credit History'.

I can't find my school's name.
If the city and school name your child attends are not populating on the website, it means that your school is not quite ready to launch their lunch program.

My student's teacher is not listed.
If the teacher list is not populating on the site, your school program is not ready for ordering. If the teacher list is there and your specific teacher is not mentioned, please send an email to info@lunchboxorders.com and we can investigate with the school.

My student is listed under the wrong classroom.
To update your student's profile information, please complete the following steps:
1. Log in to your Lunchbox account.
2. To the right of the 'Allergy' column select 'Edit'.
3. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Update Student Information'.
4. Adjust the required information accordingly.
5. Select 'Update' once complete.

![LUNCHBOX by SchoolCashOnline]

How is Lunchbox addressing requirements regarding health and safety?
The Lunchbox team is prepared and ready to assist with the safe implementation of your school's lunch program. We will review your school's specific delivery protocols at the time of program set-up. Delivery protocols will be clearly communicated with vendors on their weekly order reports.

Ordering

What is the lunch ordering deadline?

The lunch ordering deadline is Sunday at 12 PM ET (noon) for the upcoming delivery week.

I missed the ordering deadline. Can I still place an order?

There are no exceptions and new lunch orders cannot be added after the scheduled deadline.

Can I cancel an order after an order is placed?

Orders may be canceled up to two days before the scheduled delivery day.

How do I cancel my order?

The following outlines the steps to cancel your order:
1. Log in to your Lunchbox account and proceed to your account home page.
2. Go to the dropdown menu under YOUR name in the top right-hand corner and click 'Cancel an Order'.
3. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Cancel an Order'.
4. Select the student and date range for the order you would like to cancel and click 'Search'.
5. Click the Order ID or [Details] showing in the left-hand column to view the order details.
6. Click the check box for the item that you would like to cancel (right-hand column). Then click 'cancel all checked orders' (located at the top and bottom of the page) to cancel the order.

When an order is canceled, do I receive a refund?

A credit will be applied to your Lunchbox account for all canceled orders. Your credit will automatically apply against your next order at the time of check out.

Can I get a refund instead of a credit back to my account?

Yes. Please send an email to info@lunchboxorders.com with the following information:

1. Email address that your Lunchbox account is registered with.
2. The school your child attends.
3. The name on the payment card used to complete payment.
4. The payment card expiry date (month and year).

How do I change or modify an order I placed?

To update your order, you must cancel the current order(s) placed, then re-order the new item(s) that you would like to have delivered.

Please note, new orders or order updates must be processed before the weekly ordering deadline (Sunday at 12:00 PM ET) to be included for the upcoming delivery week.

How do I cancel my order?

The following outlines the steps to cancel your order:

1. Log in to your Lunchbox account and proceed to your account home page.
2. Go to the drop-down menu under YOUR name in the top right-hand corner and click 'Cancel an Order'.
3. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Cancel an Order'.
4. Select the student and date range for the order you would like to cancel and click 'Search'.
5. Click the Order ID or [Details] showing in the left-hand column to view the order details.
6. Click the check box for the item that you would like to cancel (right-hand column). Then click 'cancel all checked orders' (located at the top and bottom of the page) to cancel the order.

A credit will be applied to your Lunchbox account immediately for the canceled order. You may then proceed with placing your new order. The credit will be applied to your transaction at the time of check out.

What can I do if I canceled my order by mistake?

If an order has been canceled for the current week's delivery and we are past the Sunday ordering deadline of 12:00 PM ET (noon) the order CANNOT be reinstated.

My child received an order that was incorrect.

If a lunch order is received incorrectly or an error has been made, please send an email within (5) days of the scheduled delivery (preferably within 24 hours) to info@lunchboxorders.com. We will follow up with the school and the vendor to advise of the error.

My child did not receive their lunch order. (e.g., Subway, Mr. Sub)

If a lunch order has not been received, please send an email within (5) days of the scheduled delivery (preferably within 24 hours) to info@lunchboxorders.com so that it can be investigated with the school and the vendor.

My child didn't get their pizza slice.

Please follow up with your child's teacher or the school's Main Office to determine what may have happened. The school oversees the distribution of the pizza to the students and staff, or volunteers should be able to provide confirmation and a resolution.

What do I do if my child is sick or unexpectantly away on delivery day?

We do require a two-day notice to process a lunch cancellation for credit or refund.

If this is not possible, please contact your school's main office directly to make alternate arrangements for the delivery such as:

1. Holding for pick up.
2. Passing along to a sibling or other student.
3. Donating the meal to a child in need.

If a student is absent for a scheduled milk order, the milk will be handed out the next school day.

What do we do if there is inclement weather and buses are canceled?

This is dependent on your school policy. Check in with your School Administration or Lunch Program Coordinator to confirm the lunch delivery plan when busses are canceled.

Milk will be handed out to absent students on the next school day.

I already placed my order but just got a reminder to order.

The email reminder received is specifically for next week. If you do not intend on placing an order for this week, please disregard the email.

My children weren't at school. What happens to their order?

Student attendance is not shared with us and, as such, the vendor would have delivered the orders to the school as requested. We are therefore unable to credit you for the meals after the fact. We do require (2) days' notice to process a cancellation for credit or refund. Please check with the school to see if they saved the lunch for your child.

My child changed schools. What happens to their order?

Please ensure that you have canceled all your future orders at your old school.

1. Log in to your Lunchbox account and proceed to your account home page.
2. Go to the dropdown menu under YOUR name in the top right-hand corner and click 'Cancel an Order'.
3. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Cancel an Order'.
4. Select the student and date range for the order you would like to cancel and click 'Search'.
5. Click the Order ID or [Details] showing in the left-hand column to view the order details.
6. Click the check box for the item that you would like to cancel (right hand column). Then click 'cancel all checked orders' (located at the top and bottom of the page) to cancel the order.

A credit will be applied to your Lunchbox account immediately for the canceled order. Credits do not expire and will remain on your Lunchbox account to be used towards your next purchase.

** Please ensure the order is canceled two days prior to the scheduled delivery date.

Once all your orders have been canceled and no deliveries are left to be fulfilled, you may delete your student's profile on your account by completing the following steps:

1. Log in to your Lunchbox account and proceed to your account home page.
2. To the right of the 'Allergy' column select 'Delete'.
3. Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Update Student Information', select 'Delete'.

Next, please add a new student profile to your account and select the new school. Please ensure you have the correct teacher and grade information.

You may then proceed with placing orders on your new school's lunch calendar.

Milk Program

When is the milk ordering deadline?
The milk ordering deadline is Sunday at 12 PM ET, two weeks prior to the scheduled milk hand-out week at the school.

New orders cannot be added after the scheduled deadline.

Parents/guardians have the flexibility to order week to week or for any number of weeks in advance.

Can I cancel my milk order?
Milk orders placed in advance may be canceled until the Sunday ordering deadline for the scheduled delivery period (2) weeks prior to the week it is being distributed at the school.

My child didn't get their milk.
Please follow up with your child's teacher or the school's Main Office to determine what may have happened. The school oversees the distribution of the milk to the students and staff, or volunteers will be able to provide confirmation and a resolution.