



## Delivering Thousands of Lunches to Schools Nationwide

My Hot Lunchbox is a quick and easy lunch solution that offers your child's favorite restaurants, delivered to your school. We focus on having a variety of delicious options every day of the week, providing parents an alternative to packing lunch!

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## Order in Advance

Ordering is opened two weeks before school begins so you will have plenty of time to look through the menus and order. You will get an email when ordering has opened for your school along with instructions on how to create an account. You can add, edit, or cancel an order up to 12 PM, noon, the day prior to delivery!

## Allergen Labeled & Customizable

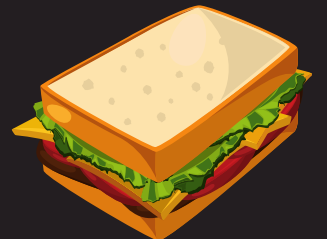
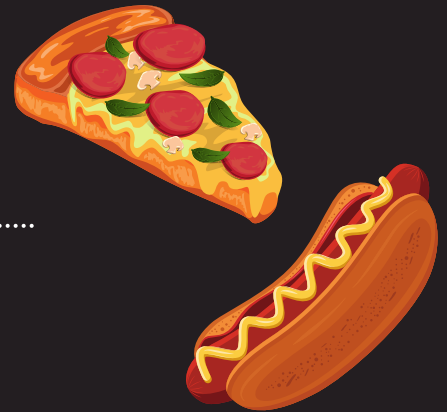
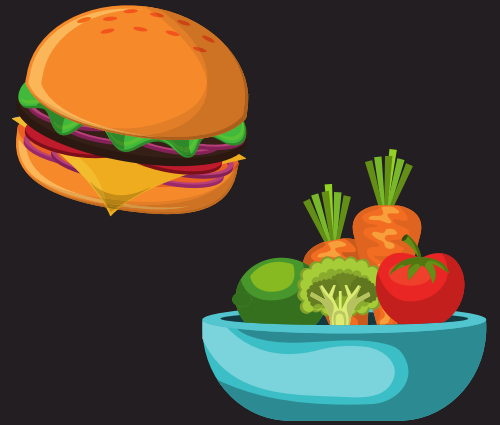
Worried about a food allergy or dietary restriction? All menu items are allergen labeled on the lunch calendar and customizations are available from most of our vendors. Just be sure to voice these concerns and we will do everything we can to meet your school's needs!

## Program Features

My Hot Lunchbox provides a variety of features to make ordering lunch even easier! Our system allows you the option to copy an order and repeat through a selected date. We also offer a 'Subscription' feature so you can pick your favorites, copy them, and only be charged weekly!

## Questions about the lunch program?

Please email us at [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com), call (888) 894-8295, or reach out to us on social media @myhotlunchbox



# Making **Hot Lunch** Simple

## ORDER ONLINE FROM LOCAL RESTAURANTS

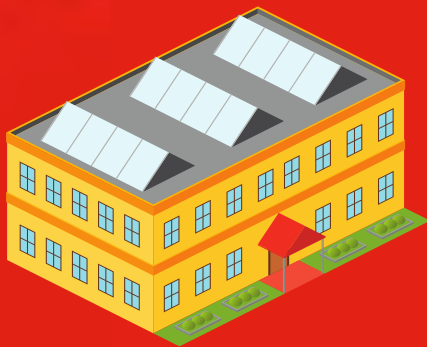


Place, edit, or cancel any order on our website prior to 12 PM, noon, the day prior to delivery.



Restaurants, that meet your school's nutrition needs, use fresh ingredients to fulfill orders.

## DELIVERED TO YOUR SCHOOL HOT AND FRESH!



Lunches are delivered individually packaged and labeled for easy distribution.



Restaurants package the food to retain proper food temperatures while in transit.



## WELCOME TO MY HOT LUNCHBOX!

We make lunch easy by offering a wide variety of options from your favorite local restaurants! Below are the instructions to get you started.



### HOW TO CREATE AN ACCOUNT:



#### GO TO

<https://ordernow.myhotlunchbox.com/sign-up>



#### CLICK

"Create Account" under the Customer field.



#### CREATE

Fill in all required fields to create your account and be sure to add a profile for each individual you are ordering for!

#### Looking to make things easier?

Scan this QR code to take you directly to our sign-up page!



#### Questions?

For technical problems or questions regarding food, policies, missed or late orders, credits, and cancellations, please email [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com) or call (888) 894-8295



## **Lunch Program Frequently Asked Questions**

### ***Who prepares and delivers the meals?***

We work with a variety of local, high-quality restaurants that your children know and love! These vendors are pre-approved by My Hot Lunchbox, and they are expected to be prompt and deliver hot, fresh meals to your child's school.

### ***How do I create an account?***

Ready to take the hassle out of lunch? Click the link below and follow the instructions to create your free My Hot Lunchbox account! [Set Up your My Hot Lunchbox Account](#)

### ***How do I create a profile for my child?***

Log into your My Hot Lunchbox account and select the 'My Profiles' tab on the left sidebar. Click 'Add Profile' and fill in your child's first & last name, type of organization (school or camp), organization name, teacher and/or grade, if applicable. Click 'Add Profile' again once you're done!

### ***How can I see what's on the menu?***

Once you have created your free account, you can view daily menus on the Lunch Calendar by selecting the day of the week and the profile you'd like to place an order for. You can also view any pending or paid orders by selecting the 'My Cart' tab on the left sidebar.

### ***When do I need to place my order each week?***

The deadline for placing, editing, or canceling orders is 12 PM (noon) the day before delivery UNLESS your school has specified a different deadline.



### ***How do I place an order?***

Log into your My Hot Lunchbox account, click on the 'Lunch Calendar', and select the day and profile you would like to place an order for. This will populate the lunch menu and you can select the items you would like to order.

Once the items are selected, click the 'Add to Order' button and your meal(s) will be added to your cart. You can continue placing orders for future dates or you can click on the 'My Cart' tab and proceed to check out and pay for the meals.

**Helpful tip:** If you would like to repeat the same meal for a specific day of the week for the semester, check the repeat box in the lower-left corner. You are also able to process all meals and have your card charged weekly by selecting "Activate Subscription" under My Cart/Subscription.

**\*\*Don't forget!** All orders must be placed, edited, or canceled before 12:00 PM (noon) the day PRIOR to delivery.\*\*

### ***How do I edit an order?***

Log into your My Hot Lunchbox account, go to the Lunch Calendar, select the profile associated with the order you'd like to make changes to, and click 'Edit'. This will take you to the lunch menu for that particular day where you can make changes or add to your order. Don't forget to check out after you have made changes/additions!

**\*\*Friendly Reminder:** All orders must be placed, edited, or canceled before 12:00 PM (noon) the day PRIOR to delivery.\*\*

### ***What is the difference between Subscription and Repeating Orders?***

It all comes down to when you want to pay for your lunch. When you choose to repeat an order, the order is copied for the entire ordering period (semester). All of these lunch orders are then added to your cart and you must pay for them, in full, at checkout.



Activating your subscription allows you to order all at once and pay weekly! When you subscribe to an order, the order is copied for the entire semester or open ordering period, and you are ONLY charged on Saturday for the following week's order.

***What happens if my child is absent and I miss the deadline to cancel my order?***

We completely understand that life can be unpredictable and we do try to be as accommodating as possible with our ordering deadline. We are unable to cancel any orders after 12:00 PM (noon) the day prior to delivery (this deadline might be earlier depending on your school). Our reports lockout, even to us, as our restaurant partners need ample time to download these reports and prepare for their upcoming delivery. In the event of an absence, we recommend contacting your school about sending your lunch home with another student, offering your lunch to a teacher, or scheduling a time for your lunch to be picked up.

***Will I receive a refund for a canceled meal?***

Any meal canceled in our system creates a credit on your account. This credit never expires and it is automatically applied the next time you check out. We typically do not issue a refund on a credit balance unless you are closing your account (ex. a student is leaving the school). However, if you prefer, we are happy to refund you the credit balance less the 3% processing fee.

***How do I add or adjust my method of payment?***

To add a new method of payment, click on your name on the left sidebar, select 'Payment Info', enter your new card information and save. We accept Visa, Mastercard, Discover, and American Express.

If you have any additional questions,  
please contact My Hot Lunchbox at **(888) 894-8295** or [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com)