

## Delivery Day FAQ

### 1. What should I do if a vendor is late?

If your scheduled lunch delivery is more than 10 minutes late, please contact the vendor directly for an update. The vendor's contact information can be found on the classroom delivery report.

### 2. What should I do if a lunch is missing?

- Reference the order report to confirm if the student is on the classroom list. If the student is NOT on the order report, an order was not placed for this student.
- If the student is on the delivery report, check with the Main Office to see if the lunch was missed during pick up or returned to the office.
- Do an 'all call' at the school to see if the lunch was accidentally sent to another classroom in error.
- If the lunch is confirmed as missing, please contact your vendor directly to have the replacement order sent to the school. If you are unable to reach the vendor, please call (do not email) the Lunchbox Support Team at 1-877-426-6860 Ext. 1 and we will assist with the delivery of a new lunch or find an alternative solution.

### 3. What should I do if there is an error with an order?

- Reference the order report to confirm there is an error with the lunch order.
- If an error is confirmed, please contact the vendor with the error details, including the student's name, teacher, and grade. The vendor's contact information is included in the order report.
- The vendor is committed to delivering a replacement lunch within 45 minutes of the issue being communicated.
- If a new lunch is not required, please contact Lunchbox Support to administer the next steps by providing a credit or refund to the parent/guardian as needed.

### 4. What should I do if someone is sick or away?

This decision is guided by your school policy. Please check with the School Administration or the Lunch Program Coordinator at your school to confirm how to handle the lunch for a student that is away. If a student is absent for a scheduled milk order, please hand out the milk to the student on the next day in attendance.

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



This is dependent on your school policy. Check with your School Administration or Lunch Program Coordinator to confirm the lunch delivery plan when buses are canceled. Milk will be handed out to absent students on the next school day.

**6. What should I do if I find a student is listed under the wrong classroom or under staff room?**

- **Teachers and Lunch Supervisors:** If you receive a lunch to your classroom that belongs to a student in a different class, please contact the office and arrange to have the lunch delivered to the correct classroom.
- Student information will automatically be updated in Lunchbox for schools who are already using SchoolCash. All other schools are advised to ask the student's parent/guardian to update the student's profile on Lunchbox to avoid future mix-ups.

If you have a question or concern that was not covered and is not urgent, please email the **Lunchbox Support Team** at [schoollunch@kevgroup.com](mailto:schoollunch@kevgroup.com). If you have an urgent question or concern, please call the **Lunchbox Support Team** at 1-877-426-6860 Ext. 1.