

School FAQ

Program & Set Up

How does Lunchbox work?

Lunchbox is a full-service online lunch ordering and fundraising platform. The school confirms delivery start dates and times, and the Lunchbox team does the rest. We coordinate and manage vendors, set up your school's ordering calendar, send weekly order reports, pay the vendors, provide the marketing to promote the program to parents, and raise fundraising dollars for your school.

What is the Lunchbox Program Offering?

We recommend offering a weekly, three-day lunch program to boost your fundraising dollars:

- Pizza: Tuesday & Thursday
- Subs: Wednesday

What is the cost of the program?

There is no cost to run the Lunchbox standard program. Set-up and implementation are free of charge.

How does the fundraising work?

With every meal delivered on the Lunchbox program, a fundraising contribution is donated back to your school. The fundraising amount for each item is set by the school as this is solely at their discretion.

How do we receive the fundraising payments?

The school will receive a monthly fundraising statement detailing the orders delivered in the previous month and the associated fundraising totals. Statements are generated on the 6th of the month for the previous month's deliveries. Fundraising is processed monthly on the 25th and will be paid by direct deposit.

Do we need volunteers to run this program?

Volunteers are not necessarily required. Schools can successfully manage their program without volunteers. As an example, schools often organize lunch delivery days with the assistance of older students (Grade 6, 7, and 8). Students deliver the orders to each classroom, along with the support of a staff member who oversees the distribution, ensuring all items are delivered and providing a point of contact for any questions or concerns.

Does the school still need to set up the program on SchoolCash?

No, your lunch program is set up by the Lunchbox team. First, we will collect your school's program information with the support of an online form. Then, we will import your data into the Lunchbox platform to complete the required information.

How do we communicate the program to parents/guardians?

We provide a comprehensive set of resources and communications tools to help you build awareness about the program across your school community. Available marketing tools include an introduction letter detailing program details, weekly email order reminders, parent/guardian reminders for your school newsletter, flyer (digital format), and social media posts to promote the program.

If we have a question, who do we call?

You may contact the Lunchbox Team directly for assistance. If you have a question that is not urgent, please email the Lunchbox Support Team at schoollunch@kevgroup.com.

If you have an emergency or question about same day deliveries, please call the Lunchbox Support Team at **1-877-426-6860 Ext. 1**.

Food Vendors

Does the school select the vendors that deliver lunch orders for their program?

Yes. The school will confirm the pizza and sub vendors to be offered with their program. Lunchbox has established vendor relationships in your community to assist with your restaurant selection as required.

Do you have preferred vendors?

Lunchbox works with select local vendors. Vendors are vetted to ensure their school lunch menus meet Ministry of Education nutritional guidelines, are nut-safe and allergy aware. Further, we ensure that vendors commit to Lunchbox's service and delivery protocols.

We are open to adding new vendors if you have a vendor that you are interested in working with or a current vendor you are presently working with.

Do you have a specific pizza vendor you presently work with?

We will work with you to determine which options are available with your preferred pizza vendor.

Is there a minimum number of orders required?

We do not have a minimum order requirement; however, many vendors have a baseline expectation for school orders. These numbers vary from vendor to vendor and will be reviewed with you while making your vendor selection.

How do the vendors get paid?

We pay the vendors weekly on the school's behalf. Vendor invoices and payments are coordinated and processed by the Lunchbox Team.

Ordering

How do parents/guardians get started?

Please check the Parent/Guardian FAQs for instructions on how a parent/guardian creates a Lunchbox account.

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

Please check the Parent/Guardian FAQs for instructions on how to log in to your Lunchbox account.

What are payment options for parents/guardians? Do you accept cash?

Lunchbox is paperless and cashless. Parents/guardians submit orders online, and payment is processed by Visa, MasterCard, Discover, MasterCard Debit, or Visa Debit. As an alternative to cash, Visa and MasterCard prepaid cards are accepted as payment methods.

What is the lunch ordering deadline?

The lunch ordering deadline is Sunday at 12 PM (noon) local time for the upcoming delivery week. Lunch orders can be placed up until the Sunday at 12 PM (noon) local time deadline. New lunch 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. No exceptions.

Can parents/guardians cancel an order after it has been placed?

Orders may be canceled up to two days before the scheduled delivery day. Please check the Parent/Guardian FAQs for instructions that explain how a parent/guardian may cancel an order.

School users do not have access to cancel an order on behalf of a parent/guardian.

When an order is canceled, is a credit applied to the parent/guardian's Lunchbox account?

A credit will be applied to the Lunchbox account of the parent/guardian for all canceled orders. The parent/guardian's credit will automatically apply against their next order at the time of check out.

Can a parent/guardian get a refund for a canceled order instead of a credit back to their account?

Yes, if a parent/guardian prefers to receive a refund, they can request to have the money for a canceled order returned via eTransfer. Parents/guardians are instructed to send an email requesting the refund to Parent Support at info@lunchboxorders.com for further instructions.

What is the price to parents/guardians for lunches? Does it include the fundraising amount?

The price to parents/guardians is determined as follows: Vendor Costs + Fundraising. Pricing is inclusive of all costs: delivery, merchant fees, and HST. No additional fees will be charged to parents/guardians at any time.

What is the process if a school wants to purchase extra lunches for children in need?

The school is instructed to send an email to our Operations Support Team at schoollunch@kevgroup.com. Our Support Team will happily guide any school through the process.

Delivery Day

What are the delivery times for our lunches?

Food delivery times are established by the school to ensure meals are received and ready to serve for the scheduled break time. The vendor will deliver food items to the designated school delivery area. The school will be responsible for distributing food items and milk to the applicable students in the designated lunchrooms. Food vendors or the Lunchbox Team are not responsible for any misplaced or stolen items following delivery.

How do we know which students have ordered?

On Monday morning, schools receive a detailed order report via email for each scheduled vendor delivery that week. The email will include a delivery summary outlining the number of orders placed and a report listing which students ordered in each classroom, including the order details per student. Please use the order report when distributing lunches to students to ensure that an order is not missed.

How do lunch orders arrive at the school?

Lunches are delivered to school by the vendor and will arrive as follows:

- All vendors except for Pizza: delivered to the school organized by classroom and labeled by student.
- Individually packaged pizza slices: slices will be individually packaged (clamshell or cardboard box) and will arrive organized by kind (cheese or pepperoni). A detailed list by classroom and student will be provided to assist with hand-out.
- Pizza slices not individually packaged: whole pizzas will be delivered to the school. The school needs to assign a staff member or volunteer to organize and hand out the slices to the students.

How do lunches get delivered to the classrooms?

A contact at the school must be available to accept the delivery and oversee distribution to classrooms.

For scheduled pizza lunches, a school staff member or volunteer will be required to assist with sorting the pizza slices by classroom as per the reports provided by Lunchbox. On the week of your scheduled deliveries, the school will receive the order reports on Monday morning via email.

What do 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.

What do I do if a lunch is missing?

Below are the steps to take if a lunch order 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.
- If the student is on the delivery report, have the Main Office perform an 'all call' to verify if the lunch was incorrectly sent to another classroom's order.
- If the lunch is confirmed as missing, please call the food vendor directly to have a new lunch delivered.
- If you are unable to reach the food vendor, please call (do not email) the Lunchbox Team directly for assistance at 1-877-426-6860, ext. 1.

What happens when there is an error or an incorrect order?

- Reference the order report to confirm there is an error with the lunch order.
- If the 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 on the order report.
- When there is a vendor error, the vendor is committed to delivering the correct lunch within 45 minutes of the issue being communicated.
- If a new lunch is not required, please email the Lunchbox Team at schoollunch@kevgroup.com to administer the next steps by providing a credit or refund to the parent or guardian as needed.

What happens if there is an issue with a lunch order and we find out the next day or later?

If there is an issue regarding an order, it must be communicated to the Lunchbox Team within 48 hours of the scheduled delivery to proceed with an investigation. Schools should contact the Lunchbox Team by emailing schoollunch@kevgroup.com or calling **1-877-426-6860 Ext. 1**.

What do I do if someone is sick or away?

This decision is guided by your school policy. Check in with the School Administration or the Lunch Program Coordinator at your school to confirm how to handle a lunch order for a student that is away. Lunchbox cannot refund a parent/guardian for a delivery that has been fulfilled. If the school wants to grant a refund, the funds will be taken from the school's fundraising.

If a student is absent for a scheduled milk order, the milk order 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. If there is a school bus cancellation due to inclement weather, scheduled lunch orders will be delivered or canceled as decided by the School Administration or Lunch Program Coordinator.

If a scheduled lunch delivery is canceled, the school must contact the food vendor and/or do one of the following: change the delivery to a high priority cancellation through SchoolCash Online if the school is a user, or email schoollunch@kevgroup.com no later than 8:00 AM to confirm the cancellation. Provided such notification has been received prior to the deadline, a credit will be issued to the applicable parent users' Lunchbox account within 2 business days.

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

What do we do if there is a school closure on a lunch delivery day?

If there is a school closure, scheduled lunch orders should be canceled. The school must contact the food vendor and/or do one of the following: change the delivery to a high priority cancellation through SchoolCash Online if the school is a user, or email schoollunch@kevgroup.com no later than 8:00 AM to confirm the cancellation. A credit will be issued to the applicable parent users' Lunchbox account within 2 business days.

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

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

If a lunch is incorrectly delivered to a classroom, we advise teachers and lunch supervisors to contact the office and arrange to have the lunch delivered to the correct classroom.

For schools using SchoolCash Online, Student Information System (SIS) data will be automatically updated and will be reflected in the next week's reports.

For all other schools, we advise teachers or lunch supervisors to notify the parent/guardian of the incorrect student listing and to update the student's profile on Lunchbox to avoid future mix-ups.

Milk FAQ

How does the milk program work?

Milk is delivered to your school by your preferred local milk distributor one week before the scheduled hand-out to students. Milk is delivered in bulk and will be stored on-site at the school. Lunchbox will provide weekly order reports (organized by classroom) to assist with daily hand-out. The school is required to have a system in place to distribute the milk.

Does the school select the milk vendor that delivers on their program?

Yes — the school will confirm the milk vendor to be offered on their program. Lunchbox also has established vendor relationships in your community to assist with your milk distributor selection as required.

How does the fundraising work with the milk program?

With every carton of milk delivered on the Lunchbox program, a portion of the cost is a fundraising contribution that will be donated back to your school.

Can parents/guardians order milk for one or two days a week? Do they have the option to select different kinds?

Yes — parents/guardians may opt-in and order for the days they wish, selecting 2% white milk or chocolate milk.

When is the milk ordering deadline?

The milk ordering deadline is Sunday at 12 PM, 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 parents/guardians cancel a milk order after an order is placed?

Milk orders placed in advance may be canceled up until the Sunday ordering deadline for the scheduled delivery period. If the ordering deadline for the week has passed, a milk order can no longer be cancelled.

What is the price to parents/guardians for milk? Does it include the fundraising amount?

The price to parents/guardians is determined as follows: Lunchbox Base Price + Fundraising. Pricing is inclusive of all costs: delivery, merchant fees and all applicable government taxes. No additional fees will be charged to parents/guardians at any time.

The average price to parents/guardians for a carton of milk is \$0.90 – \$1.25.

Our school does not have a milk fridge. Can we still run a milk program?

To facilitate the milk program, the school will need to have a dedicated milk fridge on-site. If you do not have a milk fridge, please contact us at esmp@kevgroup.com to discuss possible options.

What happens with the milk when a student is absent, or the school is closed?

When a student is absent or if the school is closed, the milk will be handed out on the next scheduled school day. Please keep track when students are absent and be sure to provide the milk when the student returns to school. Credits or refunds will not be provided for missed milk orders.

The milk is expired. Who do I call?

If the milk has expired, please contact the milk distributor to determine next steps and a solution. If further assistance is required, please contact the Lunchbox Team at schoollunch@kevgroup.com. Schools should ensure that milk is rotated in their fridge, so the oldest milk is always being used first to prevent expiration.

When in doubt, give us a call and someone from our Lunchbox Team will happily help. Please email the Lunchbox Support Team at schoollunch@kevgroup.com. If you have an urgent question or concern, please call the Lunchbox Support Team at **1-877-426-6860 Ext. 1**.