

# Hot Lunch Program

## WELCOME TO OUR HOT LUNCH PROGRAM!

This year, we will be offering 15 Hot Lunch days from various vendors! Orders can be placed on **MunchaLunch** - it's already OPEN! For MunchaLunch instructions, see below.

## There are 2 steps to order Hot Lunch:

Register at **MunchaLunch**

Order through **MunchaLunch**



## How To Register a New Account

1. Go to: <https://munchalunch.com/schools/Aberdeen>
2. Click the "**Register Here**" button (as shown above). The system will guide you through
3. After adding your children, click the green "Order Lunch!" button to order
4. Next time, just click the "**Login Here**" button to access your account.

## How to Order

Online ordering will be OPEN until 7 days prior to the hot lunch date in order for vendors to order ingredients and prepare our meals.

Your order is received when you get

1. an order confirmation email
2. a payment receipt email. **If you do not receive a payment receipt, we do not have your child's order.**

If you need assistance with ordering, or do not have access to the internet, please contact [aberdeenpac@gmail.com](mailto:aberdeenpac@gmail.com) subject: hot lunch order

**\*Please note** if your child is away on a lunch date, you are welcome to come and pick up their lunch by 12:45pm at the school; otherwise please consider it a donation for a child in need. If you would like to pick up at a later time please call the office and let them know. There are NO REFUNDS as this is a PAC fundraiser. We appreciate your support for our hot lunch program as the funds go towards fundraising within the school.

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## Payment Details

Payment can be made by credit card or visa debit online through MuchaLunch.

We do NOT receive your orders unless payment is made. Even though you get a confirmation order email, **you need to also receive a Payment Receipt. The system does not send us your order unless you pay.**

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## FAQs

**Q. I can't seem to pay, what can I do?**

A: Older android and smartphones don't connect with the Munchalunch payment. But don't worry, try signing onto Munchalunch from a different phone, tablet or computer and pay. You can also try Google Chrome. If that doesn't work, you contact [aberdeenpac@gmail.com](mailto:aberdeenpac@gmail.com) subject:hot lunch payment to arrange payment.

**Remember: We do NOT receive your orders unless payment is made. Even though you get a confirmation order email, you need to also receive a Payment Receipt. The system does not send us your order unless you pay.**

**Q: Where is the option to add toppings to my subway order?**

A: All topping options are at the very end of the ordering process!

**Q: Why was my order cancelled?**

A: Orders are cancelled automatically if we do not receive payment within 24 hours. Only place your orders if you are ready to pay!

**Q: My child didn't receive the lunch I ordered.**

A: We do NOT receive your orders unless payment is made. Even though you get a confirmation order email, you need to **also receive a Payment Receipt**. The system does not send us your order unless your payment is received by the order deadline.

**Q: I need help with my order. Who can I contact?**

A: Please email any questions to [aberdeenpac@gmail.com](mailto:aberdeenpac@gmail.com) subject:hot lunch order.

**Q: I didn't know about a field trip and already put in my lunch order, can I cancel my kid's lunch?**

**A:** You can change or cancel orders up until the order deadline. If you have already paid, a credit will be applied to your Munchalunch account if a request is received 7 days in advance of the Hot Lunch date. If changes are after this order date, you may pick up your kid's lunch when they get back. If unable to pick up, you can also email [aberdeenpac@gmail.com](mailto:aberdeenpac@gmail.com) to let us know to give your kid's lunch to a child in need of a lunch.

**Q: Why is there a 'Donate A Lunch' option?**

**A:** This option was added to give all Aberdeen students the ability to access a hot lunch.

**Q: Can teachers and school staff order their lunch through this system?**

**A:** Yes! Just sign up the same way as students do at : <https://munchalunch.com/schools/Aberdeen>

Don't forget to join the PAC Facebook group to get hot lunch reminders and to keep up to date with other PAC events!

<https://m.facebook.com/groups/1541995545843425>