

FAQs

REGISTRATION

My school just signed-up with Freshlunches. How do I start?

To begin your orders, you will need to complete a one-time online registration process. During registration, you will enter your email address and create a password for the Freshlunches website. After registration is complete, you will be re-directed to the Freshlunches website to log in and begin ordering.

1. Follow ordering URL: my.freshlunches.com and register account
2. Initial login will prompt you to enter your billing and contact information. Then enter student participant's profile information & School Registration Code. Your school will provide your Registration Code. Our office can also provide you with the correct code.
3. After your student is registered with their school, you will be able to update their profile with grade info*** and portion size preference.

***Please confirm you have added your student to the correct class to ensure proper lunch delivery.

Can I use the same account for multiple students at the same school? What if I have multiple students at different schools that receive Freshlunches service?

Each parent only needs one account to manage all students at any Freshlunches-serviced school(s)! To add another student participant, select the "Add Student" button on the "Participants" page. Enter the student's basic profile info and school code to register. Select grade and meal preference and save your selections using the "Update Participant" button.

I already have a Freshlunches account. My student is starting at a new school/camp and I want to order lunches. How can I change from my current school?

On the "Participants" page, select the link to "edit" next to student's name. Click the "Add School" button. When prompted, enter the new Registration Code in the pop-up window. You can now order meals for your student at the new school.

My student attended a summer camp that had Freshlunches service, but I need to start ordering for the school year at their school. How can I change back to my current school?

To manage which school is being used to place orders, select the link to "edit" next to the student's name on the "Participants" page. Select the "set default" link next to the school where you need to place orders. You will now be able to access this school's menu and order meals. You may also delete schools/camps on this page.

WEBSITE FEATURES

What features are available on the "Lunchbox" page?

Once you complete the registration process and login to your account, the Lunchbox page, located at the top navigation bar, allows you to view important information as well as the following:

- Print a complete lunch summary per student
- Reference deadlines and cancellation notices
- Place new orders & cancel existing orders
- Settle unpaid Walk-up Meal balances
- Print the semester menu PDF

What features are available on the “Participants” page?

- View and edit student’s profile details
- Add additional students to your account
- Add new & switch between schools/camps for your student
- Link students between user accounts

What is the “Link Student” feature?

Multiple users can place orders for one student using the link code feature. Users with linked students will be able to see which days have a meal ordered, but no additional information. This ensures students with multiple users ordering will not have any duplicate meals ordered.

1. One user will share the “Link Code” listed under the student’s profile on the “Participants” page.
2. The second user will login to their account and submit the link code for the student by clicking the “Link Participant” button on the “Participants” page
3. Student profile is now linked across both users’ accounts. Any student profile changes made by the primary user will be reflected across both user accounts. Days with orders will be reflected on both accounts

What is the “Order History” page?

View and search through all past orders. Each time you checkout, a new invoice will be generated and will be available on this page. These are the same purchase summaries that are detailed in the order confirmation email.

ORDERING & WALK-UP MEALS

What is the ordering deadline?

The ordering deadline is Wednesday night by midnight for the following week.

I missed the ordering deadline; can I still place an order?

Yes, you can place a late order online. There is a service fee for all late orders. The late order deadline is 11 AM the day prior to the date of lunch service.

How far in advance can I place my online orders?

A seasonal menu is posted each quarter. You can order for an entire quarter, monthly, or weekly – depending on your preference. Email notifications are sent out when new Freshlunches menu items or seasonal items become available.

May I logout in the middle of ordering and finish the process later?

Yes. Our site saves your selections in the shopping cart until the ordering deadline has passed. After the ordering deadline and late order deadlines have passed, the unpurchased items from your shopping cart will automatically be removed. If you need to leave and come back later to complete your ordering or if you log-out, your selection will remain in your shopping cart

Did I double order for the same day?



If there is an existing order for a particular day and you login and try to place another order for the same date, our system will display the existing order for that date. This also applies for Walk-up Meals; if there is a pre-order for any date, our system will not be able to charge for a Walk-up Meal.

I have more than one student. Can I order and pay for the meals in one transaction?

Yes. Please make the menu selections for your first student, adding each item to the cart. Then select the second student's name the Lunchbox dropdown on the navigation and, continue your lunch selections, adding each item to the cart. The shopping cart will keep track of your orders for each student. Once you are done ordering, click on the "Cart" button and proceed with your payment. Your email summary will have a separate meal breakdown by student. If ordering for students at multiple schools, you will receive a separate email per school. You can access a complete lunch summary via the "Lunchbox" page after your order has been completed. You can also access the summary through the Order History page.

What are the available portion sizes?

At Freshlunches we believe that one size does not fit all. That's why we offer three portion sizes to meet your growing student's food needs. Below is a general guideline for the main entrée. Please note that fruit and vegetable components vary due to your daily selection. Generally, they can range from 4-6 ounces each. Please note, not every school offers all menu sizes.

MENU SIZE	RECOMMENDATION	PROTEIN	STARCH
Small Menu	Pre-school – 5 th graders or light eaters	2-3 ounces	4-6 ounces
Regular Menu	6-12 th graders	4-6 ounces	8-10 ounces
Athletic Menu	Active Students	10-12 ounces	15-17 ounces

How do I know which menu size I should order?

The Small Menu is considered our smaller portion size suitable for students in pre-school – 5th grade. This menu is also suitable for light eaters. Our Regular Menu is recommended for 6th graders and up. We also offer an Athletic Menu for active students.

How can I select which size I would like to order?

You will be able to select your meal preference in two ways:

- During the registration process you will select your meal preference for each student. Meals will default to this portion size while ordering
- While ordering by day, the Pop-Up Lunch Menu will provide a drop-down menu where you can select the portion size for that day

Which days did I order lunches? How do I check my orders?

Please login and click on the "Lunchbox" dropdown and select student's name- below your student's information, click on the "order summary" link for a complete calendar of the scheduled meals. You can also access a summary of all purchased orders on the "Order History" page.

My student did have an order for a lunch at school. What happened? ***



This is an awful scenario for all of us. This is why we prepare and send extra meals in case emergencies arise and a student without an order needs a lunch. Here are some helpful guidelines in the event that a student does not have an order:

1. Please check your order summary at your "Lunchbox" to confirm you ordered for that day.
2. We include a daily pack list with every delivery for each school. Please contact us directly to confirm that your student's name is on that list.
3. In the event that your student's name is NOT on the list and he or she needs a lunch, we will provide them with a lunch and we will inform you via email of the meal. Please note that an additional walk-up fee is applied to the base cost of the lunch for this service.

*** Not all schools participate in the Walk-up/Emergency Lunch Program. Please contact our office to confirm if this program is available at your school.

My student did not have an order, but received a meal. What happens now? ***

Your student received a Walk-up Meal/Emergency Lunch. These meals are automatically billed to the credit card on file for your account shortly after the meal is received. There must be a valid credit card associated with your account. If there is not a valid card on file, our system will generate an invoice and email you to settle payment.

*** Please note, Walk-up Lunches are provided to ensure that children who are unexpectedly without a lunch are provided for in emergency situations. As such, quantities are limited and are not meant to be offered as an option to pre-ordering.

CHANGES & CANCELLATIONS & CREDITS

What is the deadline for cancellations? Do I get a credit?

Please check your "Lunchbox" page for information on your school's specific cancellation policy and deadlines. We generally require 48 hour advance notice to cancel an order and receive full credit. Cancellations must be completed online by 10 AM two days in advance of a scheduled delivery. Any meal cancelled after the cancellation deadline up until 8 AM of the date of lunch service will receive a 50% credit. Cancellations will be issued as lunch credits to your Freshlunches account and may be used for future orders. This is because all of our meals are made to order. **NOTE: only online cancellations will be issued credits.**

How can I cancel a meal?

To Cancel an Existing Meal Order:

1. Please login in to the Freshlunches website (my.freshlunches.com)
2. Go to your "Lunchbox" page & select the student's name for whom you would like to cancel the meal
3. Select the calendar day you would like to cancel, click on "Cancel Meal"
4. Credits will be automatically issued to your Freshlunches account depending on the time of cancellation in relation to the date of the meal cancelled
5. You will receive a confirmation email for each successfully cancelled meal

My child is sick today. Do I get a credit?

We realize that you cannot always schedule missed school days due to sickness, but unfortunately at this time, we cannot issue 100% credit for sick days unless the meal is canceled online by 10 AM two days in advance of a scheduled lunch. You may cancel online before 8 AM to receive 50% credit for that day. We hope you understand; our meals are made to order.

I need to make a change to a scheduled lunch. How can I do this?



Changes to meal selections (e.g. a change of main course or drink option) can be accommodated with at least 3 business days' notice. This allows us to change the quantity of ingredients we order. Please update the meal selection online by 10 AM at least 3 business days in advance of a scheduled meal.

To Change an Existing Meal Order:

1. Go to your "Lunchbox" page and select the student's name for whom you would like to make a change
2. If you would like to add or remove an item, you must first cancel the day in question, which clears the orders. If you are simply switching an entrée, you would not need to cancel the meal first.
3. Click on "View Menu" and make your new selection
4. Proceed to Checkout to confirm the new changes. If there is no change in price (i.e. a switch to a different entrée of the same portion size), no further payment will be due. If the change was to add an item or increase portion size, at time of check-out only the change in cost will be charged.

How do I check my credits? How do I use my Freshlunches Credits?

You can check your Freshlunches credits by clicking on "My Profile," under the "User's Account" tab. Credits will be displayed here. Freshlunches credits will automatically be applied to your order at the time of checkout.

PAYMENT

Payment at Freshlunches depends on your specific school policy. Freshlunches accepts American Express, Mastercard, and Visa credit cards. Any available credits will automatically apply to your order total at the time of checkout. Any unpaid invoices will attach to your order total and payment will be settled for all meals at checkout.

How can I change/update my credit card information?

You can manage your credit card(s) on the "Credit Cards" page under the "User's Account" tab. You can also contact our office and we can update your payment information over the phone or via email.

GENERAL QUESTIONS

My student has food allergies. Do you make special accommodations?

Food allergies are a serious concern for us and the Freshlunches menu offering does not use any peanuts or tree nuts. However, our facility does process other products like eggs, milk and wheat. The commercially organic and all-natural products we offer DO NOT contain peanuts or tree nuts as ingredients, however they are made on equipment that also manufactures products containing peanuts, eggs, milk and tree nuts. **At this time, we are unable to make special accommodations for students with severe allergies and cannot accept responsibility for site usage.** Please order at your discretion. If you have a question about our facility or would like to speak in detail with us, please call the office at 818-885-1718 or email at info@freshlunches.com.

Do you offer vegetarian meals?

Yes, we offer daily vegetarian options.

My student doesn't like or is sensitive to specific ingredients. Can I see a list of the ingredients in your entrees?



Yes, absolutely. While you are placing your orders, you will be able to view the complete ingredient list and nutritional information. Next to the name of the entrée, you can select “more info” to access this information. Please contact our office and we would be happy to provide you with additional ingredient information. Due to the extensive meal offering we have, please specify which entrée, side or snack items you are interested in learning about.

Where does the food come from and how is it prepared?

We believe in minimally processed foods with ingredients that we can read. That’s why over 95% of our food is handmade from scratch at our kitchen. Part of what makes a Freshlunches meal special is that we never buy frozen meals to reheat and resell to you. We offer whole grains and use only unbleached flour and unrefined sugars. Our natural & organic ingredients are locally grown when possible. Over 85% of our produce is sourced locally from Ventura County. We offer hormone and antibiotics free meats, dairy and poultry. The Freshlunches quality commitment means that our food has no high fructose corn syrup, no partially hydrogenated oils and no artificial preservatives, colors and flavors and is low in salt, fat and sugars. Most importantly we use healthy cooking methods to re-create traditional favorites that children love.

Is your site secure?

We use https for all our payment processing. Credit information is NOT stored and we use a third-party vendor for secure payment processing.

What happens to the personal information we provide (e.g. name and address) while registering?

Your information is used to generate your student’s lunch labels. We do not share or sell your information to anyone else.