

## **LUNCH BOX**

### **INFORMATION FOR SCHOOL YEAR** **2017-2018**

We would like to thank you for choosing the Lunch Box program. We have been family owned and operated for over 18 years serving a variety of healthy options to the students and faculty. Enclosed you will find a menu to choose delicious options, in addition to simple instructions on how to set up your account.

*LUNCH BOX* will be providing lunches to the students and faculty Monday –Friday depending on your lunch school schedule. Menus will be posted on the website approximately the 15<sup>th</sup> of each month for the coming month (i.e., menus for February will be posted January 15<sup>th</sup>). You will be able to go into the website and order after they are posted. You can order as often as you like and no minimum is required. I look forward to meeting all the children & faculty.

### **STARTING YOUR NEW ACCOUNT**

All ordering is done on-line and you will need to activate your account before your first order. Follow the steps below to start your new account:

1. Go to [www.lunchboxprogram.com](http://www.lunchboxprogram.com)
2. Click on “Order Now”
3. Below home phone number go to “click here”.
4. Fill out all the information requested.
5. Click on “submit” when you have finished.
6. The student information section will appear below.
7. Fill in all student information and click on the “add” to the far right .

Your account is now set up and you are ready to order. You will now use the phone number you entered to access your account.

\*\*\* If you need to change any information on your account once it is set-up, go to “Update Account Information” make the changes and make sure to click “submit” so the changes go through.\*\*\*

## **PAYMENT INFORMATION**

1. We will continue to offer on-line credit card payments using your MC, Visa or AMEX. The payment page is a secure site and your information will be protected. However, if you are uncomfortable using our on-line payment system you may also pay by check. You must send a check PRIOR to the ordering process. Once the check has been received, your account will be credited with the check amount. A check number and the date will be recorded in your account financials. Any bounced check will be assessed a \$25.00 fee which will be charged to your account. All checks should be made out to AAL Enterprises, Inc. and sent to:

AAL Enterprises, Inc.  
PO Box 3259  
Catonsville, MD 21228

2. If you pay on-line using your credit card, when you receive the bill from your credit card company, the charge will read, "**All About Lunch.**"
3. Once you put money in your account, it will remain in your account until you order. When you place your order, the amount will automatically be deducted from your account.
4. When putting money into your account, the minimum amount required is \$20.00.
5. Beginning in April, you will be able to charge the exact amount for your orders. This will enable you to coordinate your account so that you can have a zero balance by the end of the school year.
6. If your child receives a lunch but was not in our computer system for that day, the amount of that lunch will be deducted from your account and noted for your records in your account financials section.

## **ACCESSING YOUR ACCOUNT**

1. Go to the web site [www.lunchboxprogram.com](http://www.lunchboxprogram.com)
2. Click on the icon "HTML SITE"
3. Click on pencil icon "Order On-Line"
4. Click here to place your order
5. Enter your phone number and click "Login".
6. Then click onto the Option that you need:

Place an Order  
Make a Deposit  
View Current Orders  
Update Account Information  
View Account Financials  
Logout

## **Special Notes**

Only hit the place order **ONE** time and wait for the order to go through.

Please print a copy of your order for your records.

If your order has gone through, you will be given a confirmation number (your order has **not** been completed if you do not have a confirmation number).

After your account has been set-up, then you just need to enter your phone # to re-order and access your account.

### **\*\*\*\*\* SNOW POLICY \*\*\*\*\***

LUNCH BOX WILL BE SERVED AS LONG AS SCHOOL IS **OPEN**. IF THERE ARE DELAYS DUE TO THE WEATHER, WE WILL STILL BE SERVING LUNCH THAT DAY. OBVIOUSLY, IF SCHOOL IS CLOSED, WE WILL NOT BE THERE. WE WILL NOT BE MAKING UP ANY MISSED LUNCHES DUE TO WEATHER RELATED CLOSURES. IF CLOSURES EXCEED THREE DAYS IN A SCHOOL YEAR, ANY ADDITIONAL MISSED LUNCHES DUE TO WEATHER WILL BE CREDITED TO YOUR ACCOUNT. HOWEVER, YOU CAN ALWAYS GO INTO YOUR ACCOUNT AND DELETE YOUR LUNCH UP UNTIL 12 AM THE DAY BEFORE AND RECEIVE A CREDIT. SO, YOU CAN CHOOSE TO DELETE A LUNCH IF THEY ARE CALLING FOR BAD WEATHER. HOWEVER, IF YOU DELETE THE LUNCH AND THE FORECAST IS WRONG AND SCHOOL IS OPEN, MAKE SURE TO PACK YOUR CHILD A LUNCH FOR THAT DAY. THE DECISION IS ULTIMATELY YOURS TO MAKE.

**\*\*\* PLEASE KEEP THIS INFORMATION FOR FUTURE REFERENCE \*\*\***

All About Lunch  
10150 York Rd  
Suite 202  
Cockeysville, MD 21030  
(410) 667-1100  
[www.lunchboxprogram.com](http://www.lunchboxprogram.com)  
[lunchbox@allaboutlunchdeli.com](mailto:lunchbox@allaboutlunchdeli.com)