

## Exploris' My Hot Lunchbox Service – FAQs

Updated August 13, 2015

### Who is **My Hot Lunchbox (MHL)**?

My Hot Lunchbox is the company who provides Exploris with a secure, fast, and easy-to-use web-based ordering system that allows us to view lunch menus, order, prepay and manage student lunches. MHL does not prepare food, but manages the relationship with various food vendors. They also handle parent's lunch program questions.

### When is lunch offered?

Elementary - Monday through Friday

Middle School - Monday, Tuesday, and Thursday ONLY

### Why isn't lunch offered every day at the middle school?

The middle school teachers need more flexibility with lunches and lunch times in order to accommodate off-site service learning and field trips which are typically scheduled for Wednesdays and Fridays.

### When does lunch service begin?

Lunches will be allowed to be ORDERED starting at the Meet the Teacher Open House. Lunch DELIVERY will begin the second week of school.

### What food is offered?

The elementary and middle school will be using the same vendors to provide lunch.

Monday - Sassool

Tuesday - DeMo's Pizza and Deli

Wednesday – Dickey's BBQ (Elementary School Only; no lunch service at Middle School)

Thursday - Tropical Smoothie Cafe

Friday - Moe's Southwest Grill (Elementary School Only; no lunch service at Middle School)

### Can I see a menu? How much does it cost?

To see menus and pricing, please create your MHL account and view the menu or ordering sections. There are too many choices to replicate accurately here! (Having an account does not put you under any obligation to participate.)

### What the heck are some of these foods?

We use the same names on our menus that the restaurants use on theirs. To see a description of the food, hover over the menu item. Need more information still? Visit the vendor's website for menus and nutritional information or contact My Hot Lunchbox at [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com).

### Do I have to participate in the lunch program at Exploris?

No. Exploris' lunch program is a completely optional service.

### If I choose to participate, do I have to order lunch every day?

No. You may order lunch as frequently or infrequently as you like, from one time only, to everyday it's offered!

### How do I get started?

Please follow the instructions provided on the *Registration and Ordering Information* sheet handed out at the Meet the Teacher open house. (This document is also available under the Lunch Tab on the PTO Blog.) After

registering, click on the Program Information tab at the top and **watch the tutorial video** – it will save you a TON of time!

**If I participated last year, do I have to re-enroll each school year?**

You do not need to re-enroll, however you will be prompted to update your student's "location", which is basically your child's teacher's name. If your child has moved from the elementary to middle school, you will need to create a new middle school account or add him to an existing middle school account. (Please see question below for more details.)

**Why do I need two accounts if I have children at both the elementary and middle school? What happens when I no longer have children at the elementary school?**

The online ordering system is designed based on the physical location of the school. If the elementary and middle schools are under the same roof in our new location, this requirement will go away. Please note that you CANNOT have the same username at both the elementary and middle school. (To help you remember each of them, try using the same username appended with ES or MS. For example, *johnsmith\_ES* and *johnsmith\_MS*. It's ok to have the same password.)

***\*\*NOTE\*\* If you no longer have any students at the elementary school and would like to cancel your account (and transfer any existing credits), please email MHL at [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com) with the first and last name on the account, your child's full name, our school name, and state that you would like to cancel your account. If you cancel your account prior to creating your middle school account, you will be able to use the same username.***

**It says I need a password to setup an account. What is the password?**

Elementary School Password is: **EXP41**

Middle School Password is: **EXP37**

**Can I change or cancel my order?**

Yes, changes can be made during the open ordering period up to 24 hours prior to the delivery day. Credits for cancellations will be applied to your next order. Once the ordering period has closed, your order is FINAL.

**Do I get credit for a missed lunch?**

Meals are purchased in advance for each vendor therefore credits cannot be given if your student misses their lunch due to illness or appointments made during lunch. However, if there is a school-wide closing, due to inclement weather, for example, we will issue a mass credit for that day.

**Do teachers get a discount?**

Yes. If you are a Teacher or Staff member, you get reduced pricing. Please email [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com) **AFTER** you have registered AND **BEFORE** adding items to your cart and placing your order.

**Who do I ask about lunch program questions?**

For questions regarding Food or Policy, including Missed/Late Orders, Credits, and Changes/Cancellations, please email [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com).

**Still have questions?**

Please contact the PTO lunch representative Cheryl Rodgers at [cheryl.l.rodgers@gmail.com](mailto:cheryl.l.rodgers@gmail.com).