

**LUNCH BOX**  
**INFORMATION FOR SCHOOL YEAR**

**2015-2016**

First, I would like to welcome any new families to the *LUNCH BOX PROGRAM*. Our *LUNCH BOX PROGRAM* offers a variety of healthy and nutritious lunches to the students and faculty. For families new to our Program, please visit our web site @ [www.lunchboxprogram.com](http://www.lunchboxprogram.com) for additional information. If you have any further questions feel free to e-mail or call me at 410-667-1100.

For our returning families, I would like to welcome you back and hope you have enjoyed your summer. First, please go into your accounts and review and update all your account information. Be sure to change your child's grade and teacher. This is vital in assuring your child will receive their food ticket for each ordered lunch. Below, I will give you directions on how to access your account if you have forgotten.

**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". 1<sup>st</sup> time users "Click Here" & enter your information, which will become your personal account.
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

\*To change your child's teacher/grade you need to click on "update account information".

- To the far right of your child's name is an edit button. Click on that. Under the teacher heading scroll down to the correct teacher/grade. Then click on the update that is also on the far right. Now your child's new teacher/grade should appear.

- This will ensure that your child's lunch ticket will go to the correct homeroom teacher. There is no need to re-enter your child's information below what is already there.

## 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 twenty-five dollar fee which will be charged to your account. All checks should be made out to Lunch Box and sent to:

Lunch Box Program  
P.O. Box 753  
Brooklandville, Md. 21022

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.**" The full business name does not fit in their provided space.
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. At the beginning of the school year and up until April, there is a minimum deposit of twenty dollars required. (This helps to cut down the cost of credit card processing fees.)
4. 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.
5. 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.

### \*\*\*\*\* 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 12:00AM THE DAY BEFORE AND YOUR ACCOUNT WILL AUTOMATICALLY BE CREDITED. SO, YOU CAN CHOOSE TO DELETE A LUNCH IF THEY ARE CALLING FOR BAD WEATHER. HOWEVER, IF YOU DO DELETE THE LUNCH AND THE FORECAST IS WRONG AND SCHOOL IS OPEN, MAKE SURE TO PACK YOUR CHILD A LUNCH. THE DECISION IS ULTIMATELY YOURS TO MAKE.