



# HOT LUNCH INFORMATION

## 2018/19

Our Hot Lunch Program has been in partnership with MunchaLunch since September 2013 and has been a great success. We have had to work out a few kinks in the system along the way, but we have adjusted to the system well. The reduction in volunteer time has been substantial, the teachers think it is great, and the vast majority of parents love it. The one area we see that needs some assistance is with getting the orders and payments in on time. At this point we want to address this issue and review the process:



### HERE IS WHAT YOU SHOULD EXPECT TO SEE UPON COMPLETING YOUR ORDER:

- 1. You Will Receive An Email Thanking You For Your Order.**
- 2. You Will Then Receive A Second Email Thanking You And Confirming That Your Payment Has Been Received.**

**If you HAVE NOT received BOTH emails, then your PAYMENT has NOT gone through.**  
PLEASE go back in to the MunchaLunch site and apply your payment.

If your payment does not go through, then your order is in the Accounts Receivable. The Hot Lunch Coordinator will open the Accounts Receivable two days prior to the end of ordering and send out an email reminder to pay. If you receive an email reminder then you must EITHER log back into your account and pay online or submit your payment at the office after school on the last day of ordering. Orders that are still in the Accounts Receivable after orders are closed will not be submitted. This means that your child will not be served a hot lunch. It is very important that we avoid this as we do not want any child to not get a hot lunch that he/she is expecting.

If you choose to pay CASH or CHEQUE, **please order online** and then payment can only be submitted TO THE OFFICE **after school at 2:45pm of the last day of orders.**

We will not be accepting orders sent to the classrooms as this generates too much confusion and the teachers are not collecting for the Hot Lunch Program. **THERE WILL NOT BE ANY EXTENSIONS For Orders or Payments.**

Thank-you for coming alongside us as we continue in this process so it works well for our school and the volunteers involved.

Sincerely,

Hot Lunch Committee  
ATES PAC Executive