

LUNCH DELIVERY FAQ

These are the commonly asked questions that come up during the school lunch distribution.



If you have a question or concern that is not covered below, please do not hesitate to call the **Lunchbox by SchoolCash Online (LBSCO) Support Team** at **1-877-426-6860**.

FREQUENTLY ASKED QUESTIONS

1. What do I do if a vendor is late?

- If your scheduled lunch delivery is more than 10 minutes late, please contact the vendor directly for an update. The vendor's contact information can be found on the classroom delivery report. If assistance is required to determine the status of your delivery, please call the LBSCO Support Team immediately at 1.877.426.6860.

2. What do I do if a lunch is missing?

- Reference the order report to confirm if the student is noted on the classroom list. If the student is NOT listed on the class's order report, an order was not placed for this student.
- Check with the Main Office to see if the lunch was missed during pick-up or returned to the office.
- When the lunch is confirmed as missing, call the LBSCO Support Team and we will assist with having a new lunch delivered or finding an alternate solution.
- Please CALL the LBSCO Support Team with lunch related issues (do not email). Our priority is to promptly address all inquiries.

3. What do I do if there is an error with an order?

- Reference the order report to confirm that there is an error with the lunch order.
- Call the LBSCO Support Team right away and we will determine a solution with you on the spot.

4. What do I do if someone is sick or away?

- This decision is guided by your school policy. Check in with the School Administration or the Lunch Program Coordinator at your school to confirm how to handle a lunch for a student that is away.

5. What do we do if there is inclement weather and buses are cancelled?

- This is dependent on your school policy. Check in with your School Administration or Lunch Program Coordinator to confirm the delivery plan when busses are cancelled.

6. What do I do if I find that a student is listed under the wrong classroom or under staff room?

- **Teachers and Lunch Supervisors:** If you receive a lunch to your classroom that belongs to a student in a different class, please contact the office and arrange to have the lunch safely delivered to the correct classroom.
- Advise the parent or guardian that they need to update the student's profile on their Lunchbox by SchoolCash Online account to avoid future mix-ups.
- If contacting the parent / guardian is not possible, let us know and we will correct the error.



When in doubt, give us a call and someone from our Support Team will happily help! We can be reached at **1-877-426-6860**.