Lunch Program FAQs for Parents

Who is My Hot Lunchbox?

My Hot Lunchbox is your school's lunch program! My Hot Lunchbox partners with local restaurants your school requests and facilitates delivering meals individually packaged, labeled, and sorted for your students.

Who prepares and delivers the meals?

We work with a variety of local, high-quality restaurants that your children know and love! These vendors are pre-approved by My Hot Lunchbox, and they are expected to be prompt and deliver hot, fresh meals to your child's school.

How do I create an account?

Ready to begin ordering lunch? Go to https://ordernow.myhotlunchbox.com/sign-up and click the 'Create Account' button under 'Customer'. Fill in all required fields, agree to our terms and conditions, and click 'Create'!

How do I create a profile for my child?

Log into your My Hot Lunchbox account and select the 'My Profiles' tab on the left sidebar. Click 'Add Profile' and fill in your child's first & last name, type of organization (school or camp), organization name, teacher and/or grade, if applicable. Click 'Add Profile' again once you're done!

How can I see what's on the menu?

Once you have created your free account, you can view daily menus on the Lunch Calendar by selecting the day of the week and the profile you'd like to place an order for. You can also view any pending or paid orders by selecting the 'My Cart' tab on the left sidebar.

When do I need to place my order each week?

The deadline for placing, editing, or canceling orders is 12 PM (noon) the day before delivery UNLESS your school has specified a different deadline.

How do I place an order?

Log into your My Hot Lunchbox account, click on the 'Lunch Calendar', and select the day and profile you would like to place an order for. This will populate the lunch menu and you can select the items you would like to order.

Once the items are selected, click the 'Add to Order' button and your meal(s) will be added to your cart. You can continue placing orders for future dates or you can click on the 'My Cart' tab and proceed to check out and pay for the meals.

Helpful tip: If you would like to repeat the same meal for a specific day of the week for the semester, check the repeat box in the lower-left corner. You are also able to process all meals and have your card charged weekly by selecting "Activate Subscription" under My Cart/Subscription.

Don't forget! All orders must be placed, edited, or canceled before 12:00 PM (noon) the day PRIOR to delivery.

How do I edit an order?

Log into your My Hot Lunchbox account, go to the Lunch Calendar, select the profile associated with the order you'd like to make changes to, and click 'Edit'. This will take you to the lunch menu for that particular day where you can make changes or add to your order. Don't forget to check out after you have made changes/additions!

Friendly Reminder: All orders must be placed, edited, or canceled before 12:00 PM (noon) the day PRIOR to delivery.

What is the difference between Subscription and Repeating Orders?

It all comes down to when you want to pay for your lunch. When you choose to repeat an order, the order is copied for the entire ordering period (semester). All of these lunch orders are then added to your cart and you must pay for them, in full, at checkout.

Activating your subscription allows you to order all at once and pay weekly! When you subscribe to an order, the order is copied for the entire semester or open ordering period, and you are ONLY charged on Saturday for the following week's order.

What happens if my child is absent and I miss the deadline to cancel my order?

We completely understand that life can be unpredictable and we do try to be as accommodating as possible with our ordering deadline. We are unable to cancel any orders after 12:00 PM (noon) the day prior to delivery (this deadline might be earlier depending on your school). Our reports lockout, even to us, as our restaurant partners need ample time to download these reports and prepare for their upcoming delivery. In the event of an absence, we recommend contacting your school about sending your lunch home with another student, offering your lunch to a teacher, or scheduling a time for your lunch to be picked up.

Will I receive a refund for a canceled meal?

Any meal canceled in our system creates a credit on your account. This credit never expires and it is automatically applied the next time you check out. We typically do not issue a refund on a credit balance unless you are closing your account (ex. a student is leaving the school). However, if you prefer, we are happy to refund you the credit balance less the 3% processing fee.

How do I add or adjust my method of payment?

To add a new method of payment, click on your name on the left sidebar, select 'Payment Info', enter your new card information and save. We accept Visa, Mastercard, Discover, and American Express.

If you have any additional questions, please contact My Hot Lunchbox at
(888) 894-8295 or **info@myhotlunchbox.com**