PARENTS FREQUENTLY ASKED QUESTIONS

When Can Orders Be Placed?
As soon as the menu is released, you can order lunches for the entire cycle. However, an advance purchase is required. All orders must be placed by 11 AM the day prior to delivery. For a Monday meal delivery, all orders must be in no later than 11 AM on Sunday.

How Often Are Menu Cycles Posted?
Dishes2u uploads new menu cycles and calendars four times a year.

How Do I Set Up My Lunch Account?
The registration letter from your school will explain how to set up your account. New users: note your school's unique school password. Returning users: log in with the username and password you set up last year — you'll be prompted to update your profile. You can also check out our "How-To Video" at dishes2u.com under the Show & Tell tab.

Buy a Teacher a Lunch!
Show your appreciation! Parents can purchase a lunch for any teacher or staff member.

Is There a Minimum Order Fee?
A minimum of $10.00 in your shopping cart is required for all new or changed orders. Orders not meeting the minimum will be charged a $1.00 handling fee. Note: this is NOT $10 per lunch or per day — just $10 total in your cart when checking out, across all your children.

What If I Need to Change, Cancel, or Forgot an Order?
Changes can be made prior to the ordering deadline: 11 AM on the day before meal delivery. Once the ordering period has closed, late orders are not accepted and no changes are allowed.

What If My Child Is Sick on the Day of Lunch?
No worries — we've got you covered! Just email us with your child's name and school at customercare@dishes2u.com before 7 AM on the day of the meal. We only accept these notifications via email. (Restrictions apply: limit of 4 credits per month, per student.)

About Dishes2u
Check out our website at dishes2u.com for everything about your lunch program. You'll also find a video on how to set up your account and place orders under the Show & Tell tab.

☆ Like Us on Facebook for Your Chance to Win Monthly Prizes! facebook.com/dishes2u

FOLLOW & REVIEW US

Facebook: facebook.com/dishes2u | **Instagram:** @dishes2u | **Twitter:** @dishes2u | **LinkedIn:** linkedin.com/company/dishes2u
Review Us: AZ Charter Schools Association | Google Reviews

Have Kids at Other Schools? Refer Dishes2u! Once they sign with us, you'll receive a $100 lunch credit into your account.

We are the #1 fundraiser for schools • Above all, we are customer obsessed • We go the EXTRA MILE!