



**ezlunch has been designed
to make great lunches ez for everyone**

Q&A - Family

What menu can I use?

When you joined ezlunch, you selected the school that your family members attended. Each school has one or more suppliers attached to it, and you will only see the menu from that supplier(s) displayed for ordering. Any menu item that you can see is available to be ordered. Different schools may have different menus because they have different suppliers serving them.

What days is it available?

This may vary by school. Please check with the school office.

Why does my friend's school have a different menu?

Different schools may have different menus because they have different suppliers serving them.

When do I need to order?

The order cutoff is 9.00am. Orders must be completed and confirmed before 9.00am for delivery on that day. You may order in advance.

How do I know that the order has been received?

You will receive an order confirmation displayed on your screen that will confirm that the order has gone through and will be delivered.

How far in advance can I order?

You can order within the current term. When you are asked to select the delivery date, you will see what days are available for orders.

How do I change my order?

You may change your order at any time up to 9.00am on the day of delivery. To do this, login to ezlunch, click on [*View/Alter/Delete existing orders*] and follow the instructions onscreen. Orders can not be changed after 9.00am on the day of delivery.

What is the cut off time for orders and changes?

9.00am on the day of delivery.

How do I cancel an order?

You may cancel your order at any time up to 9.00am on the day of delivery. To do this, login to ezlunch, click on [*View/Alter/Delete existing orders*] and follow the instructions onscreen. Orders can not be cancelled after 9.00am on the day of delivery.

What happens if I cancel an order after the cutoff time?

The system will not allow you to cancel an order after 9.00am on the day of delivery. It will be delivered as usual. You may wish to arrange an alternative person to pick it up if your child will not be available.

How do I pay?

You will be asked to maintain an ezlunch account, from which payments will be deducted. If the account does not have sufficient funds, you will be asked to top it up using credit card, pago or by account transfer. Please note that there is a minimum topup amount of \$10 for credit card and pago. If you choose to topup by account transfer, please be aware that there are sometimes delays between banks, and the funds may not be there in time to allow this order to proceed. You may also choose to set up a direct debit facility.

Why do I need to use an ezlunch account to pay?

This is the best way for us to keep your costs down and ensure that there are minimal delays in using the service. You have a choice of credit card, pago, bank transfer and direct debit for keeping your ezlunch account balance at a level that suits your family.

Can I close my ezlunch account?

You may close your account at any time by emailing a request to enquiry@ezlunch.co.nz. You will need to include your account name, and the balance of your account, along with the bank account you would like the money refunded into. This request will be actioned within two weeks and we will email you to confirm. We will deduct a \$5 administration fee for this, unless your kids have left the school.

My kids have left school, how do I get my money out of my ezlunch account?

You may apply to have your ezlunch account closed and the money transferred to your bank account. Applications must be received at enquiry@ezlunch.co.nz by 10 January and the money will be refunded by the end of January.

My child is moving schools. What do I do?

If they are moving to a school that has ezlunch, you may simply update the registration details to the new school and continue using the service.

If they are moving to a school that does not have ezlunch, you must close the account. Please ensure you email enquiry@ezlunch.co.nz by 10 January, including your account name, and the balance of

your account, along with the bank account you would like the money refunded into. These requests will be actioned by the end of January. There is no fee for end of year account closures.

How can I get ezlunch at my school?

Your school must sign up to use the ezlunch service. They can do this online at www.ezlunch.co.nz. Once your school has signed up to the service, you will be able to register as a family and begin using the service.

I've lost my password.

Click on the link on the login page.

How do I make a complaint?

We try very hard to make this service as good as it can possibly be, so if you have a complaint or comment to make, please let us know at feedback@ezlunch.co.nz. If your complaint is related to the menu, the food or it's delivery, please contact your food supplier directly in the first instance.

Are my credit card details secure?

We have partnered with PayStation "NZ's premier online payments gateway", to take care of the bank transactions through their secure systems. We will not hold your credit card details on our system. You can find out more information about Paystation [here](http://www.paystation.co.nz/cms_display.php).
http://www.paystation.co.nz/cms_display.php

Can I get this at my school?

You can find out [if ezlunch is available](#) at your school. Click on [is this available in my school], select your region and school name, and we'll tell you straight away.

If ezlunch is at your school... congratulations! Now you can [join ezlunch](#).

If ezlunch isn't at your school yet, you could [send a link](#) to your school Principal and get them to apply online. Or you can add your name to the [\[Sign up my school\]](#) petition, and send a link to your friends so that they can add their names too. When we have lots of names, we can use this to approach your school for you.

How do I update the delivery details?

You will need to ensure that the delivery details are correct for each student, especially at the start of each year when they all move classes. To do this, login then click on [Update my details]. From there you will be able to change any of your delivery details.

My email address has changed.

You will need to update your registration details. To do this, login then click on [Update my details]. From there you will be able to change any of your login details. Please note that if you change your email address, this will become your new login address and contact address for any notices relating to the service. **Will you lose favourite combos and order history?**

How do I change my password?

You will need to update your registration details. To do this, login then click on [Update my details]. From there you will be able to change your password.

I have another child starting school.

You will need to add them and their delivery details into ezlunch. Login, then click on [Update my details]. From there you will be able to add another child to your family account.