



## 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 8am (PST) the day prior to delivery of the meal. So, for a Friday meal delivery, all orders must be in no later than 8am (PST) on Thursday.

### **How often are the menu's cycles posted?**

Dishes2U uploads new menu cycles and calendars four times a year.

### **How to set up your lunch account?**

The registration letter you received from your school will explain how to set up your lunch account. Please note your school's 'unique school password' for all *NEW USERS*. For all *RETURNING USERS*, please log into your account using the username & password you set up last year, you will then be prompted to update your profile. You can also check out our 'HOW TO VIDEOS' at [dishes2u.com](http://dishes2u.com)

### **Buy a teacher a lunch?**

Parents will be able to show their appreciation to a teacher or staff member by purchasing a lunch for them.

### **Is there a Minimum Order Fee?**

A check out with a minimum of \$10.00 in your shopping cart is required for all new or changed orders – all orders not meeting the minimum will be charged a \$1.00 handling fee. Please note, this is NOT \$10 per lunch or even \$10 per day, just \$10 in your shopping cart when checking out, for a total of all of your children.

### **What if I need to change, cancel or forgot an order?**

Changes can be made up to the ordering deadline, 7am (PT) on the day prior to the meal delivery. Once the ordering period has closed, late orders are not accepted, and no changes are allowed.

### **Field Trips?**

Dishes2U has you covered, no need to stress about what to pack, we have a field trip option enabling you to order sandwich boxes and have them delivered to the school in the morning.

### **About Dishes2u?**

Be sure to check out our website at [dishes2u.com](http://dishes2u.com) regarding your new lunch program. You will also find two videos, one on how to set up your lunch account and the other on how to place orders.

### **Like us on Facebook?**

Check out Dishes2U on Facebook at <https://www.facebook.com/dishes2u/> for your chance to win monthly prizes.

### **Follow Us?**

Follow us on Twitter at <https://twitter.com/dishes2u>, Instagram at <https://instagram.com/dishes2u>, LinkedIn: <https://linkedin.com/company/3886317>

### **Review Us?**

**YELP:** <https://www.yelp.com/biz/dishes2u-scottsdale>

**ARIZONA CHARTER SCHOOLS ASSOCIATION:** <http://az.chartermarketplace.org/dishes2u/>

**Have kids at other schools** Refer Dishes2U to any other school and they sign with us, based upon your referral, we will put a \$100 credit in your account.