

Frequently Asked Questions



How far in advance can I order lunches?

Orders can be placed up to 60 days in advance of the delivery date.

What is the latest I can order lunch?

Lunch orders must be confirmed and paid for by 1 PM the day before delivery.

Is there a minimum order?

There is no minimum order amount.

What is the average cost for a lunch?

The average cost of lunch varies based on the restaurant partner selected by the school. The price of the meal will be close to what you would pay in the restaurant for the item.

How do I pay for my order?

Orders are paid for online via credit or debit card. Wholesome Food Services covers all credit card processing fees.

How do I know my order went through?

You will receive an order confirmation by email to confirm that your order has been placed. Confirmed orders are also listed under *Upcoming Orders* on your account home page. Remember to click *Check Out* to complete and pay for your order. If you don't click *Check Out* your order is not complete and will be listed in the *Pending Orders* section on your account home page.

Frequently Asked Questions



Where do I see orders I placed? They don't all show on the home screen.

The home screen will show the upcoming 5-6 orders that have been placed. To view additional orders, go to your *Order History* and enter the date range you would like to view. All confirmed lunches will show in the specified date range.

I saw an order cancellation, but I didn't cancel my order. What happened?

On occasion, you may receive an email notifying you that an order has been cancelled. This may happen for a few reasons such as:

- The school decides to switch restaurant partners and requests that we cancel future orders from the former restaurant partner.
- The school schedules a field trip or day off and requests that we cancel orders for that day.
- The restaurant partner is no longer carrying an item and wants to cancel future orders so a new item can be selected.

How do I make a change to an order?

Orders can be changed up until 1PM the day before delivery.

Go to the *Order History* page to find the order you wish to change.

To remove one or more items from an order

- click on the View/Edit pencil icon.
- Select the red X next to the item to cancel it. The cost of the item will be automatically credited to your account.

To add a one or more additional items to your order

- Choose the item(s) to place them in your shopping cart.
- Select *Pay Now* to complete the new order.

How do I cancel an order?

Orders can be cancelled as late as 8AM on the day of delivery. A refund for the cost of a lunch cancelled before the deadline is automatically credited to your

Frequently Asked Questions



account. We are unable to accept cancellations after the deadline or to provide credit for lunches not timely cancelled.

To cancel an order

- Select the day on the ordering calendar or go to your *Order History*.
- When the order preview pops up, click on the red trash can next to that day's order.

You will receive an email confirming the order cancellation.

Can I change or cancel my order after the order deadline?

Our restaurant partners begin the work of preparing for delivery as soon as the order deadline passes. They print meal labels and reports, order food and confirm staff shifts. Many schools also begin running distribution reports for their needs as well. Because of the lead time required by Restaurant Partners and schools to ensure an accurate, on-time lunch delivery for all students we are unable to accept changes after the ordering deadline.

What happens if my child is absent from school on a day for which I ordered lunch?

Orders can be cancelled as late as 8 AM on the day of delivery. We are unable to accept cancellations after the deadline or to provide credit for lunches not timely cancelled. If your child is absent and you are unable to cancel your order by the 8 AM deadline your child's lunch will be delivered to the school. Please contact the school to let them know how you would like them to handle the lunch.

What should I do if my child is missing a lunch item?

Wholesome Food Services' #1 priority is to provide our customers with delicious, high quality school meals delivered fresh, accurately and on-time. We are proud of our 99+% accuracy rate, but sometimes Restaurant Partners or school volunteers do make mistakes. Missing, unsatisfactory or incorrect items should be reported to our 24/7 Customer Support line at 800.872.0226 so that we can provide credit back to your account.

Frequently Asked Questions



How do I know if I should not order lunch due to a field trip or another event?

The school will block off days on the ordering calendar whenever there is a field trip or special event. You will see the event listed on the ordering calendar and ordering will not be available for that day.

If the school does not mark the day off and you order a lunch for a day that your child was at a school related event, please contact the school to see if they will hold your child's lunch in a refrigerator for your child to retrieve later that day.

What happens if school is closed on a delivery day for inclement weather?

You will automatically receive a full credit to your account if your school announces an official closure. You do not need to take any action to claim the credit.

Why am I having trouble using my credit card?

Banks and credit card companies require that the address you use in our system (or any online system) be an exact match to the billing address for your credit card. If the address on your lunch account does not match, the bank will decline the transaction.

How do I change my credit card information?

To change your credit card information

- Start a new order
- Go to *Pay Now*
- Select *Credit Card*.
- Enter the new credit card information. This will override any previously saved card.
- Select *Save Card* if you would like this new card to be saved.

Frequently Asked Questions



My email address has changed. How do I update it for my lunch account?

To update your email address

- Log in to www.wholesomefoodsolutions.com
- Go to *Account Info* in the upper right-hand corner of your home screen.
- In the *Update Profile Information* section replace your old email address with your new one.
- Click the *Update Information* button.

IMPORTANT!! Your new email address will now be the address you use to log in to your account, and all receipts and reminder emails will be sent to the new email address.

How do I update my password?

To change your password:

- Go to *Account Info* in the upper right-hand corner of your home screen.
- Click *Change Password*.
- Type in your current password in the *Current Password* line.
- Type your new password in the *New Password* line.
- Re-type your new password in the *Confirm Password* line.
- Click the *Update Password* button.