



École Nestor Elementary PAC

1266 Nestor Street, Coquitlam, B.C. V3E 2A4



To order lunches or see fundraisers, here is the link: MunchaLunch.com

What is Munch A Lunch?

Munch A Lunch is an online system specifically designed to help schools run their hot lunch programs. We are using it to help run our PAC Power Lunches (PPL) and our fundraisers.

Munch A Lunch is based in the Lower Mainland.

Why are we using an online system to order PAC Power Lunches?

We are streamlining the process, to use less paper and make it more convenient for parents to order PPL for their child(ren). We have also had many requests from parents wanting to have the option of paying by credit card. **No more paper orders will be accepted.**

What methods of payment are accepted?

You can conveniently pay online using Visa, Mastercard or PayPal. Cash and cheque are also accepted, but payment should be submitted as soon as possible and must be received by the payment deadline.

Orders not paid for by the payment deadline will not be processed.

I want to pay by cash/cheque, how do I do this?

You will need to submit your order online then drop off your payment in the PAC Power Lunch box (in school office) by the payment deadline. Please do not submit payment to your child's class/teacher.

All cash/cheque payments must be accompanied by a copy of your order or you must otherwise indicate your child(ren)'s name(s), teacher(s) and order number(s). Without this information, we have no way of matching up the payment to your order.

How will I know if my order/payment was received?

The Munch A Lunch system will send confirmation emails* for your order(s) and payment. Credit card payments will be processed immediately. Cash/cheque payments will need to be manually entered into the Munch A Lunch system by a member of the PPL team. Once your payment has been entered you will receive a confirmation email*. (*system default. You may opt out of these emails in your user profile.)

I want to pay cash, but don't have exact change. Can I overpay?

Yes, any overpayments will be added to your account and can be applied towards future orders. We are not able to provide change. Any credits remaining in your account at the end of the school year will be considered a donation to the PAC. **We do not provide refunds.**

I want to place an order for more than one child, how do I do this?

Select one child and order their lunch(es) then click 'submit my order'. You will be directed to a page confirming their order was submitted. From this page, click 'next' and you will have the option of either creating another order (select another child) or continuing to payment (done). A single payment will be processed for all your orders.

I ordered a lunch for my child, but now I know they are going to be away. Can I cancel my order?

Orders may be canceled up until the order deadline. Please contact us at nestorpac@hotmail.ca to do this. The amount paid for the lunch will be credited to your account and can be applied towards future orders. **Refunds will not be given.** Once the order deadline has passed, lunches can not be canceled.

What happens if I order lunch and my child is sick/absent for the PAC Power Lunch?

You are welcome to pick up your child's lunch at the office or email nestorpac@hotmail.ca and request that it be given to another specified child (name & teacher). We are unable to store lunches overnight. **Refunds will not be given.**

How many PAC Power Lunches can I order at a time?

You may place orders for any and all lunches during the ordering period (up until the order deadline for a particular lunch).

I ordered several lunches and some of the PPL delivery dates are a long way off, how will I remember?

You will receive an email* the day before the PPL to remind you that you do not need to pack a lunch for your child(ren) the next day! (*system default. You may opt out of these emails in your user profile.)

I notice a fundraising tab, what's that all about?

When we have a fundraiser going on, it will be in the fundraising section.

We welcome your feedback at nestorpac@hotmail.ca