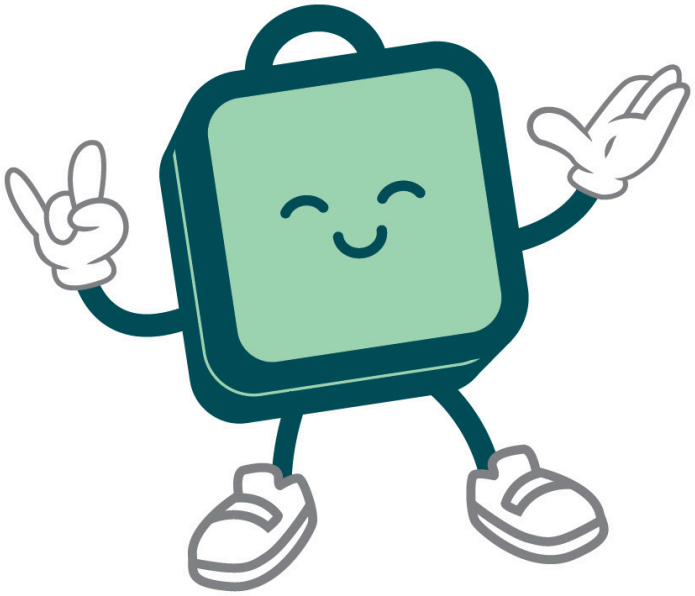
LUNCH BOX HUB



- VALUE
- FRESH
- LOCAL
- COMMUNITY
- VARIETY

OVERVIEW:

Our food is made daily in our West Perth kitchen using locally sourced produce wherever possible. We use REAL, FRESH ingredients!

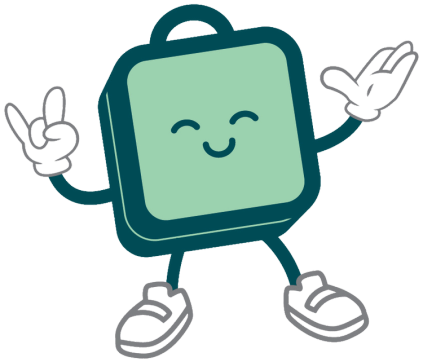
ORDERING:

We've made ordering simple, just head to School-lunch.lunchboxhub.com.au/users/register and place your order before 8:30am for same day delivery Monday - Thursday. Cut off for Fridays is 7am for same day delivery

08 9481 4500 or 0473 779 244

schools@lunchboxhub.com.au

School-lunch.lunchboxhub.com.au/users/register

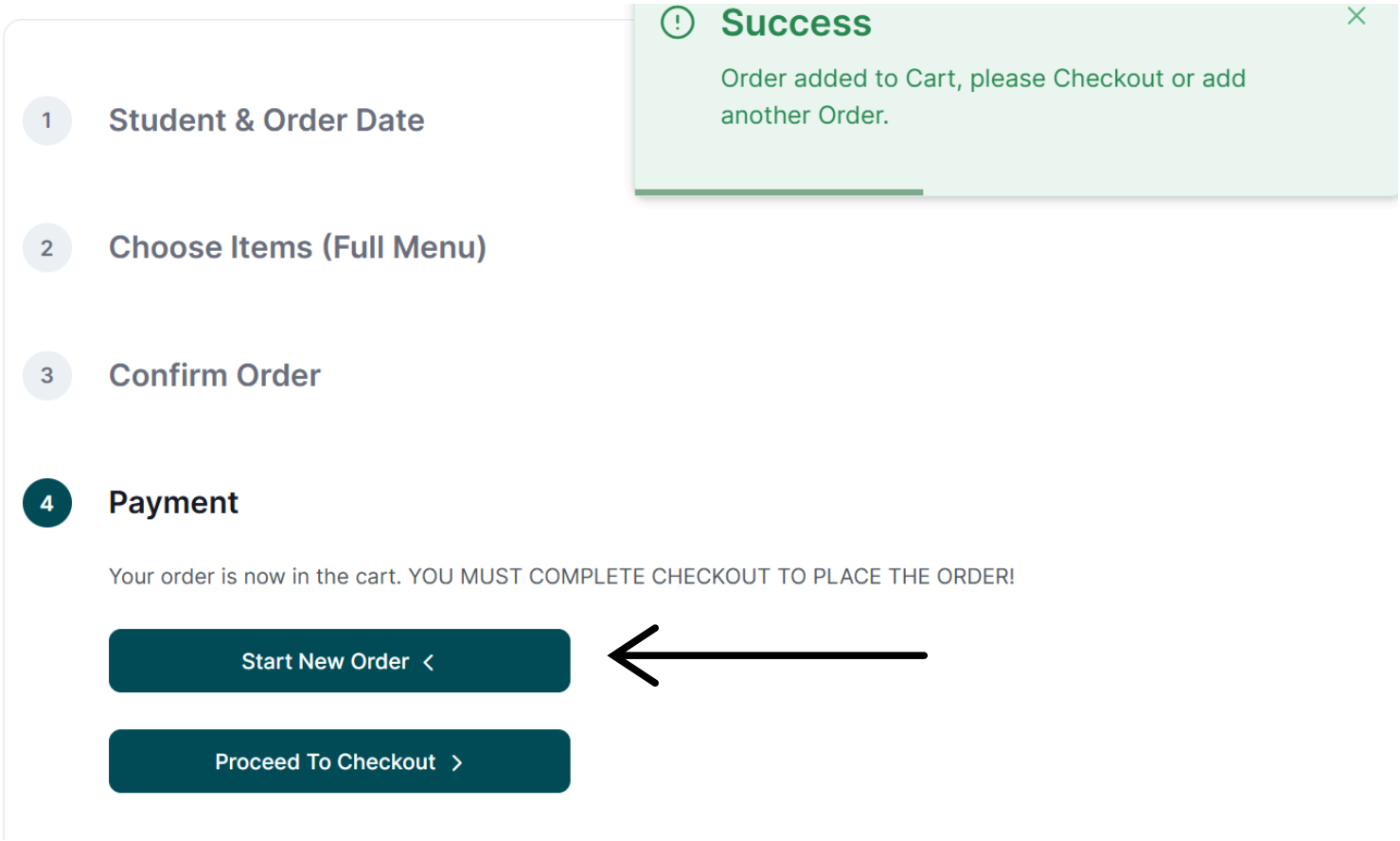


NEW FEATURES

ARE THERE ANY NEW FEATURES?

- Parents are now able to place orders for multiple days on the same order, and check out one time as opposed to placing multiple orders for different days on separate orders.

- Parents now also have the ability to cancel or move their order to a different day before 8:30am for orders to be delivered on the same day.

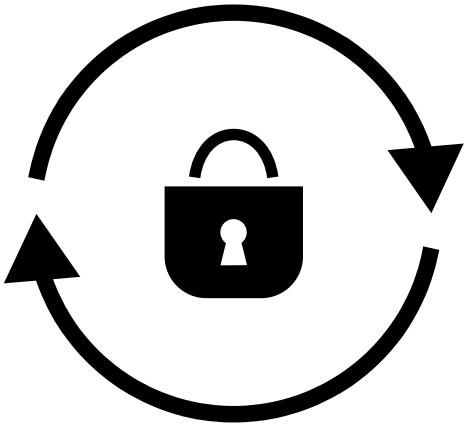


LUNCHBOX HUB EXISTING USERS

FOR EXISTING USERS

All information from our previous website have been migrated to the new system, however, users with an existing account will need to create a new password when they first log in.

LunchBoxHub



Welcome back

Don't have an account? Create an account

Email

Password

Forgot password?

Sign In

NEW USERS SETTING UP AN ACCOUNT

HOW DO I SET UP AN ACCOUNT?

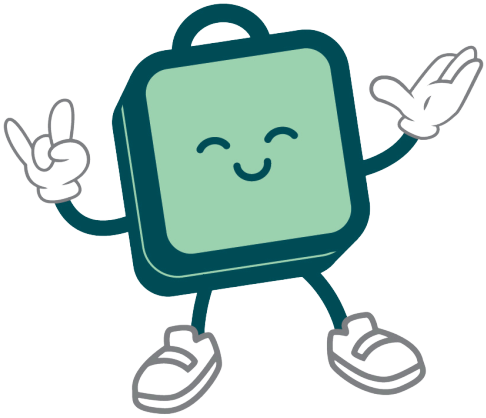
Use the regtristration link
School-lunch.lunchboxhub.com.au/users/register

1. Fill in the Registration Form:
    - Email: Enter a valid email address.
    - Password: Create a secure password.
    - First Name and Last Name: Enter YOUR first and last names.
    - Phone Number: Provide your contact number in the specified format (e.g., 04XX XXX XXX).
    - Address (Optional): if desired, provide your address
    - School Selection: select the relevant school from the drop down. You can add additional schools later if required.

LUNCHBOX HUB ADDING A NEW STUDENT

HOW DO I ADD A NEW STUDENT?

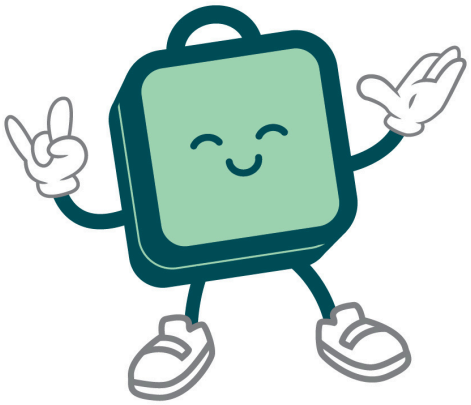
1. Navigate to Students:
   - Go to the Students section from the Account menu in Your Account.
   - Click Add New to open the new Student form.
2. Fill in Student Details:
   - First Name and Last Name: Enter the student's name.
   - Location: Select child's classroom
   - Status: Choose the status (Active/Inactive) for the student.
3. Submit the Form:
   - After filling out the form, click Submit.
   - The student will be added to your student list for selected school



ORDERING

HOW DO I PLACE AN ORDER?

- From the top left menu, select Start New Order to open the order form.
- Step 1 – Select the student for whom the order is being placed and the date the order is for. If a date is not available, it will be crossed out in the calendar.
- Step 2 – Choose the menu items for the order, click the plus or minus button under each option to increase or decrease the quantity of items for the order. Depending upon the date, the menu options may change e.g. if there is a carnival that day.
- Step 3 – Confirm the details of your order. You can go back and make changes at this point if something isn't correct.
- Step 4 – Once confirmed your order will be added to the cart. You have the option to checkout and pay or add a new order to your cart (for another child).
- Please note, your order is not complete until you have completed the checkout process and paid for the order.



ORDERING

STEP 1 DEMO

school-lunch.lunchboxhub.com.au

TO

New Order

1 Student & Order Date

Please choose the student and choose the date you would like the order for.

Choose Student

17-01-2025

Next Step - Choose Items

2 Choose Items (Full Menu)

3 Confirm Order

4 Payment

Action Menu

STEP 4 DEMO

school-lunch.lunchboxhub.com.au

TO

Order Added to Cart

1 Student & Order Date

2 Choose Items (Full Menu)

3 Confirm Order

4 Payment

Your order is now in the cart. YOU MUST COMPLETE CHECKOUT TO PLACE THE ORDER!

Start New Order

Proceed To Checkout

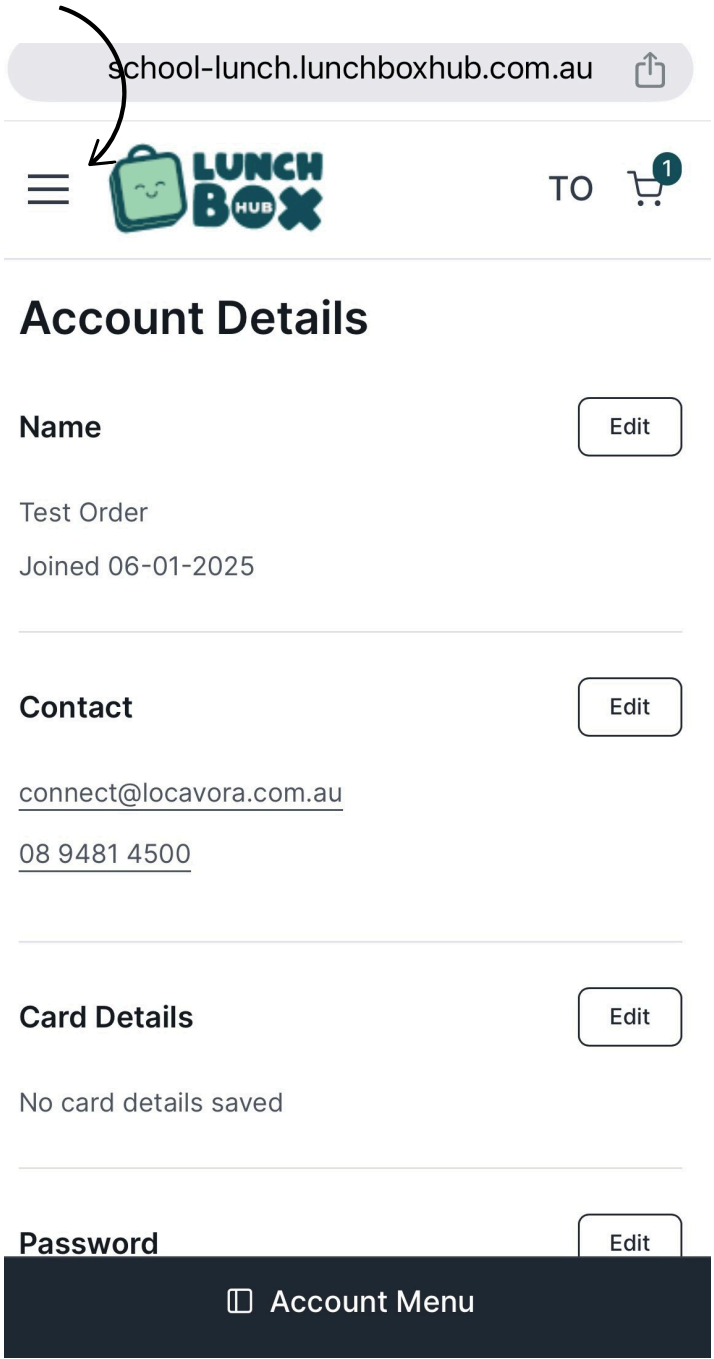
Action Menu

*Please note: Lunchbox Hub now has the ability to order for multiple days in one transaction

PAYING

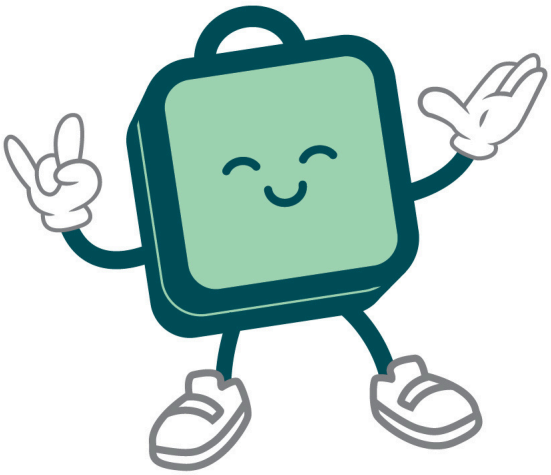
HOW DO I PAY?

During checkout you will have the option to pay for your order via credit card or you can add credit to your account and process orders by drawing down on your credit.



HOW DO I ADD CREDIT TO MY ACCOUNT?

1. Select the three lines next to Lunchbox Hub logo
2. Click on "Your Account"
3. Click on "Account Menu' which will be located on the bottom of your screen for phone users
4. Select Credit orders and Add New
5. Enter the amount of credit you wish to add (e.g., 50.00).
6. Ensure the value entered is a valid number with up to two decimal places
7. Click the Submit button to add the credit order.
8. Once submitted, the credit order will appear in the cart.
9. Once a credit order is added to the cart, it can be checked out just like regular orders.
10. Follow the steps in the checkout guide to complete the payment process for credit orders.

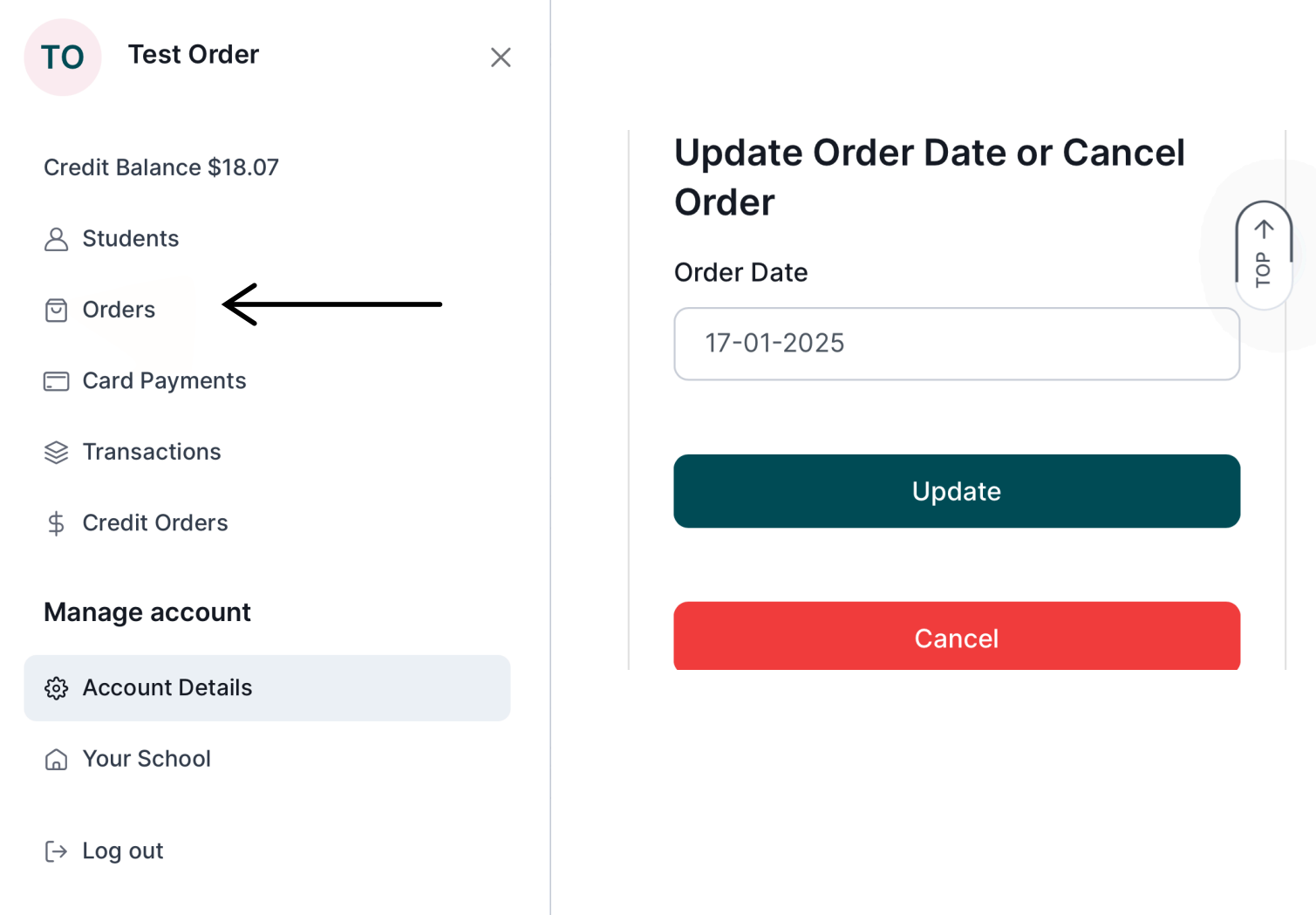


LATE ORDERS?

Cut-off time to place a lunch order is 8:30am for same-day delivery Monday to Thursday. Due to the high volume of orders on Fridays, the cut-off time is 7am Friday for same-day delivery. Late orders will not be accepted after 9am Monday to Thursday. Due to the volume of orders, we do not accept any late orders on Fridays via phone, text, or email.

CANCELLED ORDERS?

You will need to find your order from the Orders section of Your Account and on the details page, click cancel, PRIOR to 8:30AM. After 8:30am to cancel an order you must call our store on 94814500 or 0473779244 before 9am. Unfortunately, we are unable to accept cancelled orders after this time.



LUNCHBOX HUB MISSING & INCORRECT ORDERS

LUNCHBOX HUB POLICY

We understand lunches can go missing or wrongly distributed however we need to be notified as soon as possible in order to adequately investigate the claim. Please let us know within 48hrs if an order was not recieved or an incorrect item was recieved. We cannot guarantee any claims made after this time can be refunded. If following an investigation, it is confirmed that an order was correctly packed and delivered to the school. Lunchbox Hub will not be responsible for any missing lunches that have been delivered to the school. We do supply spare lunches with each delivery, therefore if a student is missing lunch, please encourage your child to speak with the co ordinator of lunches at the school to obtain a spare lunch.