It’s time to order for Lunch Session #3!

Order Deadline: Sunday, March 5, 2017

Please visit our online ordering system to view the menu.

Questions about the lunch program?

Please look on the website for some frequently asked questions.

HANC 609 students: [www.hancPTAlunch.com](http://www.hancPTAlunch.com)

HANC ECC students: [www.hancECClunch.com](http://www.hancECClunch.com)

Session #3: Monday, March 20 – Thursday, June 22

IMPORTANT!

1. PTA Lunch Program is available for PTA members who have paid their dues. You can pay your dues online at [www.hancpta.org/shop](http://www.hancpta.org/shop) or at lice check.
2. ALL PAYMENTS FOR LUNCH WILL BE PROCESSED THROUGH PAYPAL. If you do not have a PayPal account, you should set one up at [www.paypal.com](file:///C%3A%5CUsers%5CAlison%20Schimel%5C2015-16%20Menus%5Cwww.paypal.com). You will receive an order confirmation number when the order is placed.
3. Unfortunately there can be NO REFUNDS for an absent child, class trip or school cancellation. Please check the PTA calendar and the front page of the web site before ordering to see if any trips are already scheduled for your child.
4. For technical assistance relating to the HANC 609 or HANC ECC lunch web sites, please contact bgruf78@aol.com.
5. For all other questions or comments relating to the lunch program:

HANC 609: hancpta@hanc.org

HANC ECC: trubinstein@hanc.org

HANC Lunch Program - Frequently Asked Questions

1. *How do I order lunch for my child(ren)?*

If your child attends HANC ECC, go to [www.HANCECCLUNCH.com](http://www.HANCPTALUNCH.com) and log in. If your child attends HANC 609, go to [www.HANCPTALUNCH.com](http://www.HANCPTALUNCH.com) and log in. If you have children in both schools you will need to place separate orders on both sites.

1. *How will I know what to do?*

The website is designed to be intuitive. It will direct you.

1. *Will my family’s account be protected?*

Yes. You will be instructed to enter a password so that only you can access your account.

(**When logging in for the first time your password is your last name.**)

1. *What if I forgot my password or wish to change it?*

To change you password, simply log in, go to “MY ACCOUNT” and click “Change my password”. If you forgot your password, enter your home phone number and click “Forgot password”. (When logging in for the first time your password is your last name.)

1. *What if my password does not work?*

You may have the incorrect log-in. (If you forgot your password, enter your phone number on the login screen and click “Forgot Password”.) It is also possible that your account may have been deactivated due to an outstanding PTA balance. Contact Brandi Grunfeld at bgruf78@aol.com for clarification.

1. *How will I know what to order?*

The site will display the entire menu. Just click on the days and food items that you wish to order.

1. *How will I know how much I owe?*

The site will automatically tally the total bill for your family.

1. *How do I pay?*

All payments for the PTA Lunch Program will be processed through PayPal. If you do not currently have a PayPal Account you can set one up at www.PayPal.com.

1. *Will there be an order deadline?*

YES! Please consult the school calendar for all deadlines. A few weeks before each deadline, your child(ren) will be bringing home flyers containing all the information you will need. Please be sure to check their backpacks. This information will also be sent to the HANC email list.

1. *What if I want to change my order before the deadline?*

If you have inadvertently finalized your order while the ordering session is still open, you can cancel your order and start over. In this case, please contact Brandi Grunfeld at bgruf78@aol.com. If you wish to order additional items you can create a separate order just for those items only. **DO NOT** reorder the original items or you will end up with a double order and be responsible for both payments. (It would not be fair to expect the HANC PTA to pick up the tab for your error.) Once the ordering session has closed, your order is irrevocable and cannot be changed. Please note that if you finalize your order and then log back in, the menu screen will appear blank because the site is waiting to receive a new order. If you are not sure whether you finalized your order, simply log on to the web site, click on “My Account”, and then “View My Previous or Finalized orders” to check if your order appears there.

1. *What if I ordered twice by accident?*

You will be responsible for any duplicate submissions. For this reason, we ask that you do not let your children submit orders; this can lead to errors. If you notice that you have an order that was unintended, please contact Brandi Grunfeld at bgruf78@aol.com to remove the order.

1. *What if I forgot to order and the deadline has passed?*

If you would like to place a new order after the ordering deadline has passed, a service fee of $18 per child (maximum $36 per family) will be charged. Please contact Brandi Grunfeld at bgruf78@aol.com for more information.

1. *What if I want to check my order past the deadline?*

You will always have access to your account to remind you of what you have ordered. Simply log in, go to “MY ACCOUNT” and click “View my finalized orders”.