



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 11am (EST) the day prior to delivery of the meal. So, for a Friday meal delivery, all orders must be in no later than 11am (EST) on Thursday.

How often are the menu's cycles posted?

Dishes2U uploads new menu cycles and calendars three 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*. You can also check out our 'HOW TO VIDEOS' at dishes2u.com

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 your children.

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

Changes can be made up to the ordering deadline, 11am (EST) on the day prior to the meal delivery. Once the ordering period has closed, late orders are not accepted, and no changes are allowed.

What if my kiddo is sick day of lunch?

No worries, we've got you covered, just email us at customercare@dishes2u.com prior to 8am EST Day of meal!

About Dishes2u?

Be sure to check out our website at 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.

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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.