



## **Welcome to the School Lunch Program**

### **FAQs**

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How do we sign up?

You should receive an email with the subject line, "Do Not Reply – MySchoolAccount." You will need the Student ID and PIN number from that email to set up your child's account. Go to the MySchoolAccount Create Login page <https://secure.myschoolaccount.com/CreateAccount.aspx> and follow the steps listed.

What if I didn't get an email?

Please contact MGK at [info@marthasgourmetkitchen.com](mailto:info@marthasgourmetkitchen.com) or (314) 396-6799 and let us know which school your child attends, your child's name, and the email address you want all correspondence sent to and we will email the registration letter.

What if I have trouble registering?

Please contact MGK at [info@marthasgourmetkitchen.com](mailto:info@marthasgourmetkitchen.com) or (314) 396-6799 and we will help you through the process.

How can we see the menus?

Menus are available on the MGK website, on your school website, and an abbreviated (entrée only) menu is available on MySchoolAccount. Go to <https://secure.myschoolaccount.com/Login.aspx> to log in.

How do we order?

All orders are made through MySchoolAccount. Go to <https://secure.myschoolaccount.com/Login.aspx> to log in and order.

When are orders due?

Orders are due on Wednesday for the following week. We are unable to accept orders after midnight on Wednesday for the following week.

How do we pay?

All payments are made through MySchoolAccount. Martha's Gourmet Kitchen will not accept any payments directly. MySchoolAccount accepts credit cards, debit cards, or ACH (Checks online) payments. Please go to

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the MySchoolAccount site <https://secure.myschoolaccount.com/Login.aspx> to log in and pay.

Is there a fee?

Yes. MySchoolAccount charges \$2.50 everytime funds are loaded into your family account.

Can we pay by check?

All payments are made through MySchoolAccount. MySchoolAccount will accept payment by ACH check but the same \$2.50 processing fee per transaction will apply.

What if my child is sick and has ordered a lunch?

Martha's Gourmet Kitchen staff picks up the absentee list from the office each morning at 9:00 a.m. If your child has ordered a lunch on a day he/she is absent and they are on the list, we will credit your account for that day's lunch. If your child leaves school after 9:00, you will still be charged for that day's lunch.

What if my child has forgotten their lunch?

Your child's teacher will review the lunch list every day. If your child hasn't ordered for that day or doesn't have a lunch, the kitchen may be able to prepare an additional lunch for your child and charge your account accordingly. If your child needs a lunch and the kitchen finds out after 9:00 a.m., MGK can provide a Cheese Sandwich and charge your account.

Birthday Treats/Holiday Treats

MGK offers treats twice a month. The Birthday treat, if ordered, is complimentary to each child who has a birthday in that current month. (Summer birthdays are celebrated in August). All other students may order the Birthday treat. The Holiday treat is offered for order every month.