

Lunch Program FAQ

How do I create a lunch account?

Parents or guardians need to create a “Parent” account by visiting Woods lunch site by clicking [here](#). Then link your student(s) to your account using their student identification number.

How do I order lunch for my student(s)?

Go to the lunch site and click **Manage Lunch > Order Lunch** to access the menu. After making selections, the order must be checked out using check, cash, or credit card. Cash or checks (made payable to WCS) can be dropped off at the front office after the order is placed.

How do I purchase milk for my student?

Milk is on sale during lunch time for a nominal price, which can be paid with cash or from student lunch account funds. Another option is to register for annual milk through the lunch site. The deadline is usually at the end of August, and the price is set each year.

When is the deadline to order lunch?

The deadline is Sunday at midnight for the upcoming week.

Can I order more than one week at a time?

Yes, you can order lunches for the entire month for added convenience.

Do I get a credit if my student was absent?

No, you will not get credit since the order was already placed with the vendor. Please consider it a donation to the lunch program.

How do I cancel my order?

Please contact the lunch program with at least 3 days’ notice to request a cancellation. Once the order has been placed with the vendor, we are unable to cancel it.

What happens to the lunch if my student does not pick it up?

If an ordered lunch is not picked up, we first offer it to siblings. If it is still unclaimed, we will attempt to sell it as an “Extra”. All proceeds go toward the Free/Reduced Lunch Program.

Why wasn’t my student’s name on the lunch list even though I ordered?

Sometimes parents select items from the menu but do not complete the checkout process, leaving the order in the cart.

How do I know if my lunch order went through?

Always look for a confirmation email to ensure the checkout process was completed successfully. If you did not receive a confirmation email, please contact the lunch program.

Can I change my payment method after checking out?

We cannot change payments to or from credit card transactions. However, we can change payment method from cash to check or from check to cash.

How does my student pay for lunch and snacks?

Students may use cash or funds in their lunch account. Funds can be added with either cash or check (credit cards cannot be used to add account funds) submitted to the front office.

What happens if I still have funds left over after the school year ends?

Any remaining funds will automatically roll over to the next school year.

Who do I contact if I want to volunteer or need help with the lunch program?

Please contact Jamie Horil at jhoril@woodscharter.org for assistance with all matters regarding the lunch program.