



School Year 2024-25

Dear Parent, Guardian, or Caregiver,

The beginning of the school year is quickly approaching! We would like to wish you and your family a successful 2024-25 school year and thank you for your continued patronage.

Lunch ordering is done through the on-line ordering system that can be found at www.mymealorder.com. The system is very easy to use, easy to order and easy to pay for items ordered. You can view your child's orders at any time by logging into your account. The cost of the standard lunches \$4.50, a large portion (main item doubled) is \$2 additional, and milk, water, and apple juice are each \$.75. Snacks range from \$1.00 to \$1.75 and can be pre-ordered or paid for with cash at the time of purchase. You will also see that you can add additional funds to your child's lunch account if you wish for them to purchase snacks whenever they choose to do so. ****This year we will be charging \$15.00 plus bank fees every time a payment gets kicked back from your bank.**

We understand everyone's busy schedule, however, **lunches need to be pre-ordered through www.mymealorder.com**. The ordering system will be open until 8:30am the day of. In the morning, we will print the orders at 9am to be sure that all orders that were placed that morning are included. You may also pay for your child's order there as well with a small convenience fee. If you prefer to send in a check, please make it payable to Duke Catering & place it in an envelope labeled Duke on the front. There are no additional fees when you pay by check or cash. *However, if paying by cash or check they need to be sent into school before you place your order.* We will enter the funds to your account and then you can log on to place your order. If you order before you send your check/cash in, you will need to go back into www.mymealorder.com to "check out" after your cash/check payment is entered by a Duke staff member, otherwise, we will not have the order because the items will still be sitting in your cart. *Please do not send in a check/cash and expect your child to have lunch that day.* Funds will be added to your account by the end of the school day and then you can order that evening for the following day. Please note that orders that are not paid for will not be sent over from My Meal Order to Duke Catering and therefore your child will not have a lunch ordered. If your child needs lunch and does not have an order, they will receive a lunch but it will be what we have available and a bill will be sent home or added to our MyMealOrder account. We only cook enough food to fill the orders on My Meal Order to reduce waste. **Lunch ordering will open on August 19th.**

To receive a credit for absences it is up to you to go into My Meal Order and cancel your child's lunch before 8:30am. If your child is in school and goes home sick before lunch you may text 856-986-4512 to cancel/credit lunch.

Also, we are very cautious about food allergies. However, there are times that manufacturers change how they process their products or change their ingredients without letting us know, therefore we cannot guarantee that all foods are allergy friendly. But please inform us of any food allergies that your child may have.

Also, please note that refunds are not given, credits will be issued to your lunch account.

If you have any questions, please feel free to reach out via text/call 856-986-4512. Thank you.

Dear Valued Parents,

We are proud to inform you that Duke Catering offers MyMealOrder (www.MyMealOrder.com), a state-of-the-art online service that provides you with the convenience and information you need to manage your student's meal purchases and meal account.



This system eliminates the need to send checks to school or worry about lost or forgotten money and ensures that your child's meals are paid for. You have the ability to pay by checking or credit card. Each payment processed within MyMealOrder.com will include a 4.45% processing fee. If you would like to send in cash or a check to avoid the processing fee, you can do so by sending the cash or check (made payable to Duke Catering) into school in an envelope marked Duke. Please note that if you send in cash or check, you can not place your child's lunch order until these funds are added to your account. When the funds are added you will receive an email letting you know and then you can go in and place your order. Do not send in cash or check for lunch for that day, if paying that way you need to do so at least a day in advance. **Please also note that there will be a \$15 fee plus any bank charges every time your payment gets kicked back from the bank, whether paid on line or by sending in a check.*

We strongly encourage all parents to create an account at no cost through <https://MyMealOrder.com>.

To sign up, simply visit: <https://MyMealOrder.com> and click the Login button, then click on "Register for a Free Account." ***Please chose Duke Catering as the school district.*** You will need your student's name, and school to complete registration. **Once you finish registration, you may log-in to begin managing your student's account instantly!** Once you are logged onto MyMealOrder.com you will see a one-week view of the scheduled menus. You can click the white arrow in the upper right to move to the next week. You can also click the gray "Month" button to see a month's view of the menus. Using the month view, menus are displayed per child. If you have multiple students on your account, you can select additional students from the drop down in the upper left.

Click the green "Add to Cart" button to add a meal to your cart. Once your meals have been added, click the View Cart button to see a summary of items in your cart and to checkout and purchase the items.

We consistently strive to find new and better ways to serve our students and our families, and we thank you for partnering with us in this effort.

Lunch Ordering will open on August 19th.

Best Regards,

Duke Catering

MyMealOrder is powered by



Duke Catering and MyMealOrder

Frequently Asked Questions

How do I create an account?

Go to <http://MyMealOrder.com> and click "Create an Account" on the home page. Select the State and **Duke Catering for the District.**

Enter all information in the fields provided, including Display Name, Username, Password, Security Question/Answer and Email Address.

Click "Click here to add students to your account" to proceed.

Enter the Student ID (if applicable), Name and select the School for this student.

Do this for all students you want to add to your account.

You will have an opportunity to edit your account if needed under My Account. There, you will also find a few options to customize your Account for Email Notifications, add students and add payment options.

Once all students have been entered, click "Click Here to Begin Planning Meals" to proceed.

What do I do if I forget my password?

From the login screen, click the "Forgot Password" link. Enter your email address and submit, instructions on how to reset your password will be emailed to you.

Check your spam/junk folders if you don't receive it.

Login with the temporary password.

Once logged in, click the "Change Password" link in the upper right hand corner. You can enter a new password here.

How do I add items to my cart? (Only applies to Elementary Schools for High Schools please go to the My Account section)

Once you login, this is the week view, all available meals and ala carte items for the week are shown.

The days that are "grayed" out are past the lead time required for ordering. Ordering is cut off at 8:30 am the day of.

To place an order, click the Add to Cart button for a meal. When you add this meal to your cart, the button will turn Red and show Remove from Cart. *This means the meal is in your cart but hasn't been purchased yet.*

You can move to the next or previous week by clicking the white arrows. You can also select Month to view a full month of meals available.

How do I view my cart and pay for my order?

Select "View Cart" from the right-side of the screen anytime to view items placed in your cart. The Cart will show each meal by student. The Cart will show the item Ordered, Price and Description.

Select the "X" next to any item you want to remove from the Cart.

Select the green "Checkout" button to see a summary of your order.

Next, click the green "Place Order" button to complete your Order and pay.

If you wish to not order all of the items, click the red "Empty Cart" button to empty the Cart and remove all items placed in the Cart.

To complete the purchase, select your payment type and enter your payment information. You can store this information for future purchases. Click the green "Complete" button to complete your purchase.

After completing your order, a receipt will be emailed to you.

Please note that a \$15.00 fee plus any bank charges will be charged to you for any payments that are denied by your bank.

My Account

Click My Account to see details about your account. You can change any of your account information here, like email address, security question or address.

You can also add a student to your account.

Click the Add Student button, enter the student ID (if applicable), Last Name and select the school the student is at. Click the green "Add Student" button to complete adding the student to your account.

To add money to your account, click the "Add Money to My Account" button. Enter an amount and you will be taken to the checkout screen. Click the orange "Add Money to My Account" button and you will be taken to the payment screen. Select your payment type and enter your payment information. Click the green "Complete" button to add money to your account. If you add money to your account, it will create a positive balance. The next time you make a purchase, that money will automatically be applied towards the purchase and your balance will decrease.

You can also manage your stored payments here. Click the "Add a Payment Option" button to add a new stored payment to your account. Select the payment type, CC or ACH. Enter your payment information and click the blue "Add" button. If you would like to remove a payment option, click the red X next to the payment option you wish to remove. It will show a line through the payment. In order to remove this, you have to click the green "Save Settings" button.

You can also manage your email subscriptions here. By default, you are set to receive all of the email notifications. Click the checkbox next to any emails that you do not wish to receive. You must click the green "Save Settings" button for any changes made to your account settings to be saved.

My Orders

You can click on the My Orders link to see a list of Purchased and Refunded orders. Orders listed as Purchased means the checkout process was completed and they will show on the reports at the school.

Orders listed as Refunded means they were purchased but the order was cancelled either by you (clicking the orange "Purchased: Cancel" button within the lead time window) or by an Administrator for one reason or another.

If you do not see your meals/items under the My Order link, please check your cart to see if the items are still in your cart and complete the checkout process.

If an admin cancels an order that has already been purchased, a credit is automatically applied to your MyMealOrder.com account, it is not refunded back to your credit card or checking account. The next time you purchase a meal, that credit will automatically be applied during checkout. This method makes your money available quicker on the site, so you are not waiting for a refund check or a credit to be applied back to your credit card or checking account.

What if my student is absent?

If your child is absent, please cancel his/her order before 8:30am so their lunch is not prepared and wasted. When you cancel, your account automatically credits your MMO account. If your child leaves school sick before lunch is served, please text 856-986-4512 to let us know your child was not there and we will issue the credit.

Contact

Use the contact us form to email us directly with any issues.

Enter your name, phone number, select the school your issue refers to and select an issue type.

If you select meal/food, Duke Catering will be emailed.

If you select technical, a customer support representative from Nutri-Link Technologies will be emailed.

This is the easiest, most convenient way to contact someone for help with your issue.