

EZLunch FAQ's

We have been looking at some different options for school lunches, and are delighted to announce a new partnership with EZLunch and New World in Northwood. We are operating this as a pilot for the rest of the year.

EZLunch is a company associated with Kindo (which Heaton uses for managing school payments). You set up a prepaid account online, and then draw down on that account over time. Instructions on setting up the account can be found here.

https://shop.tgcl.co.nz/shop/user_home.shtml?session=false&shop=Elmwood%20Normal%20School
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What's the menu?

One of our own school mothers, Tara Lemmon, has been working with this group for a while to ensure that the menu is nutritious. She tells us they are the healthiest pies in town! See the menu here.

Why did you pick this vendor?

They have been very easy to work with. The relationship with the supermarket was in place with EZLunch so we have simply leveraged that.

How does Kindo work?

It's basically a prepaid account. You put some money (from either your bank account or a credit card) into your account. Then, as you make purchases, you can draw down on that balance. There is a cost to this which is where Kindo makes their money.

What day(s) will lunch be delivered?

We have decided that Tuesdays will be the best day for these lunches given other things going on at school.

What about sushi?

We are keeping our existing relationship with our sushi provider at the moment. If this works, then we will look to transition them (and potentially other ENSCA payments like the sausage sizzle and ball tickets) over onto this online payment platform in the new term.

What's ENSCA got to do with this?

ENSCA looks to manage the distribution process, while New World deliver to school. We won't need the same number of volunteers to count change in the mornings, but will still need a couple of volunteers on Tuesdays to help with distribution. ENSCA gets a wee bit of income out of this, which of course is ploughed back into the school. We will have a shout out on this early next year if we decide to continue.

I already have an account with Kindo through Heaton. Do I need to set up a new account?

NO! You can have same log in details so only need one account. If you go to My Details then you can add Elmwood Normal School to your account. Then create one line per child under delivery details. This means that the label will have your child's name on it.

You can then go Home, select Elmwood School, and the lunch options appear. You can select what ever you like for your child.

How much does it cost me?

The menu prices are on the order form. It's free to create an account. However, if you use your credit card to top your Kindo account you will be charged (like a cash advance). Other ways to top your account up are free, and include Account to Account or Bank Transfers. If you do not use all of your balance, you can request a refund through Kindo.

How do I know my child gets their lunch?

If you have set up account up properly, each lunch will come labelled with your child's name, and your child will pick it up from the veranda by the coffee shop. Getting lunch should be pretty simple.

Do I need to order lunch every week?

No. You can pre-order lunches in advance if you want. And if your circumstances change, or your child is sick, provided you cancel the order by 9am you will not be charged.

Do hot meals come with cutlery?

Yes

What about packaging?

Yes, packing will be an issue, but this is the case with most purchased lunches. Once we have the relationship with the vendor established we will better understand this issue and what, if any, changes can be made.

Who do I contact with questions?

Help? hello@mykindo.co.nz or tel. 0800EZLUNCH term time 8am-4pm.

www.ezlunch.co.nz

www.mykindo.co.nz