

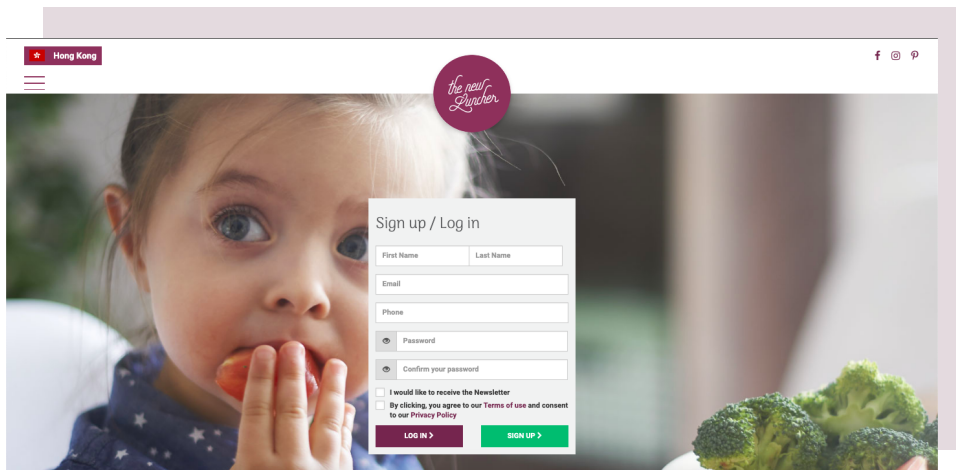
# WELCOME

## SETTING UP ACCOUNT AND PAYMENT GUIDE

You can find the explanation below in video by following this link:  
<https://www.dropbox.com/s/6p4n8q4ve5hvb0r/Subscription.mp4?dl=0>

Step 1 Visit <https://thenewluncher.hk/>

Step 2 Click on the login/Sign Up button on the top right-hand corner



Step 3 Once there, if this is your first time visiting the site, Fill in the relevant information and select SIGN UP

Step 4 Once you have successfully registered, you will receive a “Welcome Email” in your registered email address, check your spam if you don't received it.

# Create your child's profile

**Step 5** After successfully registering your email address, you will be directed to your account

**Step 6** For first time user's, Click Add Luncher to add the name of the child/staff

The screenshot shows the 'the new Luncher' website interface. At the top, there is a navigation bar with links for 'Mealplan', 'Lunchers', 'Orders', 'My Account', and 'Sign Out'. The main content area is divided into three sections, each marked with a yellow circle containing a number:

- 1 School:** This section contains two dropdown menus labeled 'Select the school' and 'Select the classroom'. Below these is a red error message: 'My school is not in the list'. A yellow circle with the number '1' is positioned above the 'School' heading.
- 2 Luncher details:** This section contains three text input fields: 'Luncher's First Name', 'Luncher's Last Name', and 'Birthday (dd/mm/yyyy)'. Below these are four checkboxes: 'Girl', 'Boy', 'Student', and 'School-staff'. A yellow circle with the number '2' is positioned above the 'Luncher details' heading.
- 3 Preferences:** This section contains a heading 'Preferences' and a note: 'Our kitchen is nut-free and shellfish-free. Please select your child's preferences and the meal plan will be created accordingly.' Below this are two checkboxes: 'No Pork, no Lard' and 'No Beef'. A yellow circle with the number '3' is positioned above the 'Preferences' heading.

At the bottom right of the form, there is a green 'NEXT' button with a left-pointing arrow.

**Step 7** Fill up the details of the luncher including School, class, First and Last name of luncher, Date of Birth, Gender and whether the luncher is a student or staff



# Choose your preferences

You will be able come back to this step anytime to update your preferences.

**Step 8** Diet Restriction -> If luncher has any other diet restriction due to religious belief (Muslim, Hindu) or due to health-related issues, they can choose to exclude any dishes with Pork or Beef) // Our Kitchen is NUT FREE / SHELLFISH FREE

**Step 9** Create your meal plan, select your meal preference (Western, Asian and Vegetarian)

You can choose more than one.

Choose Add-on's including Snack, Dessert.

The screenshot shows the 'Create Your Mealplan (1 / 3)' page. It has a navigation bar with 'Mealplan', 'Lunchers', 'Orders', 'My Account', and 'Sign Out'. The main content is divided into three numbered sections:

- 1 The Lunchbox:** Includes an image of a lunchbox and text: 'Our standard lunchbox fit the needs of a child from 4 years old, we recommend completing your child's meal with our tasty add-ons if your child is older than 6 or has a good appetite.' There is a 'Lunchbox' checkbox.
- 2 Add your Options:** Includes text: 'All our options are homemade and cooked from scratch and are designed to bring a well-balance a good lunch. Dessert or afternoon snack, pick your choice.' It shows 'Dessert' and 'Snack' options with checkboxes. Below is a table:

BOX 1	No option	HKD 52
BOX 2	+ 1 option	HKD 70
BOX 3	+ 2 options	HKD 88
- 3 Select meals preferences:** Includes checkboxes for 'Western', 'Asian', and 'Vegetarian'.

At the bottom right, there is a 'NEXT' button.


**Step 10** Select the days you want the lunchbox delivered (min 2 days/ week), date you want to start the delivery (4 school days from date of subscription)

The screenshot shows the 'Create Your Mealplan (2 / 3)' page. It has a navigation bar with 'Mealplan', 'Lunchers', 'Orders', 'My Account', and 'Sign Out'. The main content is a single section titled 'Select the days for Lunchbox delivery' with the following text: 'Our Meal Plan is updated with your school calendar so for school holiday or off days, you will get notifyf'. Below this is a sub-section 'Select at least two days for delivery' with checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', and 'Friday'. There is also a 'Select all' checkbox. Below the checkboxes is the question 'When do you want to start delivery?' with a date input field containing '31/07/2019'. At the bottom, there is a note: 'As we buy only fresh ingredients and cook based on your order to avoid any food wastage, the first lunchbox delivery will start in 4 school days from today.' At the bottom right, there is a 'NEXT' button.

# Proceed to payment

Step 11 Review deliveries below if any dates are missing

Step 12 Add Credit card details and then click "PAY". We operate our payment with Stripe which is 100 % secure.

Mealplan Lunchers Orders My Account  Sign Out

## Create your Meal Plan (3/3)

This is your order's summary  
Your Meal Plan subscription will be confirmed after payment

1  
Summary

1<sup>st</sup> delivery on Monday, August 19

DATE	DESCRIPTION	UNIT PRICE (HKD)	TOTAL (HKD)
19/08/2019	(+ 1) Lunchbox S   (+ 1) Dessert   (+ 1) Snack	88.00 HKD	
20/08/2019	(+ 1) Lunchbox S   (+ 1) Dessert   (+ 1) Snack	88.00 HKD	
21/08/2019	(+ 1) Lunchbox S   (+ 1) Dessert   (+ 1) Snack	88.00 HKD	
26/08/2019	(+ 1) Lunchbox S   (+ 1) Dessert   (+ 1) Snack	88.00 HKD	
27/08/2019	(+ 1) Lunchbox S   (+ 1) Dessert   (+ 1) Snack	88.00 HKD	
28/08/2019	(+ 1) Lunchbox S   (+ 1) Dessert   (+ 1) Snack	88.00 HKD	
	<b>TOTAL TO PAY</b>		<b>528.00 HKD</b>

2  
Payments Methods

ADD CREDIT CARD  
+

No credit card information is ever store in our servers. All card numbers are encrypted on disk with AES-256 and decryption keys are stored on separate machines.  
To change your credit cards Information, go to [My Account](#)

3  
Monthly Subscription

Stress-free plan – No commitment - Flexible

You receive your meal plan every 15th of month for review and pay on the 20th for the upcoming month. Once activated, you subscription will be renewed every month. You can cancel it anytime.

I understand how The New Luncher's subscription works

< PAY

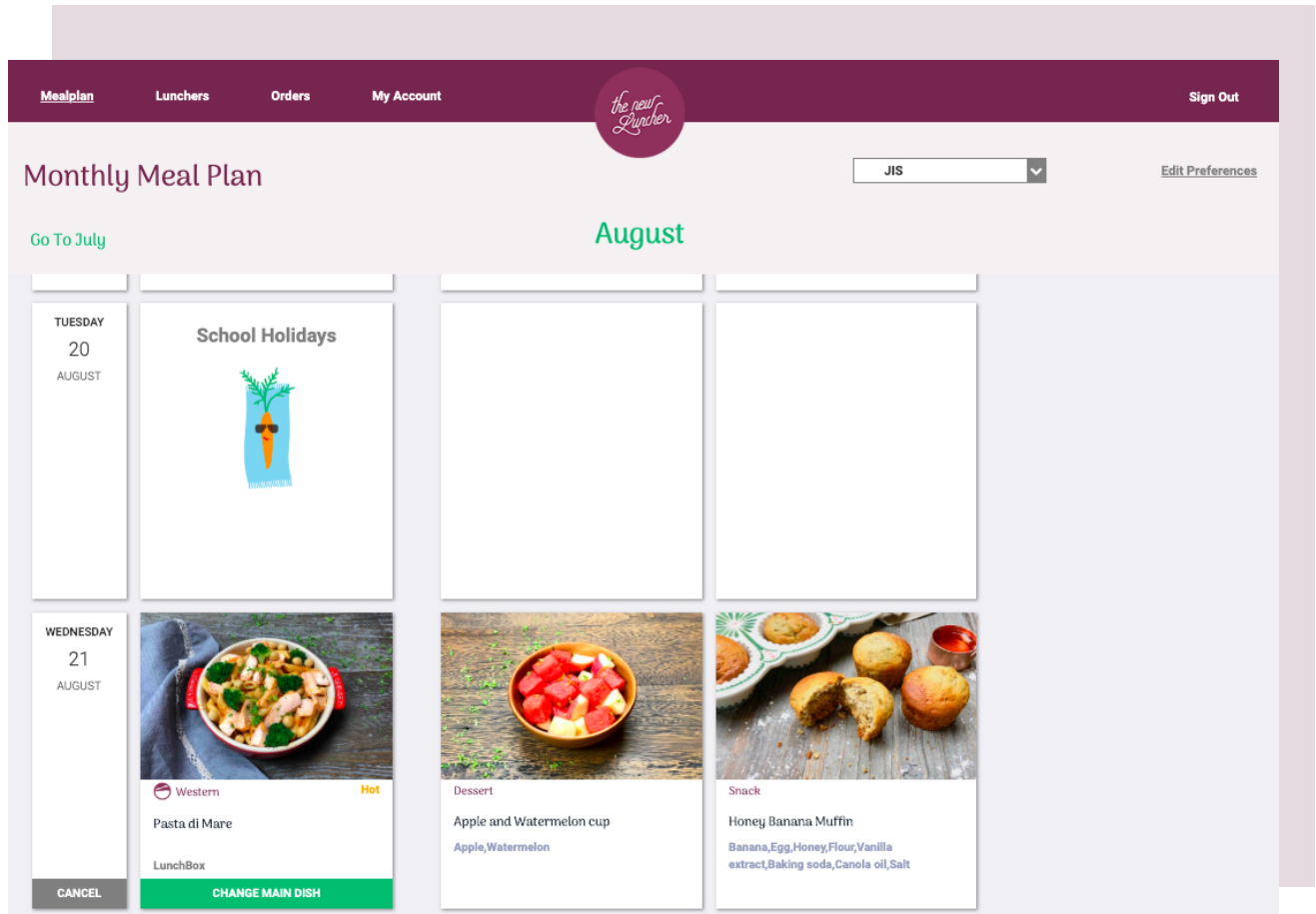
If any date is missing, please check the days you have placed the order and if problem persist, please feel free to send us an email to customer support at [Hello-HK@thenewluncher.com](mailto:Hello-HK@thenewluncher.com) or call us at 2870 2190 from Monday to Friday from 9am to 6pm

## Last step

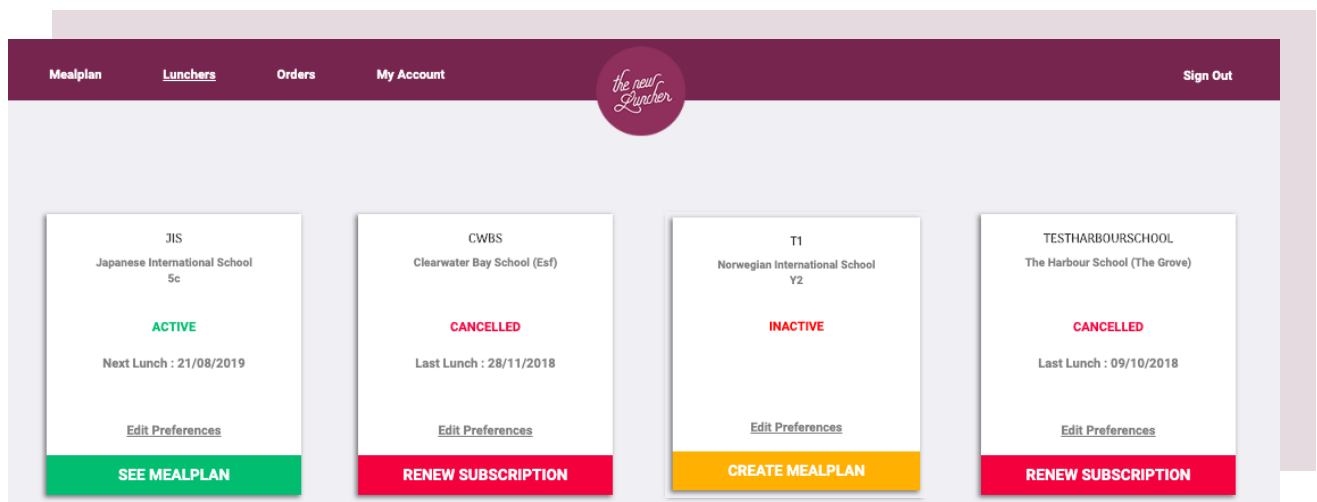
Once you successfully subscribe to THE NEW LUNCHER, you can see ongoing month menu and your selected menus.

# Review your meal plan

Step 14 After making payment, you must see the meal plan by clicking the "Meal plan" button on the top left-hand corner



Step 15 You can go to another lunchers meal plan and profile by clicking on "Lunchers". If Luncher account is ACTIVE, it will be in green color otherwise it will be in Yellow color.



# Cancellation policies

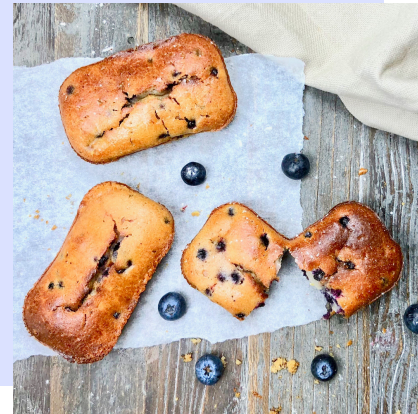
Parents who want to cancel their child's lunchbox, must cancel their order 4 business/school days in advance

- Typhoon Signal No.8 or above (No Delivery & no refund) >Black Rainstorm (No Delivery, no refund)
- Outbreak of infectious diseases (No Delivery)
- Sudden termination/closure of school (No Refund) >Grade-wide out-of-school activities\* (No Refund)

In the case listed below, The New Luncher will not be able to deliver and make any refund.

## Assistance?

If you face any difficulty while using our service, please feel free to send us an email to customer support at [hello-hk@thenewluncher.com](mailto:hello-hk@thenewluncher.com) or call us at 2870 2190 from Monday to Friday from 9am-6pm.



Customer support

+852 2870 2190

[hello-hk@thenewluncher.com](mailto:hello-hk@thenewluncher.com)



@thenewluncher