



order online. delivered to your school

Suppliers : Q&A

Please note that these are not a substitute for the Terms & Conditions. Please ensure that you are familiar with the terms and conditions before signing up for this service.

How does ezlunch work?

First you apply to become a supplier (see below). Once you are registered to supply a school(s), you will have uploaded your menu and pricing, and have a login assigned. Our tech will come to your premises, set up your labelwriter and show you through the system. Families at the school will see your menu online, and place orders online. They pay at the website too. You will then be able to login and download your production list and packing labels at 9.10am every morning. You make, package and deliver the lunches to the school. No distributing menus, counting coins or tallying orders – ezlunch will do that for you online! You will be paid in one lump sum into your account at the end of the week (Monday for the whole previous week).

How do I apply to become a supplier?

Click on the Supplier icon on the ezlunch home page, then click on [apply to be a supplier]. Once you have completed the online form, you submit it and we will be in touch with you within 2 weeks.

You have the opportunity to tell us if there are any local schools that you would like to serve, and that are within a reasonable distance of your kitchen for delivery.

Can I approach a school directly?

Absolutely! If the school is interested, you will both need to complete the application forms, noting each others' names on the form, and submit them. We'll then be in touch to get the final set up completed.

How do I receive the orders?

Once you are registered you will have a login and password. It is important that you keep these private and secure. Each morning during the school term, you will use these to login to ezlunch.co.nz. You can then print your daily production list and your packing labels. These will be available from 9.10am.

Your daily production list will detail the item and the number ordered of that item. [Click here](#) to view an example daily production list.

Your packing labels will detail the individual orders. They include the name, school and room number of the student, and their order. If they have ordered both hot and cold items, you will receive two labels for the student (one for hot items, one for cold items). You will use these to pack their order and to deliver orders. [Click here](#) to view an example packing label.

What set up equipment do I need?

To allow you to access your orders, you will need the following:

1. A computer with internet access
2. A printer (for printing the Production List on A4 paper)
3. A labelwriter (the exact model will be specified by ezlunch)
4. Labels (these will be specified by ezlunch, and you will be given details that will allow you to re-order)

Our tech will contact you to make a time to set up your labelwriter for you and show you how to use the system. He will bring the labelwriter and labels with him. You will need to have the computer with internet access and printer set up before he arrives, unless you make alternative arrangements with him. You are welcome to engage him to help you purchase the computer and printer as well, but this will be at a price negotiated directly with him. Payment for the labelwriter and labels (at cost price), and for his time, must be made while he is at your premises.

Why do I need a labelwriter as well as my printer?

We have looked at all costs carefully, to ensure this service is as cheap for you to run as we can make it. Whilst inkjet printers are very cheap, they cost a lot of money every time you run out of ink – and for inkjet printers printing labels, that's pretty often! Labelwriters are small and pretty cheap, but best of all... they never need ink... saving you a lot of money.

How much will it cost me to be a part of ezlunch?

Ezlunch will retain a % of the revenue (generally 10% for an average sized school) earned from the sale of food, to cover credit card costs and so on. You will need to ensure that your prices will cover this percentage, and your other costs, including the costs of the labels (these are approximately 9c each). The percentage that applies to you will be discussed with you.

What happens if there are not enough orders?

If your school does not order enough lunches, despite your best efforts, you may ask to cease the agreement with that school. You will be expected to finish out the term.

How do I get set up with the school?

The school will need to complete an online application form also. If you have approached them directly, please let us know, and ensure that they specify you on their application. We will agree a start date for the service together, and you will need to upload your final menu 2 weeks prior to that date, so that we have the opportunity to check that it is all correct before the school families start

ordering. On the agreed start date, we will make a change to our system to allow families from that school to start using the service, and the school will need to let their families know that the service is available.

How do I get my menu online?

Email the menu, including the retail prices, to enquiry@ezlunch.co.nz. We will load it into the system for you. We will send you a format to use, so that we have all the information we need, or you can download one [here](#).

How do I update my menu?

See “How do I get my menu online?”. Menus are expected to remain current for a term. Each term some items may change (eg. Summer/winter items), however we would expect the majority of the menu to remain the same.

Please note that some of the menu items will be included in students’ “favourite combos”, so they will need to be advised if any of those items change. For this reason, please keep changes to a minimum.

How often do I update my menu?

You will be asked to submit an updated menu 2 weeks prior to the end of each term. This will be loaded into the system in time for the school holidays.

What happens if a product on my menu becomes unavailable?

Send an update request to enquiry@ezlunch.co.nz.

What happens if my computer or printer stops working?

You must take all action necessary to get these working again in time for production and delivery. The production and delivery information is available on the internet so you may access it from any internet connected computer, with your login and password. If there is no way to get things working in time (eg. The labelwriter cannot be fixed), and there is another ezlunch supplier nearby, you may ask them to use their equipment, and compensate them accordingly. If all else fails, you may need to print your labels on a standard printer with A4 paper. We expect all suppliers to support each other – our kids must not go hungry!

What do I do if I run out of an item one day?

You must use all means possible to fulfil the orders. If there is such a shortage that this is not possible, you may substitute an item of similar value and type (eg. a vegetarian alternative for a vegetarian main item, etc.). We do not expect this to be a common occurrence.

How do I get paid?

You will be paid directly into your bank account each Monday for deliveries made the week prior. This will include all earnings from the sale of food, less our percentage.

