



Rhubarb & Elliott

5520 Wyoming Blvd NE
Albuquerque NM 87109
Phone/Text: 505-246-9608
www.rhubarbandelliott.com

How to Create your family or personal account to start ordering:

- 1) Create an Account for your family (or yourself) from this Link:
<http://rhubarbandelliott.h1.hotlunchonline.net>
- 2) Click on the Student tab (top left), then click on Create a new Student. Select your School. **NOTE:** When creating individual accounts please choose your Student's **Grade (example: SSM Summer Camp)** from the drop down list Enter your student's first name and last name then click submit.
- 3) For families with multiple Students, repeat the above process.
- 4) Orders can be placed (or cancelled for credit) up until 9:00 am the Day of delivery
- 5) But don't worry! If you are going to be late(after 9:00 am) or forgot lunch, you can still call or text us directly at 505-246-9608 and have a lunch added (or cancelled) to the daily order list. (Note: Late Call-in, Add-on and/or Cancellation orders will be charged a \$1.00 service fee.)

Step-by-step instructions for ordering:

- 1) Click the 'Order' shopping Cart on the Top Bar, Make your selections by clicking on the Entrée name then click Add to Cart. All Entrées selected will turn green, indicating they are in your cart.
- 2) Families with multiple Students may order by checking each Student's name individually listed on the upper right hand side of the screen. You may order and pay for all Students in one transaction.
- 3) Once you have made your selections and are happy with your order, Click on the Checkout button, in the bottom right hand corner of your screen. The next screen to appear will show you a summary of which lunches you bought for whom.
- 4) Review your order, click 'Make Changes' if necessary.
- 5) When satisfied, click 'Pay Now' to complete your transaction.

Note: After initial entry of your credit card information from the secure checkout page, it will remain safely on file for ease of future transactions until card expiration or cancellation.

To cancel or change any items directly from your account:

- This can be done up until **9:00 am** the day of any item(s) on your order.

- 1) Login into your account
- 2) Click the 'Order' shopping Cart on the Top Bar
- 3) Choose which Lunch you would like to cancel (it will appear white out on Calendar)
- 4) Click Red 'Cancel/Credit Purchase' button in shopping cart to complete for credit
- 5) To Reorder: Return to Order Calendar and choose your correct meal and day
- 6) Complete your Transaction in the shopping Cart again and the credit will be applied upon checkout when you click 'Place Order'

Note: After 9:00 am but BEFORE 10:00 am you can call or text: 505-246-9608 to have an order canceled for credit. **Note:** there is a \$1.00 service charge for this action.

- Please clearly state your Student's Name & School at time of cancellation

Thank you for ordering lunch with Rhubarb & Elliott through the new Hot Lunch Online platform
Please contact us if you have any questions regarding use of the program.

Technical/Password Questions: 1-866-529-2064 or support@hotlunchonline.com

Food/Menu Questions: 505-246-9608 or order@rhubarbandelliott.com