



## Hunger Not Impossible: Frequently Asked Questions

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### **What is Hunger Not Impossible?**

Hunger Not Impossible (HNI) is a cloud based software application that allows existing organizations committed to hunger relief to more effectively serve the people they want to help. Non profit's are able to offer their clients access to healthy, ready to eat, nearby meals with zero waste-- all through a simple text message and free of stigma.

### **How does ordering for pickup work?**

HNI will let you know with a confirmation text when to expect the food to be ready, and you'll shuffle over to grab it and go.

### **How do Participants order?**

Once enrolled, Participants text "MEAL" to the appointed phone number to initiate the order process. The Participant then replies with their address or cross streets. The Participant is then provided with a list of the most proximate food providers and the healthy meal options offered. The Participant responds with the corresponding number to their meal choice.

### **What should I do if I am attempting to order and not getting a response?**

### **What happens after I submit an order?**

Once the Participant makes their meal selection, their order is placed as a to go order for pickup under the Participant's name. The Participant's order will be confirmed and the

Participant will be notified that their meal has been ordered and will be ready for pickup shortly.

### **Can you stop the texting?**

Yes, of course! If you do not engage, the correspondence will stop.

### **What if I don't receive an order confirmation?**

Make sure you made your meal selection. If the correspondence is acting weird, and, if all else fails, reach us on at [hunger@notimpossiblelabs.com](mailto:hunger@notimpossiblelabs.com).

### **How do I change or cancel an order after I've placed it?**

### **What if the restaurant I selected is not open when I arrive?**

### **What should I do if I cannot pick up my food in time?**

### **How do I check on the status of my order?**

You'll want to call the restaurant.

### **I have a confirmation, but the restaurant says they don't have my order.**

If you're hearing that they've not received your order, reach us immediately at [hunger@notimpossiblelabs.com](mailto:hunger@notimpossiblelabs.com) and we'll get things sorted out.

### **Something is wrong with my food. What do I do?**

If there's a problem with your order, please let the restaurant know at the time of pickup. Of course, you can reach out to our Customer Care Team on at [hunger@notimpossiblelabs.com](mailto:hunger@notimpossiblelabs.com).

### **I forgot my username. Or my password. Or both. What now?**

Your username is often the email address you would have used to register your account. As for the password, you can click the "Forgot My Password" link and we'll get you sorted out. And if you still need a reminder of that username, the "Forgot Username" button and the fields that pop up when you click it will trigger an email reminder of that name.

