

## **ONLINE ORDERING FOR SCHOOL LUNCHES**

As of **25 July 2018** you will be able to place your canteen orders online through Flexischools. You can order canteen meals days ahead, the week or night before or even the morning of your order up until 9am to be supplied that day, you can pre order up to the whole week's lunches. A detailed guide on how to set up your own Flexischools account can be found at the following website: <https://www.flexischools.com.au/how-it-works>

When you set up your account you will be asked to select a year level– this is the area where your child/children eat lunch. Please refer to table below when selecting the area.

<b>Rooms 1, 4, 5, 6, 7</b>	<b>Pre Primary</b>
<b>Rooms 9, 10, 11, 12</b>	<b>Jacaranda</b>
<b>Rooms 14, 15, 16, 17, 36</b>	<b>Melaleuca</b>
<b>Rooms 20, 21, 22, 23,24 &amp; 25</b>	<b>Sheoak</b>
<b>Rooms 19, 28, 29, 30</b>	<b>Marri</b>
<b>Rooms 26 &amp; 27</b>	<b>Eucalyptus</b>
<b>Rooms 31, 32, 33, 34, 35,</b>	<b>Undercover Area</b>

**FEES AND CHARGES** Whilst we want to offer this convenience, we want to be open about the extra costs. Please be aware, there is a 15c charge & 1% fee for all online account top ups using credit card and PayPal (if you want to load \$10 on to your account, then you'll be charged \$10.25). If you top up your online account via bank transfer there is no additional load fee, what you transfer is what is loaded to your account, but it can take up to 5 days.

For every canteen order placed online, there is an additional 0.29c fee charged. If you do not want to use the online method you can still order lunch using the existing bag and cash payments method through the office.

**CANCELLING ORDERS** Please log onto your account, if you are on the full 'desktop' site you can click the "cancel" button towards the lower right corner of your order below your student's profile; if you are using the 'mobile' site you will need to "view open orders" then click the grey arrow pointing towards the right, you can then click the option to "cancel order". Either way, your order will be cancelled and your funds will return to your account and show as a positive balance. If either of these options are not available and the button is not 'live', this means the order has already been downloaded to your school and you will need to phone Forest Crescent Canteen to request the order be cancelled