



## MINDARIE PRIMARY SCHOOL

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### CHANGES TO LUNCH ORDER SYSTEM

Dear Parents and Guardians

To simplify the ordering and payment of our lunch orders system, the Mindarie P&C are moving to a secure online ordering and payment system. Parents will now be able to access the system 24/7 from a computer, smart phone or tablet. This will be the **ONLY** way to order and pay for lunch orders. **NO CASH NEEDED AND NO FORMS TO FILL OUT.**

The system will improve flexibility to parents and allow the weekly subway and pizza lunch orders to continue despite the decline in P&C volunteer numbers.

After careful consideration the online system we have chosen is "Our Online Canteen". The system is **FREE FOR PARENTS TO REGISTER AND USE VIA DIRECT DEPOSIT.** (Other payment options are available but will incur a small fee to parents)

While change can sometimes be daunting, "Our Online Canteen" is a proven system with many local schools already using it successfully. It is a fully Australian owned and operated company and has over 80,000 students using it Australia wide.

Our Online Canteen has an experienced team on hand to help from 7am – 7pm Australia wide. I strongly suggest parents use this if they have any concerns with creating accounts / placing orders etc. They will be more than happy to guide you through the process. (Instructions below)

We thank you in advance for your cooperation and support in implementing Our Online Canteen. Through your ongoing support and cooperation we can maintain the weekly lunch orders for the children and improve the flexibility for busy parents/guardians.

Should you have any concerns or feedback please feel free to email the P&C Lunch Coordinator at [mpslunchorders@gmail.com](mailto:mpslunchorders@gmail.com).

## **SO WHAT DO I DO NOW AS A PARENT?**

### **STEP 1 - CREATE A FREE ACCOUNT**

(Only one account per family is needed as you can add as many children as you like.)

1. Log on to [www.ouronlinecanteen.com.au](http://www.ouronlinecanteen.com.au)
2. Select [SIGNUP](#) button (top left)
3. Fill in the form and select Submit
4. You will receive an email with instructions to confirm your email address and activate your account.
5. Enter your Login and Password to login to the website.
6. Select the "Add student" tab. Make sure to fill out all your child's details before selecting "Next" (Correct classroom i.e TA No and teacher name must be correct)
7. Select the "Add credit" tab to add credit to your account. (You do not have to add credit until you are ready for ordering however allow 3 days for direct deposits to be credited)

**Well done you are ready to order .....**

### **STEP 2 – ORDERING**

1. Login to [www.ouronlinecanteen.com.au](http://www.ouronlinecanteen.com.au)
2. Select "Order" (green box top right)
3. Select child
4. Select date (only the date allocated for subway **OR** pizza will allow you to order on)
5. Select the meal you would like to order and add them to the order (choices will remain the same for pizza and subway). Remember to select options for subway by ticking the box shown.
6. Confirm the order or if you have more than one child, click "Confirm and Place New Order" Tab.

Once you have confirmed the order, you will receive a confirmation email from Our Online Canteen. You can also double check your order by clicking either the "Active Orders" tab or the "Transaction History" tab. If you have any issues or concerns, or have any queries, please email Our Online Canteen at [info@ouronlinecanteen.com.au](mailto:info@ouronlinecanteen.com.au) or call 1300 116 637.

You can cancel orders for a full refund in the "Active Orders" tab before the cut off dates. If you need to cancel orders after the cut-off date please email [mpslunchorders@gmail.com](mailto:mpslunchorders@gmail.com) to discuss further.

For parents who have registered an account with Our Online Canteen email reminders will be sent out so stay tuned. Remember it costs **NOTHING** to register an account.

Thanks again

P&C

2 March 2016