



Our Lady of Mt Carmel School Canteen ONLINE ordering User Instructions

Three Easy Steps to get set-up on School24:

1. Register your family with School24:

Go to the website www.school24.com.au and click on the 'register' link near the top of the page and put in the school registration ID number **2577963**, under 'Parents'. (This is the only time you will need to enter this number.)

Add your details on the "New Parent Registration Form", and you will be given a user name (which you can change if you choose). Choose a password, and you now have the user name and password you will use each time you login to the website.

Using the user name and password, login. Click on "Please Add Students" to add your first child's name and class details. Continue to add more children. Close the window when finished.

2. Pay for canteen orders in advance:

Deposit funds into the OLMC Canteen account using internet banking. We suggest making a deposit at the beginning of each term by estimating how much you think you will spend that term. (Add a bit more if you wish). Any \$ left in your account will carry over to next term/year, so there are no issues if you put in too much.

There is a minimum deposit of \$20.

You can deposit via online banking (using Pay Anyone) to:

Account Name: Our Lady of Mt Carmel Tuckshop

BSB: 083347

Account number: 865783585

*****Please put your surname in as the Description/Reference.*****

Deposits can also be made via credit card (using Paypal) directly from the School24 site. However, this method attracts merchandisers fees.

For your reassurance, please note that funds in the school canteen account cannot be withdrawn without approval from the Parish Priest.

Please make your deposit by **Tuesday** prior to when you wish to order to allow time for the bank to process your transaction. **Your request will be activated once it appears in the OLMC Account.**

3. Enter record of your deposit in School24:

Log into www.school24.com.au and click on "Account Top-up". Fill out the details, putting in the amount which you have deposited. When you submit, this will send an email to the canteen manager so that they will be aware of your request and will be able to verify the amount and activate the \$ into your account once it has been transferred by the bank. **Please note that using the Account Top Up does not transfer funds, it simply notifies the canteen of your Request.**

You must carry out all 3 of these steps and then wait until the canteen manager has verified that your deposit has been received (usually 1-2 business days depending on your bank). They will then activate your account and you will be able to order. Further top ups can be made at any time throughout the year following Steps 2 – 3. Once you have completed the steps, your children will appear on the home page and the school menu will be available.

Ordering is very straightforward. You can check out a demo video on the home page of the School24 website before you login by clicking the red "See it in action" in the Lunch ordering box near the top left of screen or type in http://www.scamps.com.au/school24_in_action_canteen.aspx

To place an order

The cut off for orders is 8.45am Friday on the day of your order

1. Go to www.school24.com.au and 'log in' with your username & password
2. Select your child's name and the date of order (Fridays only).
3. Select items, choose options, add quantities and tick boxes to order.
4. Add them to your basket. Select Order Lunch if you wish to add more or Checkout once satisfied.
5. Repeat Steps 2 – 5 for each child.

You may place orders weeks in advance if you choose.

You will receive an email from School24 with the items ordered for that date and a record of the amount spent. Save this for your records.

It is very important that you receive this confirmation email and check it for errors. If you do not receive a confirmation email, then your order has not been successful. Log back into School24 and have a look at your account or email olmccanteen@hotmail.com if you are unsure.

To change or cancel an order

Login and then click on 'History'. Orders can be cancelled anytime before 8.45am on Friday. To change your order, cancel the original and create a new one.

Can I cancel an order if my child is not at school?

If you know your child is not going to be at school before 8.45am on Friday, you can go to the **School24** website and cancel the order yourself. Otherwise you can call Sally 0400 384 403 who can cancel your order on the day (provided the food has not already been cooked/prepared).

How do I request a refund?

Refunds of unspent money are available when you stop using the service. Email your request for refund to olmccanteen@hotmail.com

.If you have any problems at all, please email olmccanteen@hotmail.com