

Student Canteen Orders

Knowledge Base > Canteen > Student Canteen Orders

Overview

Students and Parents can use the Canteen module to order and purchase canteen food.

The menus available to order from are dependent on the year level accessibility settings for each menu (please refer to the 'Canteen Administration' article from our Knowledge Base for further details on setting certain menus as accessible for certain year levels only).

Pre-orders can be generated by either the parent or students in their Compass portal or via the Compass School Manager App.

Parents can pay for orders via their Compass Balance or nominated credit card. Students can pay by their Compass Balance which is topped up by parents either in the parent portal or via cash deposited into your school's Kiosk. The balance is then applied to the student's Compass ID card. Students can also use their ID card to pay for over the counter Canteen purchases providing you with a cashless canteen process.

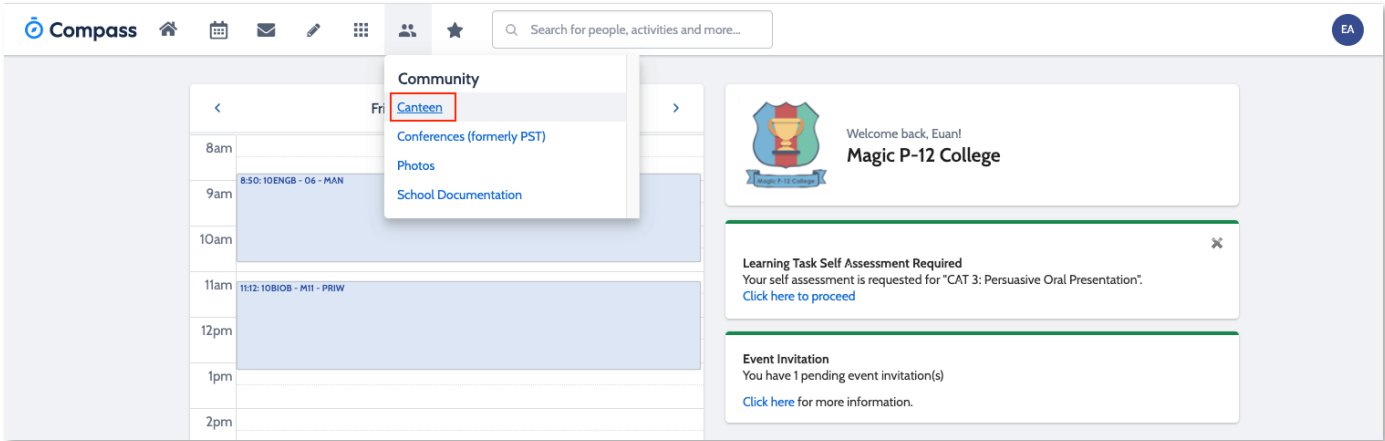
For information on managing Canteen menus please refer to the 'Canteen Administration' article from our Knowledge Base.

For information on how Staff use this feature, please see the article 'Canteen'.

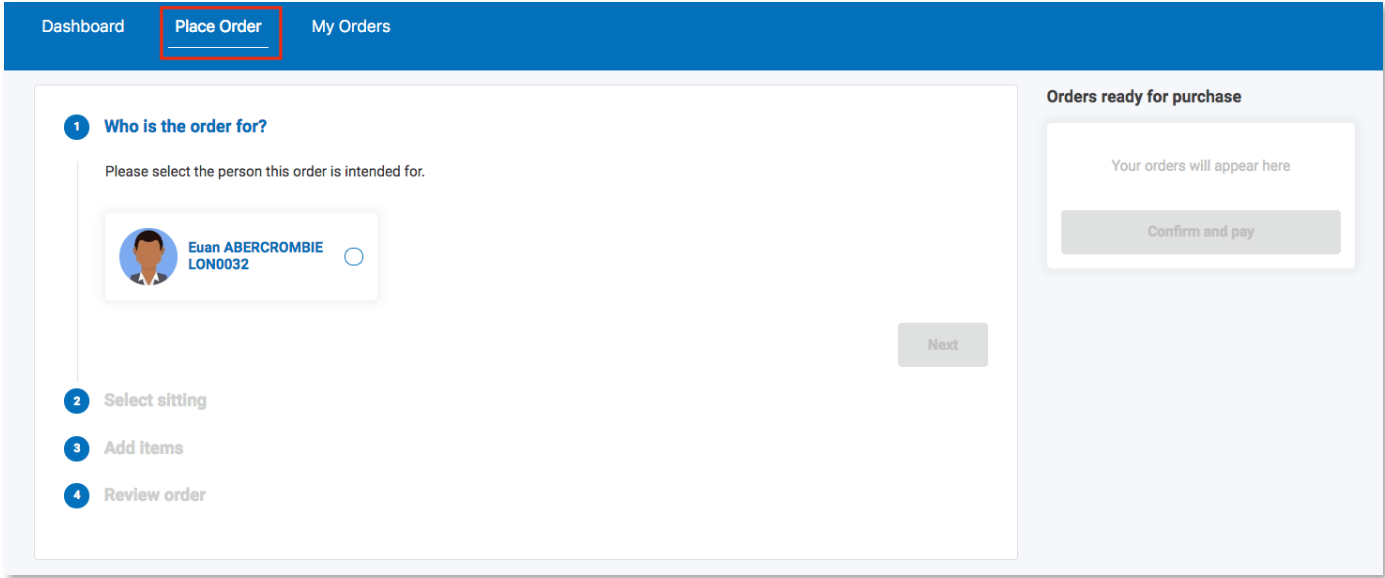
Placing an Order as a Student

Student Portal

To order via the Compass portal, students need to go to the Community menu and click 'Canteen'



They will be taken to the ordering dashboard. They will see an upcoming orders. To place an order they need to click to the 'Place Order' tab.



The student needs to select themselves and click 'Next'.

1 Who is the order for?

Please select the person this order is intended for.



Next

2 Select sitting

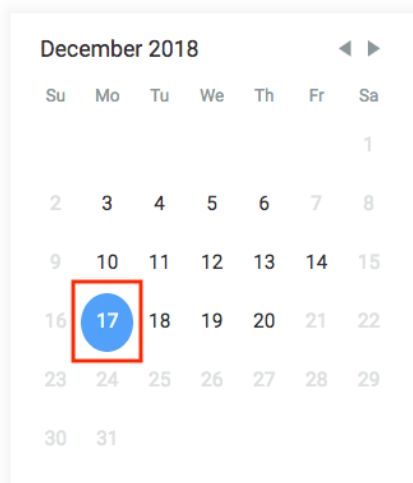
3 Add items

4 Review order

They need to select the date and then if more than one menu is available for that date, select the menu they want to order from. Click 'Next'.

✓ Who is the order for?

2 Select sitting



Lunch Menu (Mon - Thurs)

Our canteen operates Monday to Thursday, excluding the first and last day of each term.

Ordering cut off Monday, December 17th 2018 at 9:30 AM

Sausage Sizzle

Father's Day sausage sizzle

Ordering cut off Monday, December 17th 2018 at 9:30 AM



Back

Next

3 Add items

4 Review order

The student can then click 'Add Item' to add items to their order.

✓ Who is the order for?

✓ Select sitting

3 Add items

Search for items

Search for items

Cup of Noodles

Hot Food

Beef, Chicken or Teriyaki flavours

Halal Nut-free

Order online and in canteen

\$3.70

+ Add Item

Hamburger

Hot Food

Two all-beef patties, special sauce, lettuce,

show more

Halal

Order online and in canteen

\$5.60

+ Add Item

Hotdog

Hot Food

Beef sausage served with mustard and tomato

sauce in a fresh brioche roll

Halal Lactose-free

Order online and in canteen

\$4.80

+ Add Item

Pizza

Hot Food

Hawaiian Pizza - ham, pineapple and

mozzarella cheese on a tomato base

Halal Nut-free

Order online and in canteen

\$5.20

+ Add Item

Current order

Euan ABERCROMBIE

Lunch Menu (Mon - Thurs)

17/12/2018

\$2.80

Orders ready for purchase

Your orders will appear here

Confirm and pay

They will see a summary of their total as they add items. Students can also adjust the quantities of added items.

✓ Who is the order for?

✓ Select sitting

3 Add items

Search for items

Search for items

Cup of Noodles

Hot Food

Beef, Chicken or Teriyaki flavours

Halal Nut-free

Order online and in canteen

\$3.70

- 1 +

Hamburger

Hot Food

Two all-beef patties, special sauce, lettuce,

show more

Halal

Order online and in canteen

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Beef sausage served with mustard and tomato

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Halal Lactose-free

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+ Add Item

Pizza

Hot Food

Hawaiian Pizza - ham, pineapple and

mozzarella cheese on a tomato base

Halal Nut-free

Order online and in canteen

+ Add Item

Current order

Euan ABERCROMBIE

Lunch Menu (Mon - Thurs)

17/12/2018

\$6.50

Orders ready for purchase

Your orders will appear here

Confirm and pay

Clicking the arrow in the summary will expand their order. Clicking the associated 'X' for an item will remove it from their cart.

Current order



Euan ABERCROMBIE

Lunch Menu (Mon - Thurs)

17/12/2018

\$6.50



Cup of Noodles

Hot Food, Halal, Nut-free

\$3.70



Strawberry Milkshake

Confectionery

\$2.80

Students can use the search function to locate an item. When they have finished adding items to the order, they need to click 'Proceed to Review Order'.

✓ Who is the order for?

✓ Select sitting

3 Add items

Search for items

cake

Chocolate Cake

Confectionery

A slice of the finest Mudcake

Vegetarian

Nut-free

Order online and in canteen

\$2.00

+ Add Item

Pancakes

Confectionery

Stack of three pancakes with maple syrup and icecream

Vegetarian

Lactose-free

Nut-free

Order online and in canteen

\$5.00

+ Add Item

Back

Proceed to review order

When reviewing they can click the 'X' to remove an item. Students can also type in some specific information in the 'Special Instructions' field if they need.

When they have finished reviewing their order, they can click 'Add Order'.

4 Review order



Cup of Noodles
Hot Food, Halal, Nut-free
\$3.70



Strawberry Milkshake
Confectionery
\$2.80



Euan ABERCROMBIE
No sitting selected
\$6.50

Special instructions

Add additional notes (extra cheese, no sauce, etc.)

Back

Add order

This will update the student's cart and take them back to the start of the ordering screen from where they can proceed to create another order for another day (or from another menu) before proceeding to pay for all orders they are placing.

[Dashboard](#) [Place Order](#) [My Orders](#)

Order for Euan ABERCROMBIE has been added to your cart
· 1 x Cup of Noodles - \$3.70
· 1 x Strawberry Milkshake - \$2.80
Order total: \$6.50

1 Who is the order for?

Please select the person this order is intended for.

 **Euan ABERCROMBIE**
LON0032

Next

2 Select sitting

3 Add items

4 Review order

Orders ready for purchase

 **Euan ABERCROMBIE**
Lunch Menu (Mon - Thurs)
17/12/2018
\$6.50

Total due
\$6.50

Confirm and pay

When the student has finished creating orders, they need to click the 'Confirm and Pay' option to proceed. This will open the payment screen. It will show the student's available Compass Balance. There is also an option to select to pay by credit card. When they have selected their payment method, they need to click 'Process Payment' to pay and complete the process.

On the Canteen page under the Community menu, the student can click to the 'Orders' tab to view their upcoming or past orders.

[Dashboard](#) [Place Order](#) [My Orders](#)

 **Euan ABERCROMBIE**

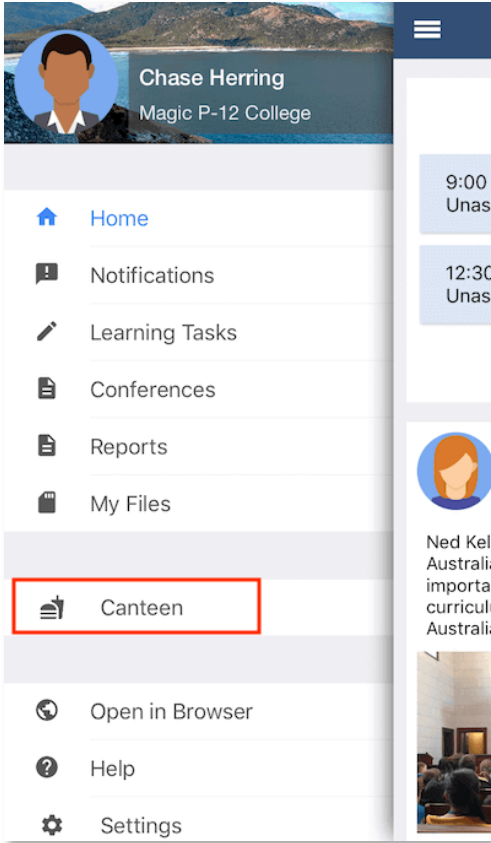
[Upcoming](#) [Past](#)

To cancel an order, they can locate the order on their Upcoming tab and click the cancel option.

Please Note: Orders can only be cancelled if this is done by the set cancellation time. The refunded amount will be added to the student's Compass Balance generally within one Business Day of the cancellation.

Compass App

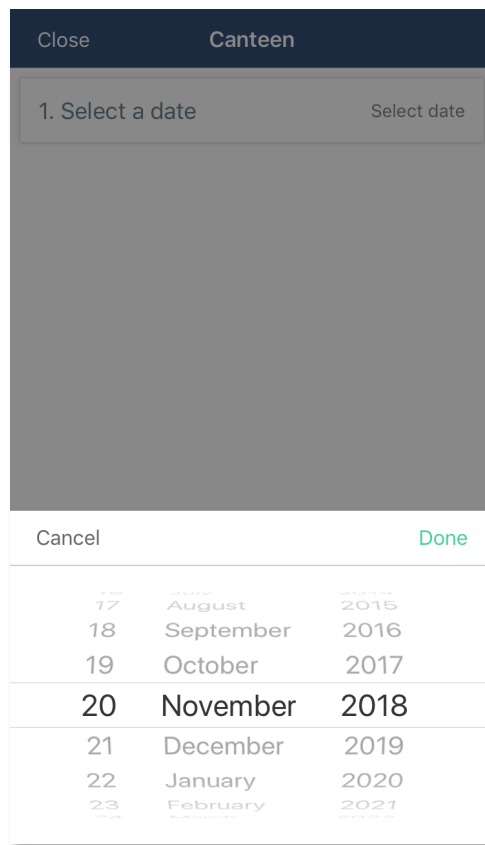
To place an order via the Compass School Manager App, the student needs to open the App on their device and click the menu (three stripes icon) option. In the list, click 'Canteen'.



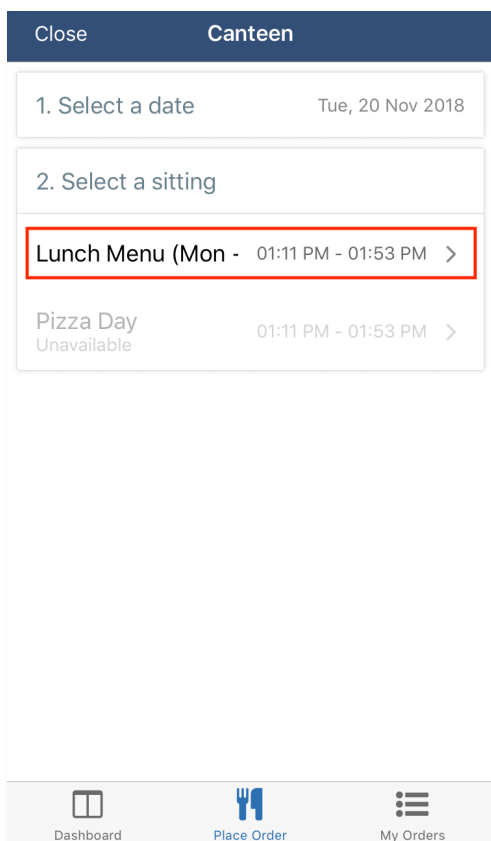
The Canteen screen has three tabs, Dashboard, Place Order and My Orders. They can click the tab headers to go to it or swipe across to move between tabs.

The Dashboard tab will show the student any upcoming orders.

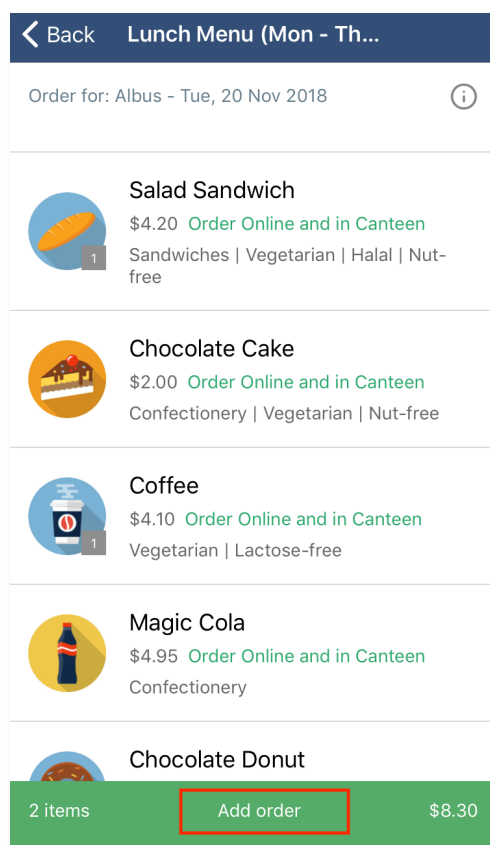
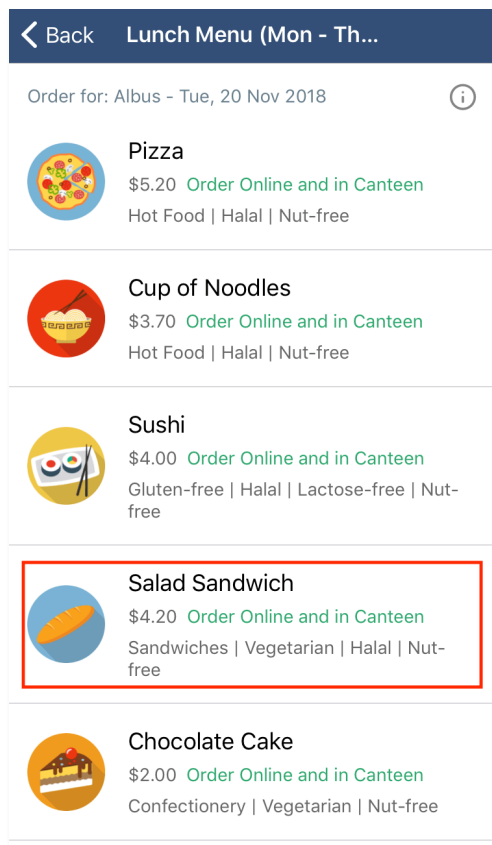
To place an order, they can move to the Place Order tab. The student will need to click 'Select Date' and choose the date they want to place their order for.



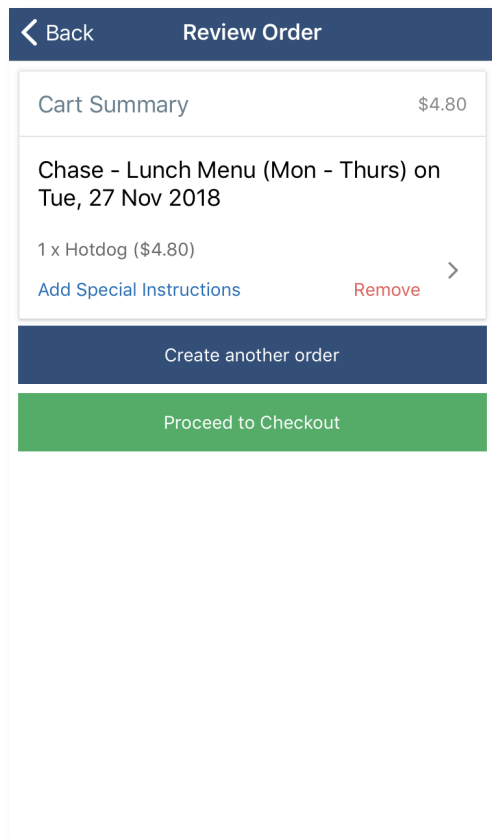
They will need to choose from the available menus on that date which menu they would like to create an order from.



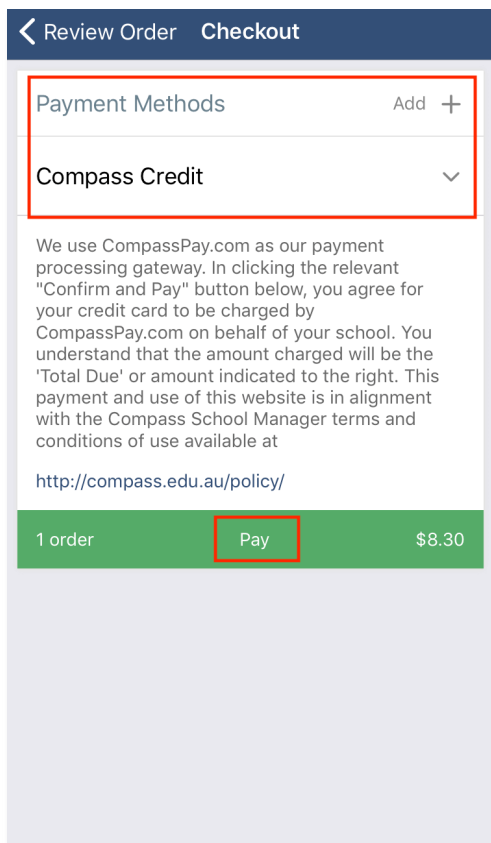
Students can scroll through the available items and click on the one they would like to add to their order. They can adjust the quantity and then click 'Add Item'. The student will need to continue adding items from the menu until they have added all they require. At the bottom they will see the summary showing the number of items and the total. They need to then click 'Add Order' to proceed.



On the order summary screen the student can click 'Add Special Instructions' to add notes to their order. They can click 'Create another order' to order for another day or from another menu. If the student has multiple orders listed, clicking 'Remove' for a particular order will remove it from their cart. When they are ready to pay for your order, or batch of orders, click 'Proceed to Checkout'.



By default the payment method will be the student's existing Compass Balance. They will need to select their payment method and click 'Pay' to complete the process.



Students can swipe to the 'My Orders' tab to view their past and upcoming orders. They can click an order to view the details. To cancel an upcoming order, the student will need to click into the order and then click 'Cancel Order'.

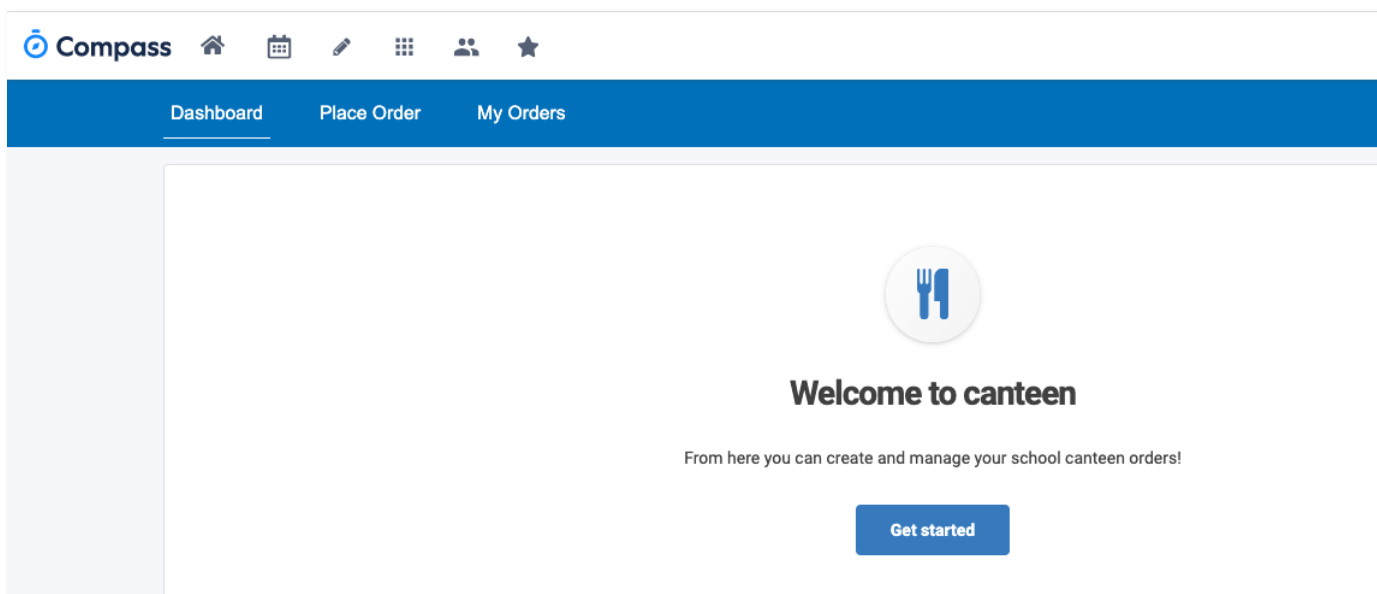
Please Note: Orders can only be cancelled if this is done by the set cancellation time. The refunded amount will be added to the student's Compass Balance generally within in one Business Day of the cancellation.

Placing an order for your child as a Parent

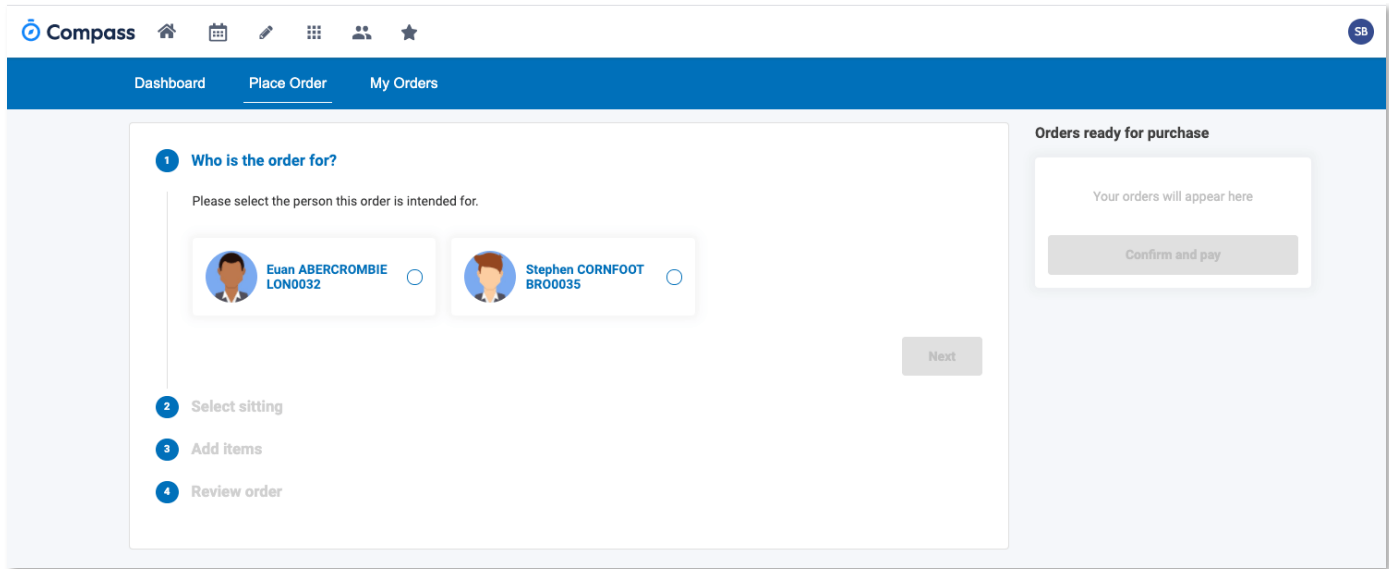
Parents can place canteen orders for their child via the Compass Parent Portal or via the Compass School Manager App.

Parent Portal

To place a canteen order on behalf of their child (or children) when in the portal, parents need to go to the Community menu and select 'Canteen'. This will take them to their Canteen dashboard.

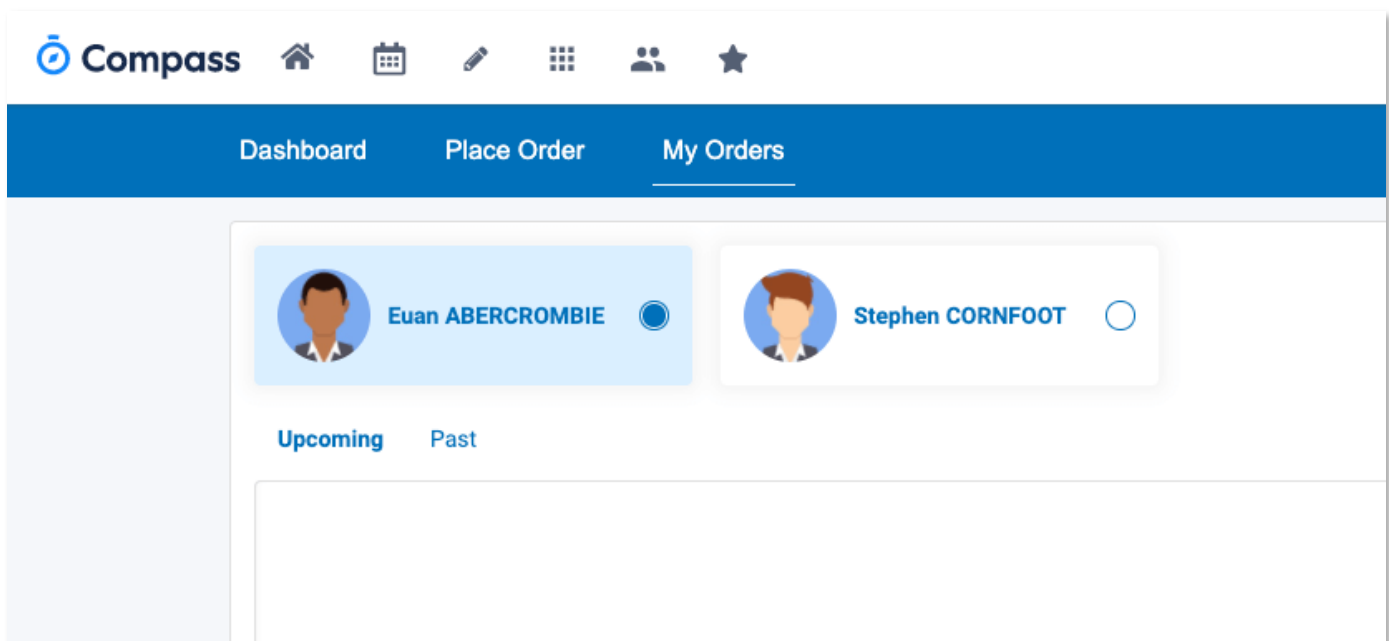


They will see any upcoming orders and can click to the 'Place Order' tab to generate an order for their child. They will need to select which of their children they are creating an order for. They will then work through the standard canteen ordering screens to select a date, a menu, add items to the order and then add the order to their cart.



They can continue to create orders for each child, or multiple orders for their child. When they have finished generating orders they then need to click 'Confirm and Pay' to proceed.

Parents can click on the 'My Orders' tab to view upcoming and past orders for their child/children. If they have more than one child, each child will be listed across the top and they will need to select a child to have the order information display.

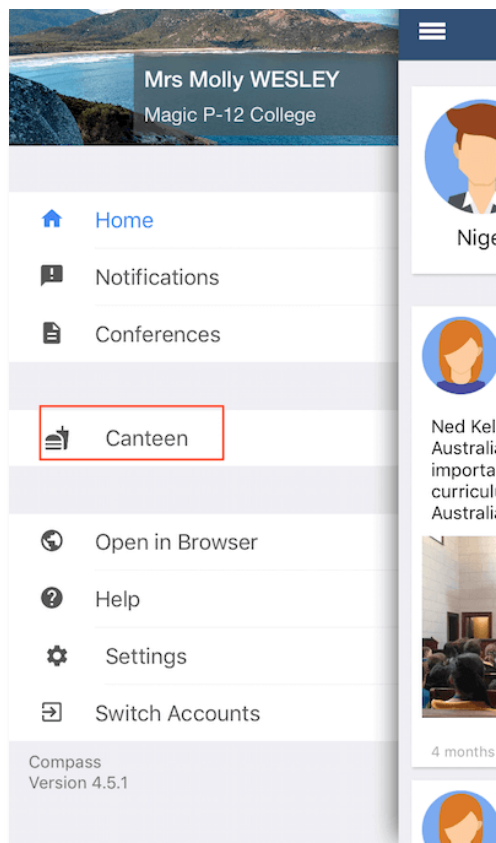


To cancel an order the parent needs to locate the order on the 'My Orders' tab and click the cancel option.

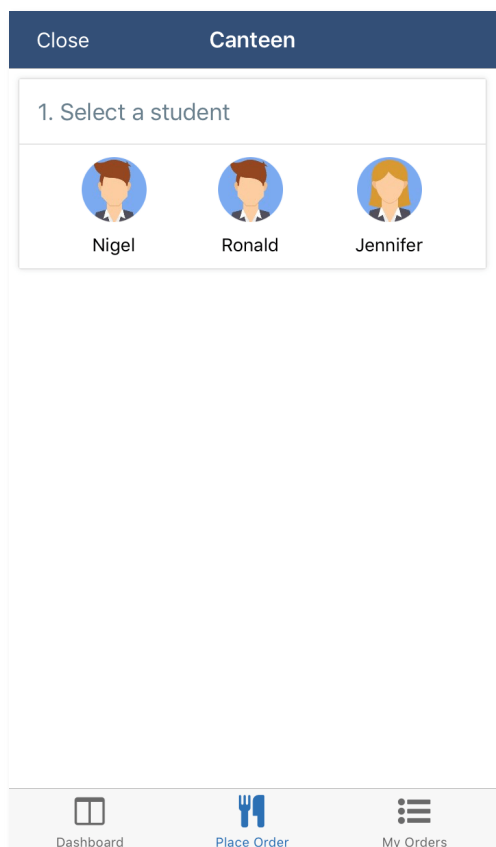
Please Note: Orders can only be cancelled if this is done by the set cancellation time. The refunded amount will be added to the parent's Compass Balance amount generally within in 1 Business Day of the cancellation.

Compass App

Parents can place orders on behalf of their children via the Compass School Manager App. To do so they need to click the menu (three stripes icon) and click 'Canteen'.



They will be taken to the Canteen Dashboard where they can see any upcoming orders. If they swipe to the 'Place Order' screen they will be able to select the applicable child and create an order. They can continue to add orders to their cart for each child, or multiple orders on different days and then proceed to pay.



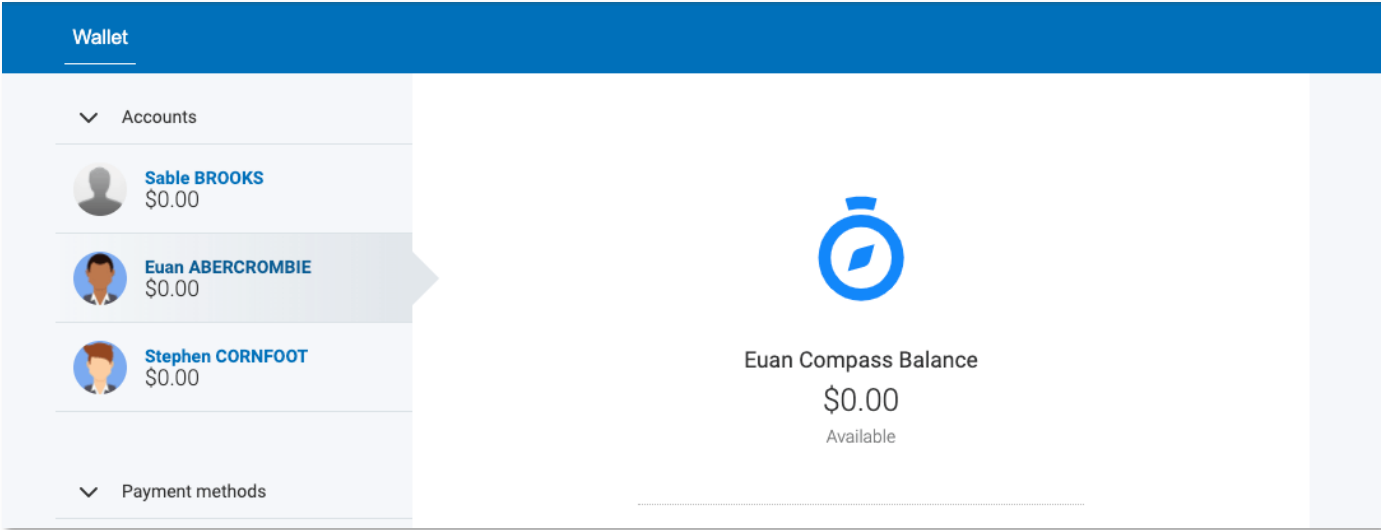
Swiping to the 'My Orders' screen will allow the parent to view past and upcoming orders for their child/children.

Topping up a Student's Compass Balance

Parents can top up their child's Compass Balance via their Compass Parent Portal.

To do so, when logged in, the parent needs to click the cog menu icon in the top right and choose 'My Payments'.

This will take them to the Wallet dashboard. They can link a credit card and then select their child and choose an amount to top up the child's Compass Balance.



For schools with a Compass Kiosk, parents can also give cash to their child, the student can then swipe their Compass ID card at the Kiosk, choose the Compass Credit option, deposit the cash and have their student Compass Balance amount updated by the amount deposited.

Please Note: The Kiosk does not issue change.