

## BONBEACH PRIMARY SCHOOL CANTEEN

# FREQUENTLY ASKED QUESTIONS

### Save time and order your child's lunch online.

Online ordering is a convenient way to place orders with the school canteen, providing a 24/7 payment and ordering system that can be accessed from home, work or a mobile device.

No more fumbling around for coins in the morning, sending kids to school with cash, or lost and illegible orders. Online orders are faster and more accurate giving peace of mind that your order and payment is received accurately at the school.

Go to [Flexischools.com.au](http://Flexischools.com.au) to create an account and order lunch orders. Orders are due by 9am Thursday morning for Friday lunch orders.

### Can I repeat my child's order so that they receive the same every week?

Yes. If your child likes the same order every week you can turn your one-off order into a weekly recurring order. Once you have placed the order you will see three options below the order - use the second option to turn your order into a weekly order.

This is made easier if you also setup automatic top-ups.

Please note, as the canteen may change the menu over the school holidays, they will close off recurring orders, so you may need to replace these orders each term.

### Can two parents set up an account for the same student?

Yes. For online ordering, you can have the same student set up multiple times. The two accounts are independent and no details are shared between them.

### How do I add funds to my Flexischools account?

There are different ways to pay for your flexischools payments and add money to your flexischools account, with different fees and time delays.

#### Account Top-Up Fees

Direct Deposit	FREE
Credit card (visa/mastercard)	15c+1%
PayPal	15c+1%

#### Direct Transfer:

The most cost effective way to add funds to your account is by "direct transfer" / "pay anyone". Please use your bank's facilities to transfer the amount you would like to top your account up by using the following details:

Deposit funds into:

BSB: 032096  
Account Number: 357798  
Account Name: InLoop Pty Ltd  
Reference: Please be sure to enter the unique Message/Reference/Description code provided on your Flexischools page under "my account".

This will ensure the funds reach your Flexischools account, without this code your funds will stall. Once you have topped up you will need to return to your student and begin a new order. Top up via this method may take up to 5 days to be processed onto your account for the first time, and less time thereafter. You will receive an email when funds are available.

#### [Where is my bank transfer?](#)

Please allow 3-5 business days for your bank transfer to appear on your Flexischools account, this is in line with normal bank transfer timeframes. If it still has not appeared after this time, a delay in topups is usually due to an incorrect reference - when you go to Topup Account and select Bank Transfer as the payment source we provide a unique reference (eg BLOGS123456) to your account along with our bank account details. If this was not used please contact us with the information below regarding the transaction to be able to identify your funds:

- Amount
- Date of Transaction
- Which bank and account name was the transfer sent from
- What description did you use, eg. canteen lunches

#### [Top-up Flexischools account with credit card:](#)

Credit card payments are immediate and incur a Credit Card fee of 15c plus 1% of the payment amount.

#### [Top-up Flexischools account with Paypal:](#)

Paypal payments are immediate and incur a PayPal fee of 15c plus 1% of the payment amount.

### [Can I cancel an order?](#)

Orders for the Friday lunch time close 9am the Thursday prior. After this time orders cannot be cancelled as they need to be passed on to the local cafes who prepare the food to order and make the correct stock.

You can cancel an order (including a recurring order) at any time **prior to the Thursday cut off** using the Flexischools program (see information below) and have the full amount refunded into your Flexischools account.

#### [How do I cancel an order?](#)

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 Thursday 9.00am cut off has passed and the order can no longer be cancelled.

## My child is sick and won't be at school for the Friday lunch time. What do I do?

If your child is ill and you know they won't be attending in advance, you can cancel your order prior to the 9.00am Thursday cut off time using your flexischools account (see instructions above).

If your child is ill on the Friday, unfortunately we cannot cancel or refund orders as the food will have already been prepared by our local cafes. You can, however pick up lunches from the school canteen, generally after 11.30am on the Friday., Alternatively, you can contact the school and we are happy to pass on your child's order to another child, or refrigerate if possible until the following week. Unfortunately we can't keep items for the following week if they are perishable such as sandwiches, pastas, sushi etc.

## I already ordered for my child, but now I want to add another item. How do I do this?

Please cancel your order (see cancelling orders above) so that the funds will be returned to your account. Then you can make a new order with the additional items. This is the most cost effective way to add items to your child's order, provided it is completed before the Thursday 9.00am cut off time. You cannot make changes to your order after the Thursday 9.00am cut off time.

## I have two children, do I need to do a separate order for each?

Yes you do. The online orders for the classes are delivered directly to the classroom, or put in different baskets for the kids.

## Is there a way I easily access the Flexischools website from my mobile without having to type in my login details every time?

Yes. If you haven't already done so, follow the below instructions and add Flexischools as a shortcut to the homepage on your mobile, which will work just like an app! You can save your login details so you can simply login at the click of a button every time.

From your iPhone, click on the 'share' icon located in the middle at the bottom of your browser. Select 'Add to Home Screen'. Proceed to the next screen and click 'Add'. Your mobile will automatically take you to your mobiles home page where you will see the Flexischools logo alongside any apps. The Flexischools icon looks like an app and works like an app, but it's actually a shortcut to our mobile website that is now accessible to you at the click of a button.

Tip: If you want iPhone/iPad to store usernames/passwords. Visit "Settings" > "Safari" > "Autofill" and slide the "names and passwords" slider to "on". Note: This will not Auto-Fill your

username and password. To use stored username and password, click in the Username box. When your keyboard is displayed select "AutoFill Password" above the keyboard.

From an Android, click the 'ellipses' at the top right-hand side of your Google Chrome browser. Select 'Add Shortcut'. Proceed to the next screen and click 'Add'. Your mobile will automatically take you to your mobile home page where you will see the Flexischools logo alongside any apps. The Flexischools icon looks like an app and works like an app, but it's actually a shortcut to our mobile website that is now accessible to you at the click of a button.

### There was an issue with my order, what do I do?

Flexischools is an ordering and payment service that works with the providers at Bonbeach Primary School to provide you with an easy way to order and pay.

If you are experiencing issues with your order at the school, incorrect items or questions about quality please contact Bonbeach Primary School on 9772 3471 or leave a comment [www.bonbeachps.vic.edu.au/page/175/Canteen](http://www.bonbeachps.vic.edu.au/page/175/Canteen). Feedback on the canteen can be given via the feedback form on the school's website at [www.bonbeachps.vic.edu.au/page/175/Canteen](http://www.bonbeachps.vic.edu.au/page/175/Canteen).

If you are experiencing issues placing an order, account funds or finding the purchase in your Flexischools account history then please [contact Flexischools Customer Support](#) via the website [www.flexischools.com.au](http://www.flexischools.com.au) or 1300 361 769.