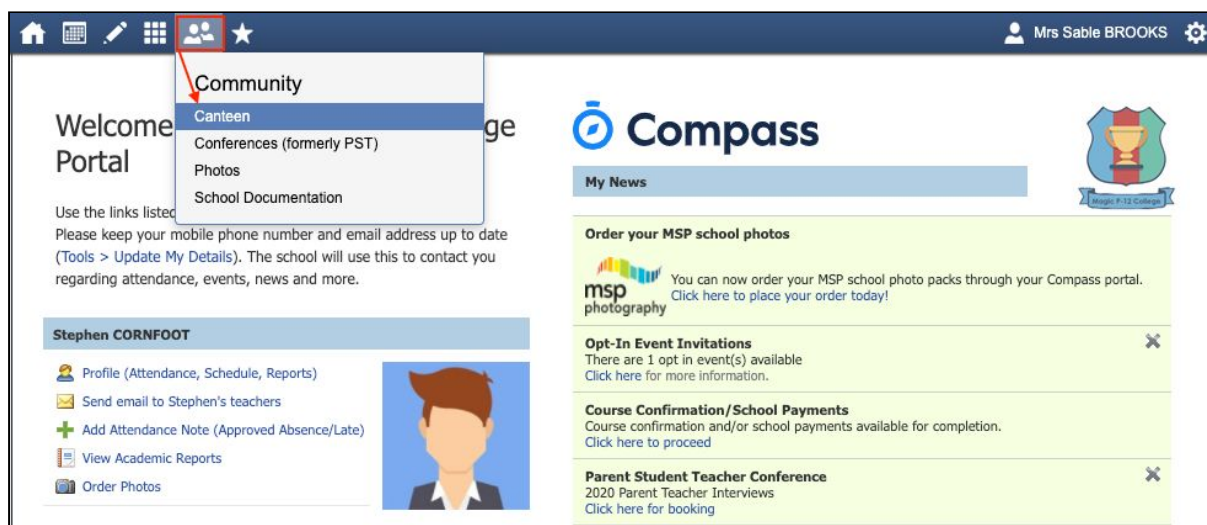


How To: Place a Canteen Order for your child

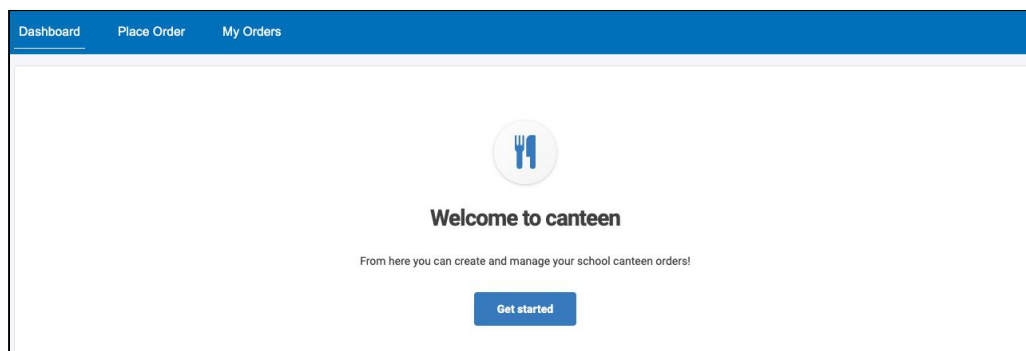
If your child has been given access to the student Compass portal (generally Secondary students), they are able to place orders from their account.

You can also place a canteen order on their behalf from within your Compass parent portal.

To do so, go to the people icon at the top of the portal and select 'Canteen'.



This will take you to the Canteen page. Click 'Get Started' and you will be taken to the ordering tab.



On the 'Place Order' tab you will need to select which of your children the order is for and then click 'Next'.

Dashboard
Place Order
My Orders

1 Who is the order for?
Please select the person this order is intended for.

Euan ABERCROMBIE
LON0032

☒

Stephen CORNFOOT
BR00035

☐

Next

2 Select sitting
3 Add items
4 Review order

Current order

Euan ABERCROMBIE
No sitting selected
\$0.00

Orders ready for purchase
Your orders will appear here
Confirm and pay

Next you will need to select the date the order is for. Some dates may have more than one menu available, for example, there may be the standard canteen menu and then perhaps a 'special' day, like a sausage sizzle menu available for that date. If there is more than one menu available to order from for the date you selected, you will need to select which menu you are ordering from. Click 'Next' to proceed.

You will see the menu items listed, scroll through and click 'add item' for each item you want to order for that date.

Dashboard
Place Order
My Orders

✓ Who is the order for?
✓ Select sitting
3 Add items

Search for items

Popcorn
Confectionery
A healthy snack, covered in loads of butter and salt

Vegetarian
Nut-free

Order online and in canteen
\$1.95

+ Add Item

Raspberry Split
Icy poles
Vanilla ice-cream covered in raspberry ice

Order online and in canteen
\$2.00

+ Add Item

Salad Sandwich
Sandwiches
Lettuce, Tomato, Beetroot, Cucumber, Carrot,
[show more](#)

Vegetarian
Halal
Nut-free

Order online and in canteen
\$5.10

+ Add Item

Salmon and Avocado Sushi
3 pieces of salmon and avocado sushi

Gluten-free
Halal
Lactose-free
Nut-free

Order online and in canteen
\$4.00

+ Add Item

Current order

Euan ABERCROMBIE
Lunch Menu (Mon - Thurs)
25/08/2020
\$0.00

Orders ready for purchase
Your orders will appear here
Confirm and pay

You will see the added items show under the order details. You can also adjust quantities if needed for the added items.

The screenshot shows the 'Place Order' page with a blue header containing 'Dashboard', 'Place Order', and 'My Orders'. The main content area has a sidebar on the left with steps: 'Who is the order for?', 'Select sitting', and 'Add items' (highlighted with a blue circle and number 3). Below the sidebar is a search bar and a grid of food items. Each item card includes an icon, name, description, dietary tags, and a quantity selector. The items shown are Popcorn (\$1.95), Raspberry Split (\$2.00), Salad Sandwich (\$5.10), and Salmon and Avocado Sushi (\$4.00). A red box highlights the quantity selector for the Popcorn item. On the right, a 'Current order' sidebar lists the items: Euan ABERCROMBIE Lunch Menu (\$7.05), Popcorn (\$1.95), and Salad Sandwich (\$5.10). Below this is a section for 'Orders ready for purchase' with a placeholder and a 'Confirm and pay' button.

Dashboard Place Order My Orders

Who is the order for?
Select sitting
3 Add items

Search for items

Search for items

Popcorn
Confectionery
A healthy snack, covered in loads of butter and salt
Vegetarian Nut-free
Order online and in canteen \$1.95

Raspberry Split
Icy poles
Vanilla ice-cream covered in raspberry ice
Order online and in canteen \$2.00 + Add item

Salad Sandwich
Sandwiches
Lettuce, Tomato, Beetroot, Cucumber, Carrot, show more
Vegetarian Halal Nut-free
Order online and in canteen \$5.10

Salmon and Avocado Sushi
3 pieces of salmon and avocado sushi
Gluten-free Halal Lactose-free Nut-free
Order online and in canteen \$4.00 + Add item

Current order

Euan ABERCROMBIE
Lunch Menu (Mon - Thurs)
25/08/2020
\$7.05

Popcorn
Confectionery, Vegetarian, Nut-free
\$1.95

Salad Sandwich
Sandwiches, Vegetarian, Halal, Nut-free
\$5.10

Orders ready for purchase

Your orders will appear here

Confirm and pay

When you have finished adding items, click 'Proceed to review order'.

This screenshot shows the 'Add items' section of the interface. It features a search bar at the top and a grid of food items: Popcorn (\$1.95), Raspberry Split (\$2.00), Salad Sandwich (\$5.10), and Salmon and Avocado Sushi (\$4.00). Each item card has a quantity selector. At the bottom of the page, there are two buttons: 'Back' and 'Proceed to review order'. The 'Proceed to review order' button is highlighted with a red box.

3 Add items

Search for items

Search for items

Popcorn
Confectionery
A healthy snack, covered in loads of butter and salt
Vegetarian Nut-free
Order online and in canteen \$1.95

Raspberry Split
Icy poles
Vanilla ice-cream covered in raspberry ice
Order online and in canteen \$2.00 + Add item

Salad Sandwich
Sandwiches
Lettuce, Tomato, Beetroot, Cucumber, Carrot, show more
Vegetarian Halal Nut-free
Order online and in canteen \$5.10

Salmon and Avocado Sushi
3 pieces of salmon and avocado sushi
Gluten-free Halal Lactose-free Nut-free
Order online and in canteen \$4.00 + Add item

Back Proceed to review order

Review the order. You can remove an item by clicking the cross icon next to it. You can also add any additional information in the available section.

When you are happy with the order, click 'Add order'.

The screenshot shows the 'Review order' step in a web application. The top navigation bar includes 'Dashboard', 'Place Order', and 'My Orders'. On the left, a progress bar shows four steps: 'Who is the order for?', 'Select sitting', 'Add items', and 'Review order' (the current step). The main area displays a list of items: 'Popcorn' (Confectionery, Vegetarian, Nut-free) for \$1.95 and 'Salad Sandwich' (Sandwiches, Vegetarian, Halal, Nut-free) for \$5.10. Each item has a cross icon for removal. To the right, a summary box shows 'Euan ABERCROMBIE' with 'No sitting selected' for a total of \$7.05. Below this is a 'Special instructions' text area. At the bottom right, there are 'Back' and 'Add order' buttons, with the 'Add order' button highlighted by a red rectangle. On the far right, a 'Current order' sidebar shows the same items and a 'Confirm and pay' button.

This will add the order to your cart. If it is the only order you are placing at this time, click 'Confirm and pay'. Alternatively, you can proceed to make additional orders for other children or other dates and add them to your cart. Once all orders are added to your cart, *you will need to click 'Confirm and pay' to pay for them in order for them to be received by the canteen.*


The screenshot shows the 'Who is the order for?' step. A green notification banner at the top states: 'Order for Euan ABERCROMBIE has been added to your cart' with a list of items: '1 x Salad Sandwich - \$5.10' and '1 x Popcorn - \$1.95', and an 'Order total: \$7.05'. The main area prompts the user to 'Please select the person this order is intended for.' and shows two options: 'Euan ABERCROMBIE LON0032' and 'Stephen CORNFOT BRO0035', each with a radio button. A 'Next' button is visible. On the right, a sidebar titled 'Orders ready for purchase' shows a summary for 'Euan ABERCROMBIE' with a date of '26/08/2020' and a 'Total due' of '\$7.05'. A red rectangle highlights this sidebar, which also includes a 'Confirm and pay' button. The left progress bar shows the first step 'Who is the order for?' as the current step.


Select the card you want to pay for the order with (or in the card drop-down, select the option to add a new card if required) and click 'Process Payment'.

Confirm and pay

We use CompassPay.com as our payment processing gateway. In clicking the relevant "Confirm and Pay" button to the right, you agree for your credit card to be charged by CompassPay.com on behalf of your school. You understand that the amount charged will be the "Total Due" or amount indicated to the right. Refunds for cancelled online orders will be made to your Compass Balance regardless of original method of payment. This payment and use of this website is in alignment with the Compass School Manager terms and conditions of use available at <http://compass.edu.au/policy/>.

Visa Credit ****9333


****9333

 **Euan ABERCROMBIE**
Lunch Menu (Mon - Thurs) 26/08/2020
\$7.05


Total due
\$7.05


Cancel

Process payment

To view any existing upcoming orders or past orders for your child, click to the 'My Orders' tab.


DashboardPlace OrderMy Orders


 **Euan ABERCROMBIE** ●


 **Stephen CORNFOOT** ○

UpcomingPast

Thursday, 14th March 2019

 Hamburger
\$0.00

 Chocolate Cake
\$0.00

 **Euan ABERCROMBIE**
Lunch Menu (Mon - Thurs)
14/03/2019
Total: \$0.00

Special Instructions
No additional information.

Status
✔ Order placed on Tuesday, March 12th 2019

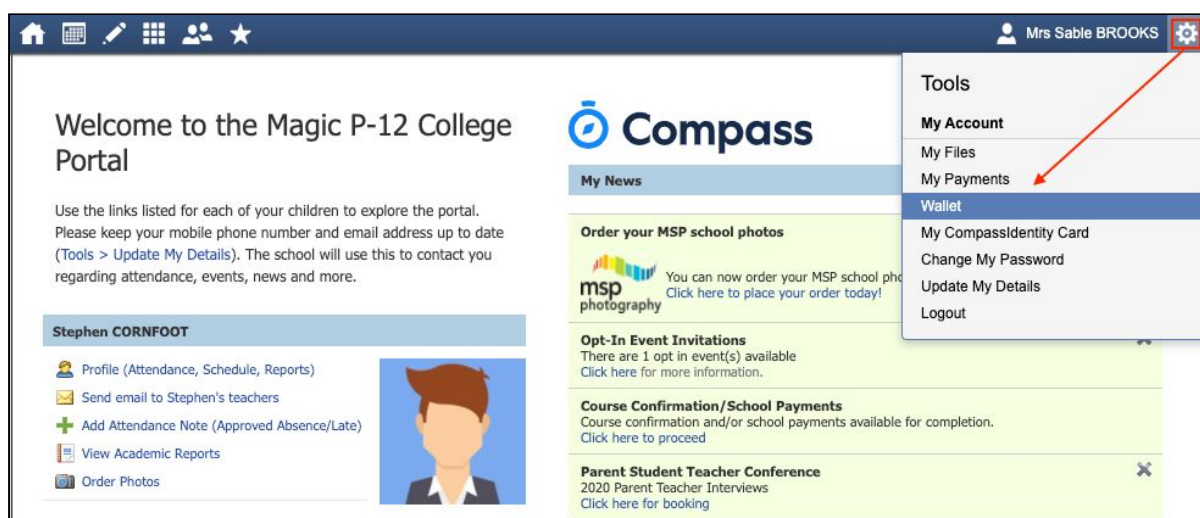
If you need to cancel an upcoming order, you will have the option to do so when viewing the order on the 'My Orders' tab provided you are attempting to cancel the order before the cancellation deadline set by the school.

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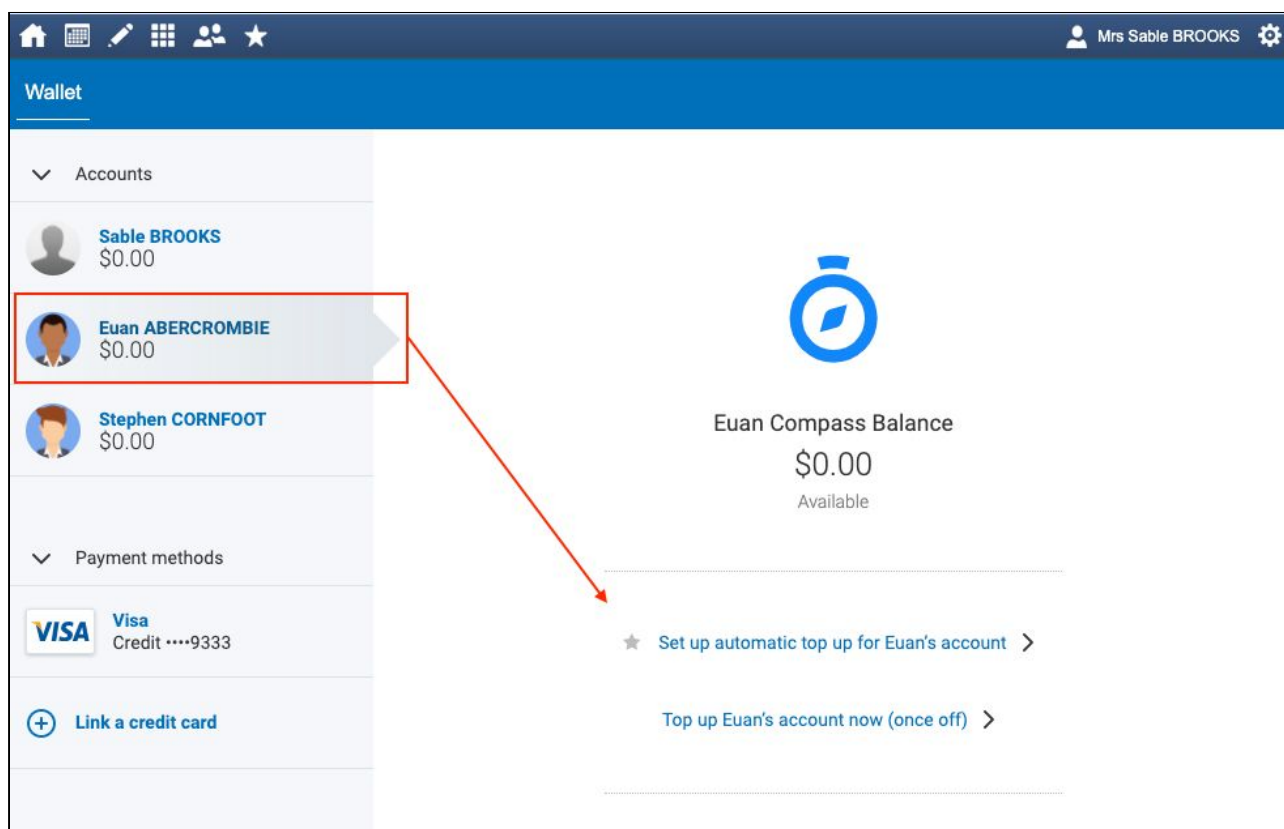
How To: Top up your child's Canteen Balance

For students using their Compass Student ID card to place canteen orders or purchase ad-hoc at the canteen, parents can top-up the child's card balance.

To do so, go to the cog icon in the top right of your portal and select 'Wallet'.



On the Wallet page, click the child whose balance you want to top up. You will see their existing balance and two top up options, one to set up an automatic regular top up and another for a once-off top up.



Before proceeding with any top up, ensure you have selected the correct child from the left hand side list of users whose balance you want to top up.

To set up a regular automatic top up, click that option. It will expand to show the possible selections. Choose the card you want to be debited with the automatic top-ups.

Set the minimum Compass balance to trigger the top-up for your child (i.e. when their balance reaches \$10, a top up payment will trigger).

Then set the top-up amount that is to occur (i.e. when their balance reaches \$10, top up with a \$40 payment).

Once you have made your setting selections, click 'Enable automatic top-up' and the automated system for that child's card will be in place.

The screenshot shows the Compass app interface. On the left, a sidebar lists users: Euan ABERCROMBIE (\$0.00) and Stephen CORNFOOT (\$0.00). Below the list is a 'Payment methods' section showing a Visa Credit card ending in 9333, and a '+ Link a credit card' option. The main area displays 'Euan Compass Balance' as \$0.00 Available. A star icon and the text 'Set up automatic top up for Euan's account' are visible. A modal window is open for configuration. It shows the selected card 'Visa Credit ****9333'. Under 'Select minimum Compass balance to trigger automatic top up', the \$10 option is selected. Under 'Select automatic top up amount', the \$40 option is selected. At the bottom of the modal, the 'Enable automatic top up for Euan's account' button is highlighted with a red rectangle. Below the modal, a 'Close' button is visible. A note at the bottom states: 'An automatic top up will occur at any time after your balance falls below the minimum amount (\$10) selected above.'

If you ever need to remove the automatic top up, click 'Automatic top is enabled' and it will expand to show the details. You will then have access to click the 'Remove automatic top up' red button.

The screenshot shows the 'Wallet' section of the Compass app. On the left, a sidebar lists accounts: Sable BROOKS (\$0.00), Euan ABERCROMBIE (\$0.00), and Stephen CORNFOOT (\$0.00). Below this is the 'Payment methods' section, showing a Visa Credit card ending in 9333. The main area displays 'Euan Compass Balance \$0.00 Available'. A star icon indicates 'Automatic top is enabled for Euan's account'. A modal dialog is open, showing the selected card and a message: 'Compass is currently configured to automatically top up Euan's balance by \$40 when Euan's Compass balance falls below \$10.' The dialog contains a red button labeled 'Remove automatic top up of Euan's balance' and a 'Close' link. At the bottom of the dialog, it states: 'An automatic top up will occur at any time after your balance falls below the minimum threshold of \$10.'

To simply do a once of top-up, click 'Top up account now (once off)'. It will expand and you can select the card to be debited and also the top up amount. Click 'Confirm Payment of \$ to account' to process.

This screenshot shows the same 'Wallet' section, but the 'Top up Euan's account now (once off)' option is selected. The modal dialog now allows selecting a top-up amount. It shows the 'Visa Credit ****9333' card selected. Under 'Select an amount', there are buttons for \$10, \$20 (which is highlighted), and \$40. Below these are buttons for \$60, \$80, and \$100. At the bottom, there is a link 'Another amount?'. A blue button at the bottom of the dialog reads 'Confirm payment of \$20 to Euan's account'.