Compass - Student Canteen Orders

Overview

Students and parents can now use the Canteen Module in Compass to order and purchase canteen food.

Pre-orders can be generated by parents 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 using their compass balance, which is topped up by parents in the Parent Portal. The balance is then applied to the student's Compass ID card.

Students can also use their Student ID Card to pay for over the counter canteen purchases, providing a cashless canteen process.
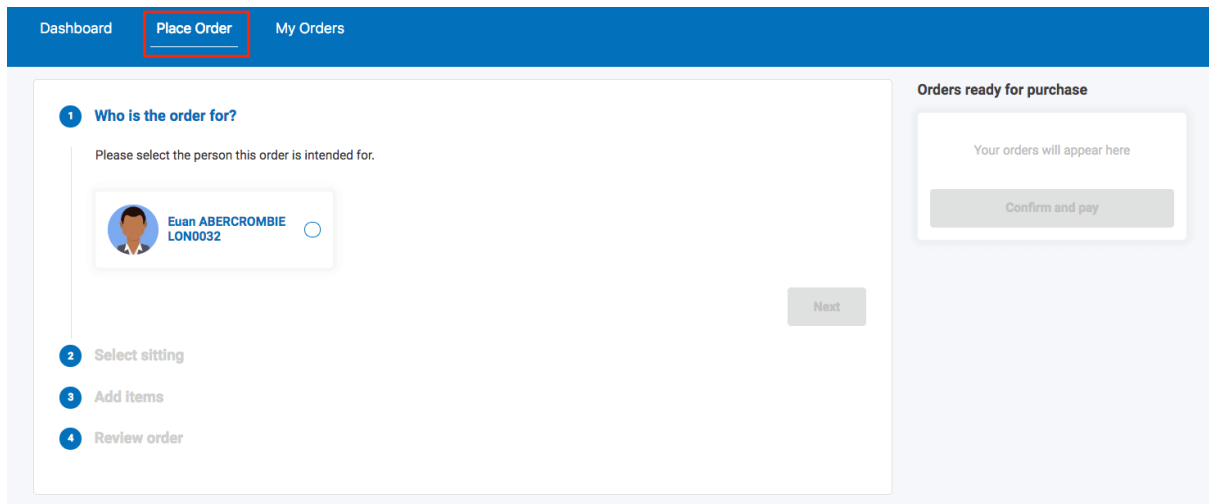
Placing an Order as a Student
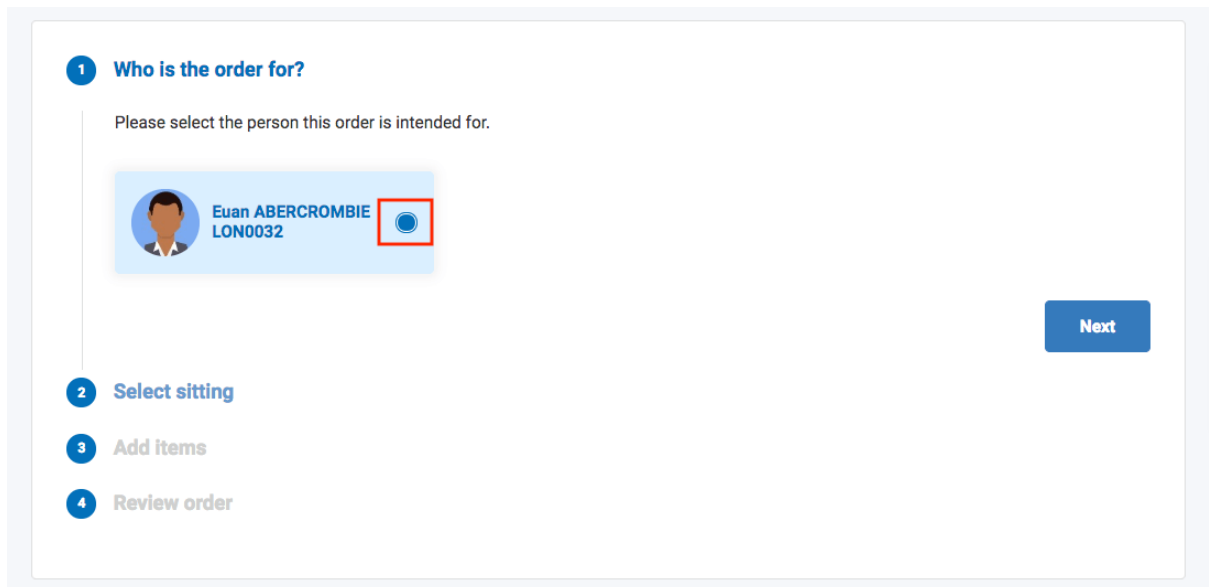
Student Portal
To order via the Compass Portal, students need to go to the Community menu and click 'Canteen'.
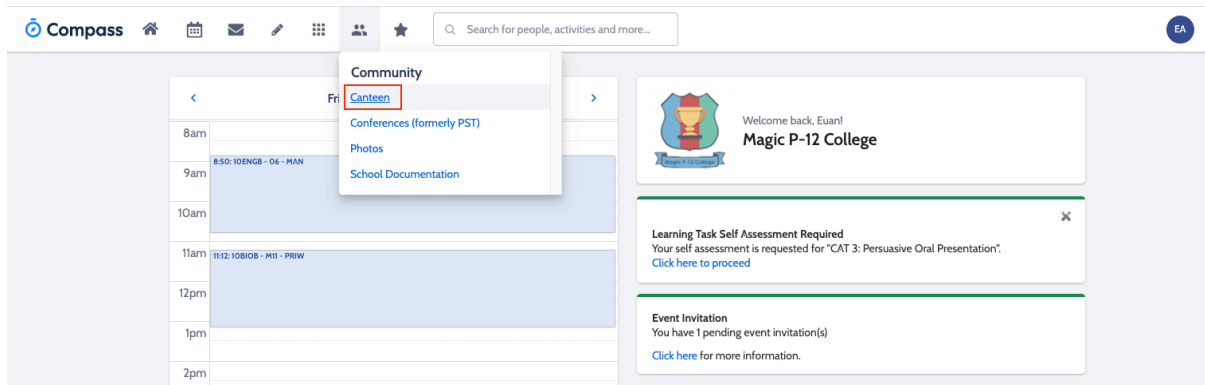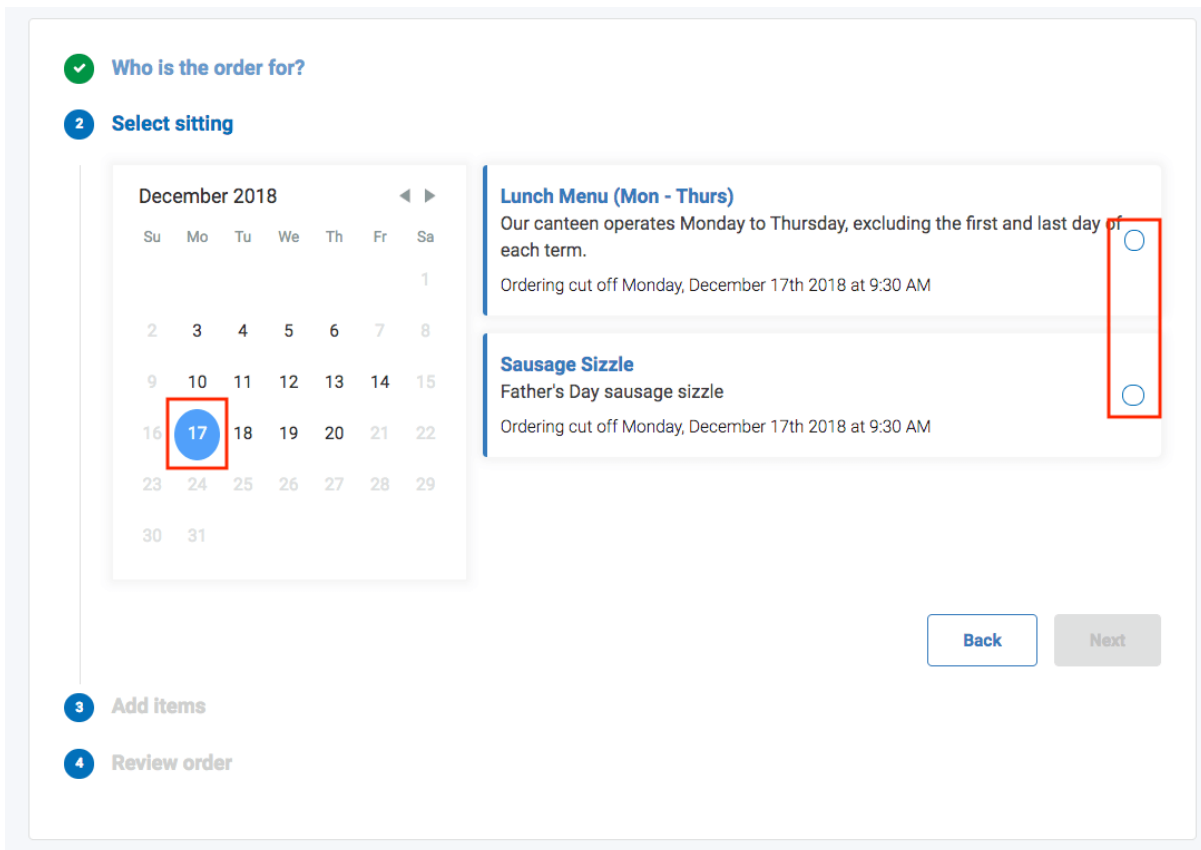

This will take students to the ordering dashboard, where they can see upcoming orders. To place an order, click on the 'Place Order' tab.
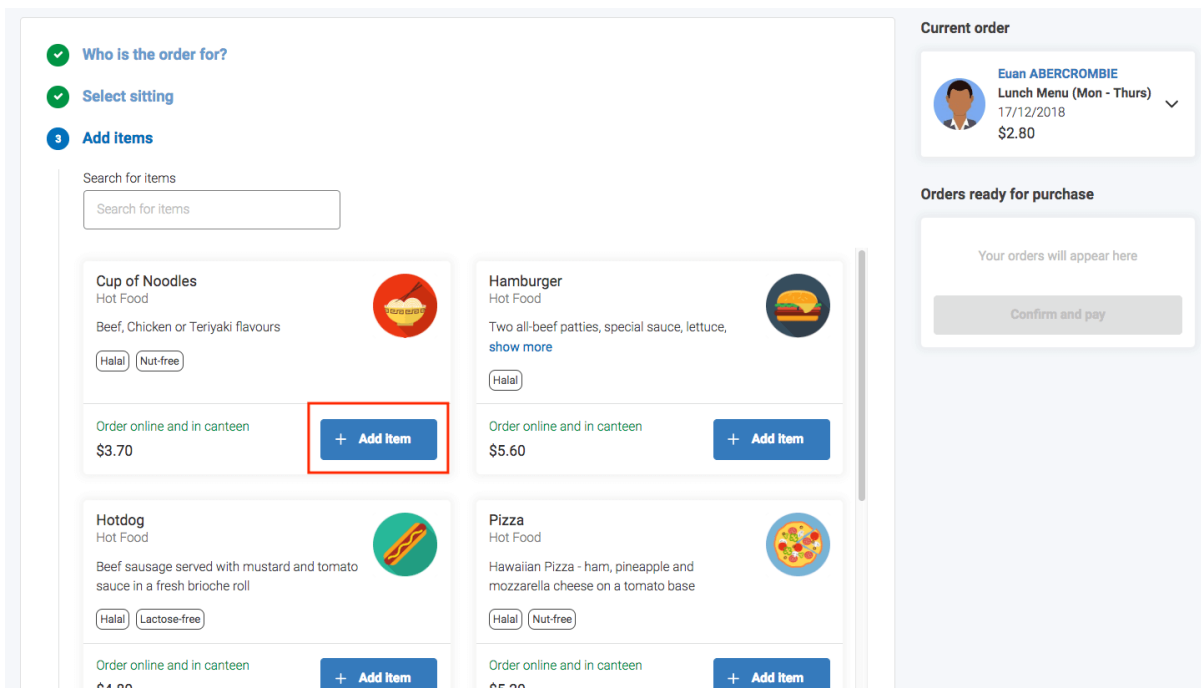
Students then need to select their name and click 'Next'.

Select the date for the canteen order, and if more than one menu is available for that date, select the menu you want to order from. Click 'Next'.
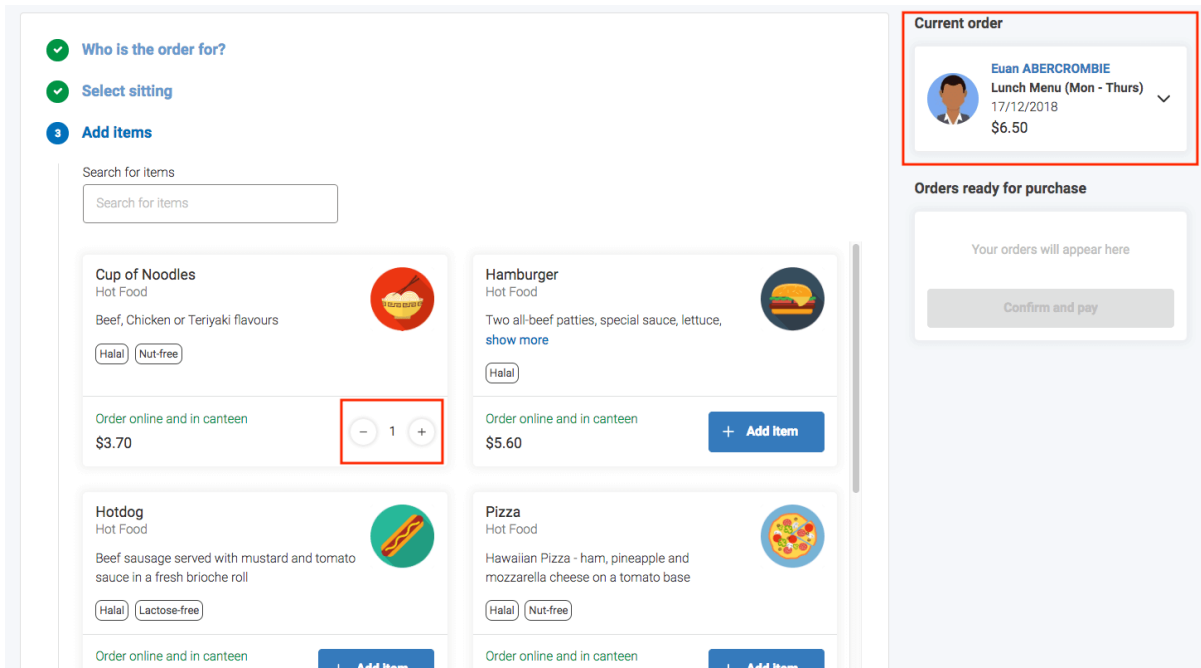
The student can then click 'Add Item' for any items they want to order.
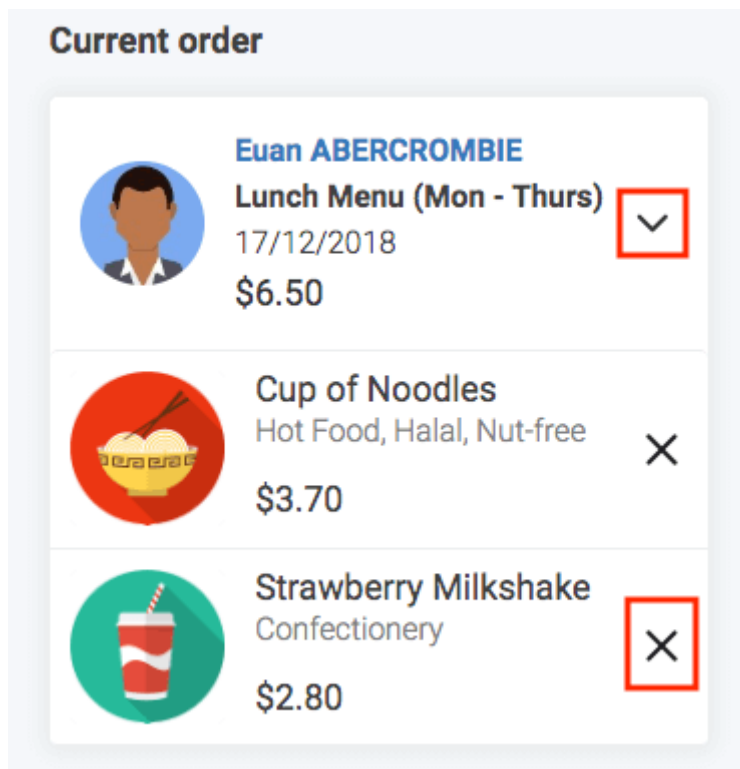

A summary of the total order will be visible to students as they add items. Students can also

adjust the quantities of added items.

Clicking the arrow (below) in the summary will expand the order. Clicking the associated 'X' next to an item will remove it from the cart.

Students can use the search function to locate a food item. When finished adding items to

the order, click 'Proceed to Review Order'.

When reviewing the order, click the 'X' to remove an item. Students can also type in some specific information in the 'Special Instructions' field if required.
When finished reviewing the order, click 'Add Order'.

This will update the student's cart and take them back to the start of the ordering screen with the option to create another order for another day (or from another menu), and then to

pay for all orders.

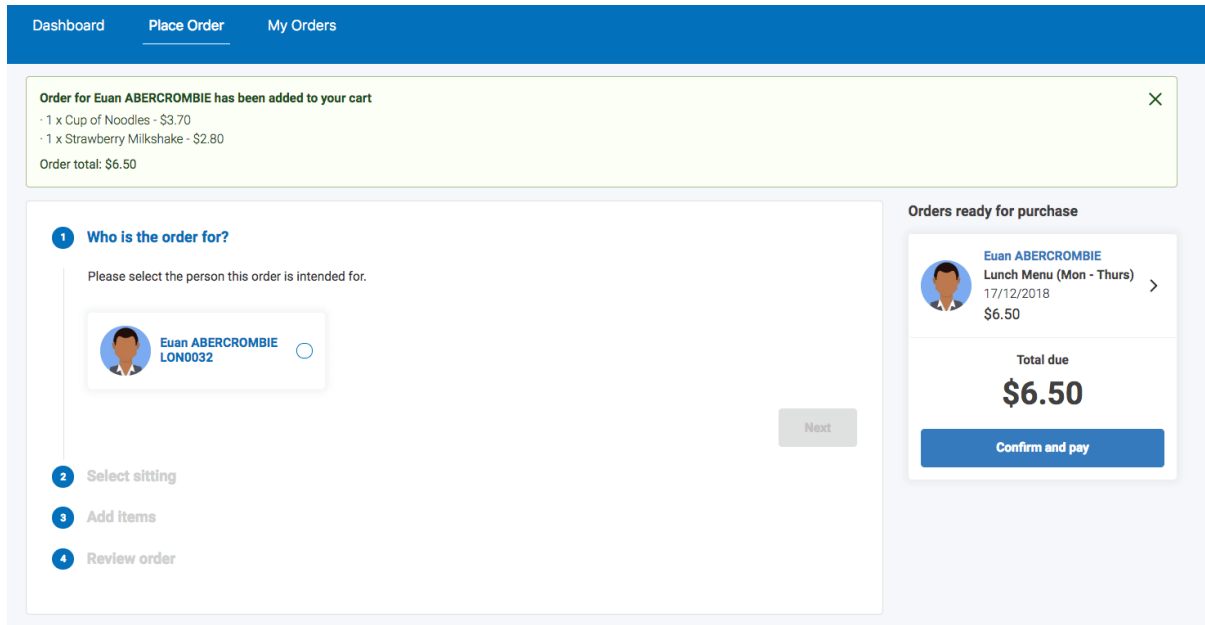When the student has finished creating the order, click the 'Confirm and Pay' option to proceed. This will open the payment screen. It will show the student's available Compass Balance. There is also an option to pay by credit card. When the payment method has been selected, click 'Process Payment' to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

On the Canteen Page under the Community Menu, students can click the 'My Orders' tab to view any upcoming or past orders.
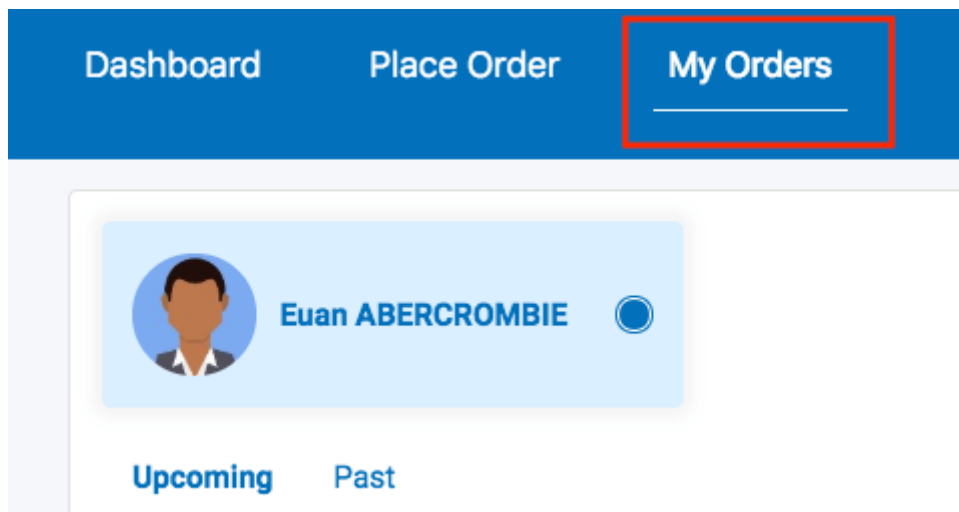
To cancel an order, students can locate the order on the 'Upcoming' tab and select 'Cancel'.

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'.
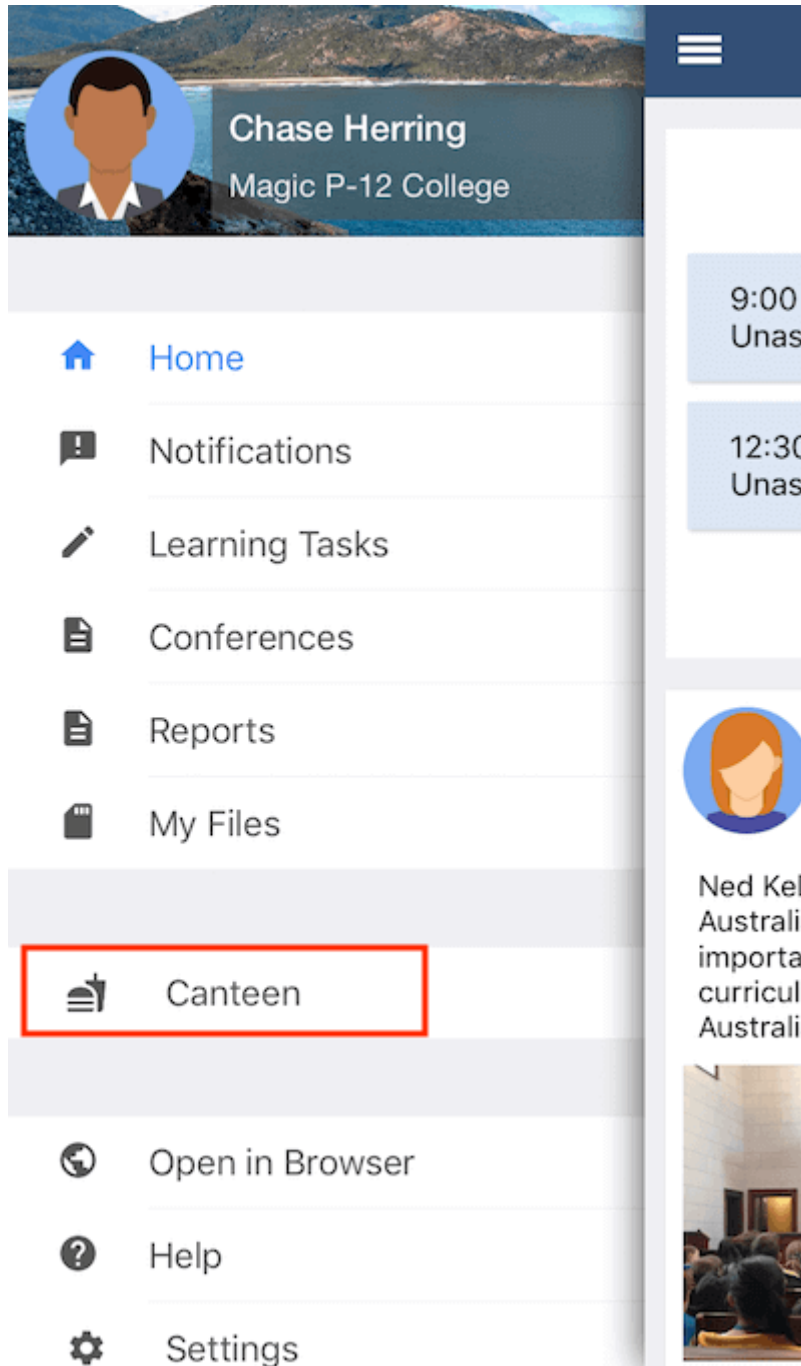
The Canteen screen has three tabs - Dashboard, Place Order and My Orders.

Students can click the tab headers, or swipe across, to move between tabs.

The Dashboard tab will show the student any upcoming orders.

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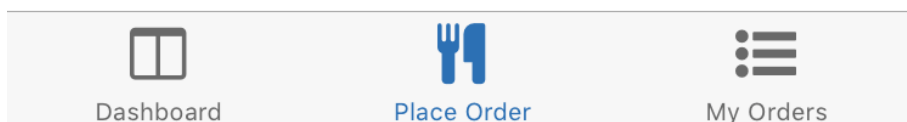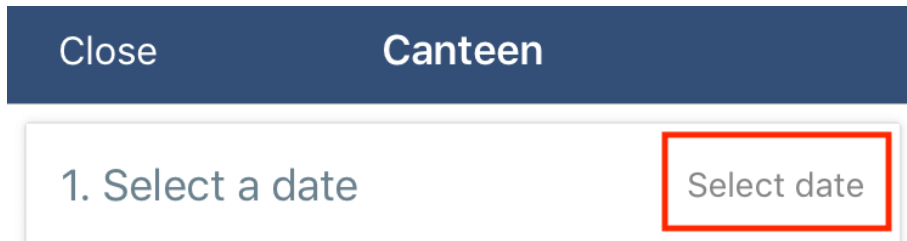
1. Select a date   Select date

Cancel   Done

17   July   2014
17   August   2015
18   September   2016
19   October   2017
20   November   2018
21   December   2019
22   January   2020
23   February   2021

Students will need to choose from the available menu options on that date to create an order.

Students can scroll through the available items and click on any items they want to add to their order. Students can adjust the quantity and then click 'Add Item'. Students will need to continue adding items from the menu to complete their order. At the bottom of the screen, students will see the summary of their order. To proceed to payment, click 'Add Order'.

‹ Back   **Lunch Menu (Mon - Th...**

Order for: Albus - Tue, 20 Nov 2018   ⓘ

Pizza

$5.20   Order Online and in Canteen

Hot Food | Halal | Nut-free

Cup of Noodles

$3.70   Order Online and in Canteen

Hot Food | Halal | Nut-free

Sushi

$4.00   Order Online and in Canteen

Gluten-free | Halal | Lactose-free | Nut-free

Salad Sandwich

$4.20   Order Online and in Canteen

Sandwiches | Vegetarian | Halal | Nut-free

Chocolate Cake

$2.00   Order Online and in Canteen

Confectionery | Vegetarian | Nut-free

Order for: Albus - Tue, 20 Nov 2018   ⓘ

Salad Sandwich

$4.20 Order Online and in Canteen

Sandwiches | Vegetarian | Halal | Nut-free

Chocolate Cake

$2.00 Order Online and in Canteen

Confectionery | Vegetarian | Nut-free

Coffee

$4.10 Order Online and in Canteen

Vegetarian | Lactose-free

Magic Cola

$4.95 Order Online and in Canteen

Confectionery

Chocolate Donut

2 items   Add order $8.30

On the order summary screen, students can click 'Add Special Instructions' to add notes to their order. To order for another day or from another menu, students can click 'Create another order'. If the student has multiple orders listed, clicking 'Remove' for a particular order will remove it from their cart. When students are ready to pay for their order/s, 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.
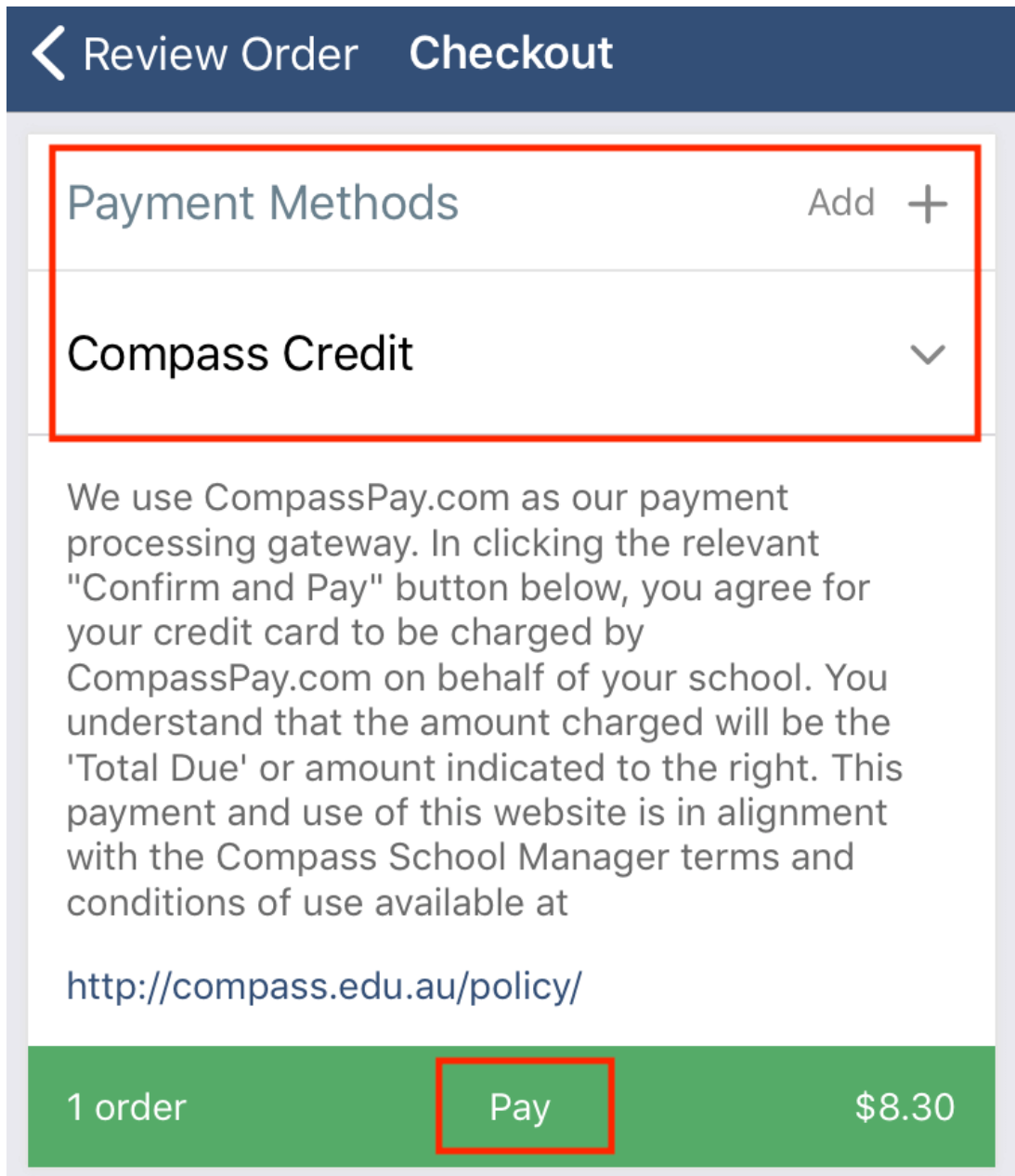
Students can swipe to the 'My Orders' tab to view past and upcoming orders. They can click the order to view the details.

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 within the set cancellation time. The refunded amount will be added to the student's Compass Balance (generally) within 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 your child (or children) in the portal, parents need to go to the Community menu and select 'Canteen', which will take you to the Canteen Dashboard.
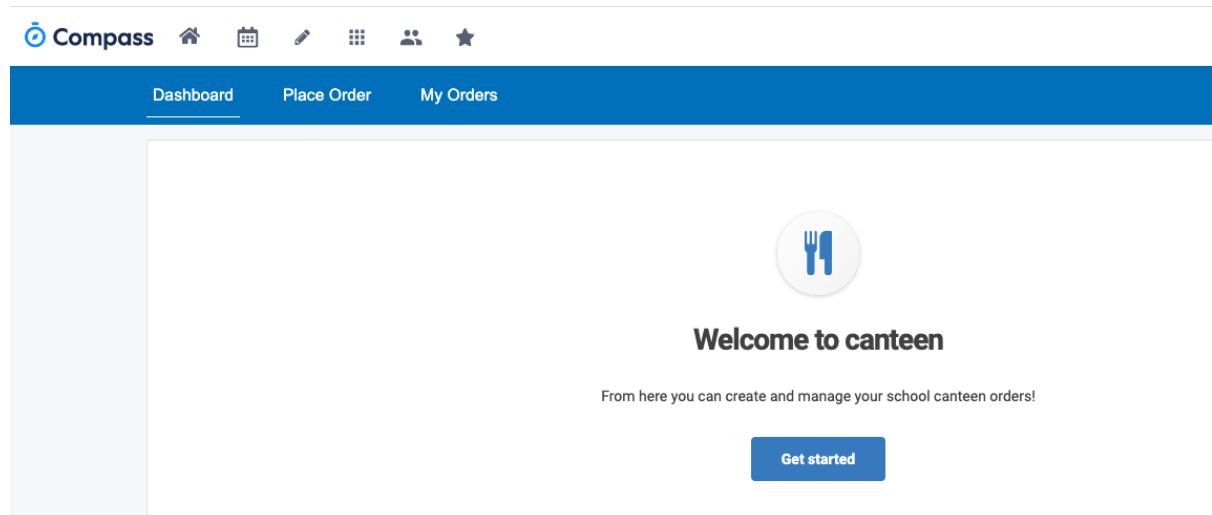

The Canteen Dashboard will show any upcoming orders, and parents can click the 'Place Order' tab to generate a new order.

Parents 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 for the order, a menu, add items to the order and then add the order to the cart.
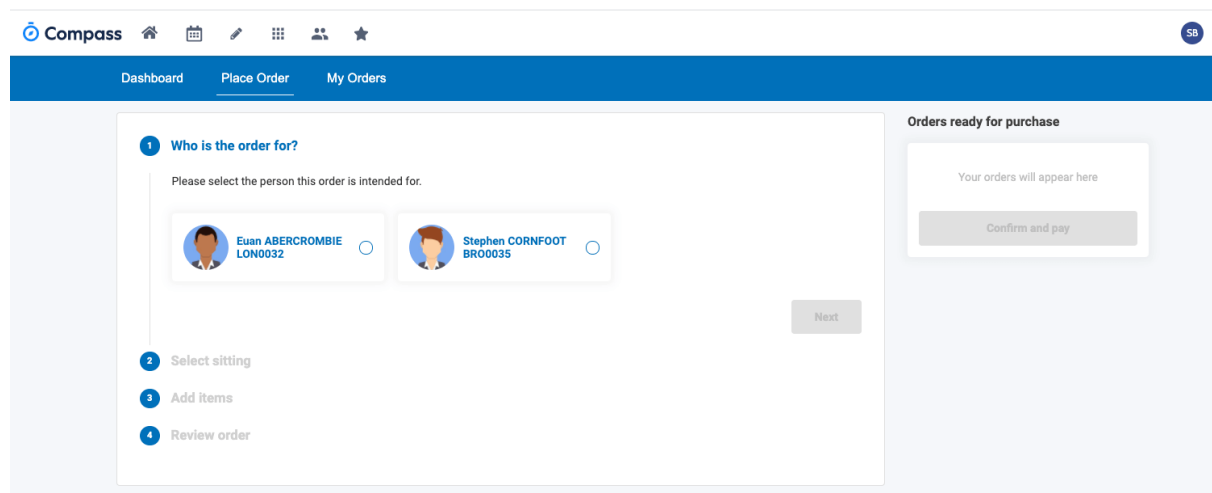
Parents can continue to create another order for their child/children. When the order/s have been finalised, click 'Confirm and Pay' to proceed.

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 of the screen, and the child's name will need to be selected to view their order history.
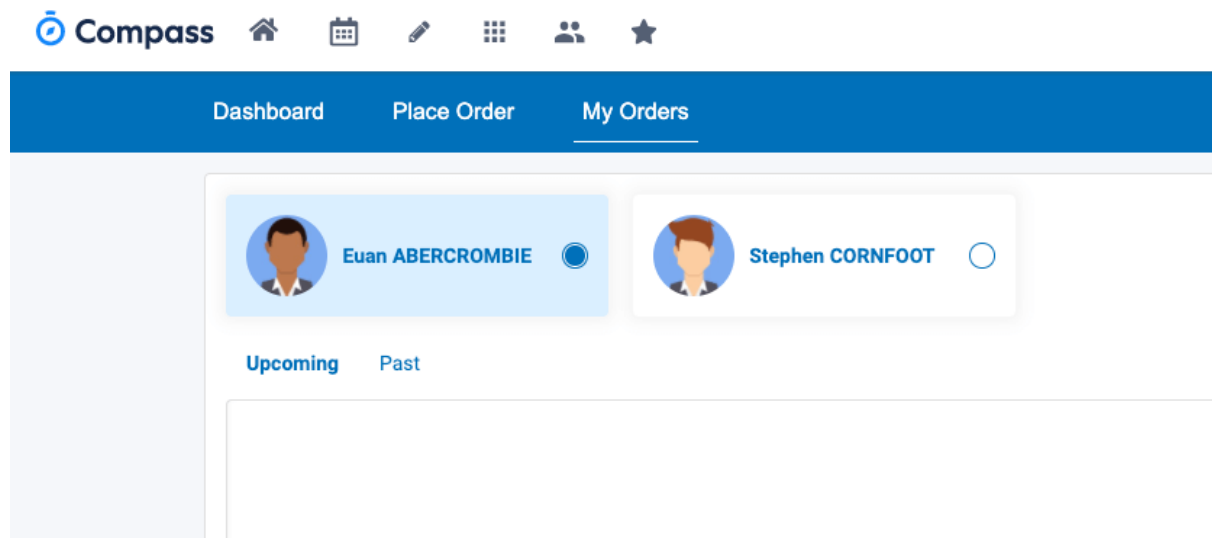

To cancel an order visit the 'My Orders' tab and click the cancel option.

Please Note: Orders can only be cancelled within 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

Parents can place orders on behalf of their children via the Compass School Manager App. To do this, click the menu (three stripes icon) and click 'Canteen'.
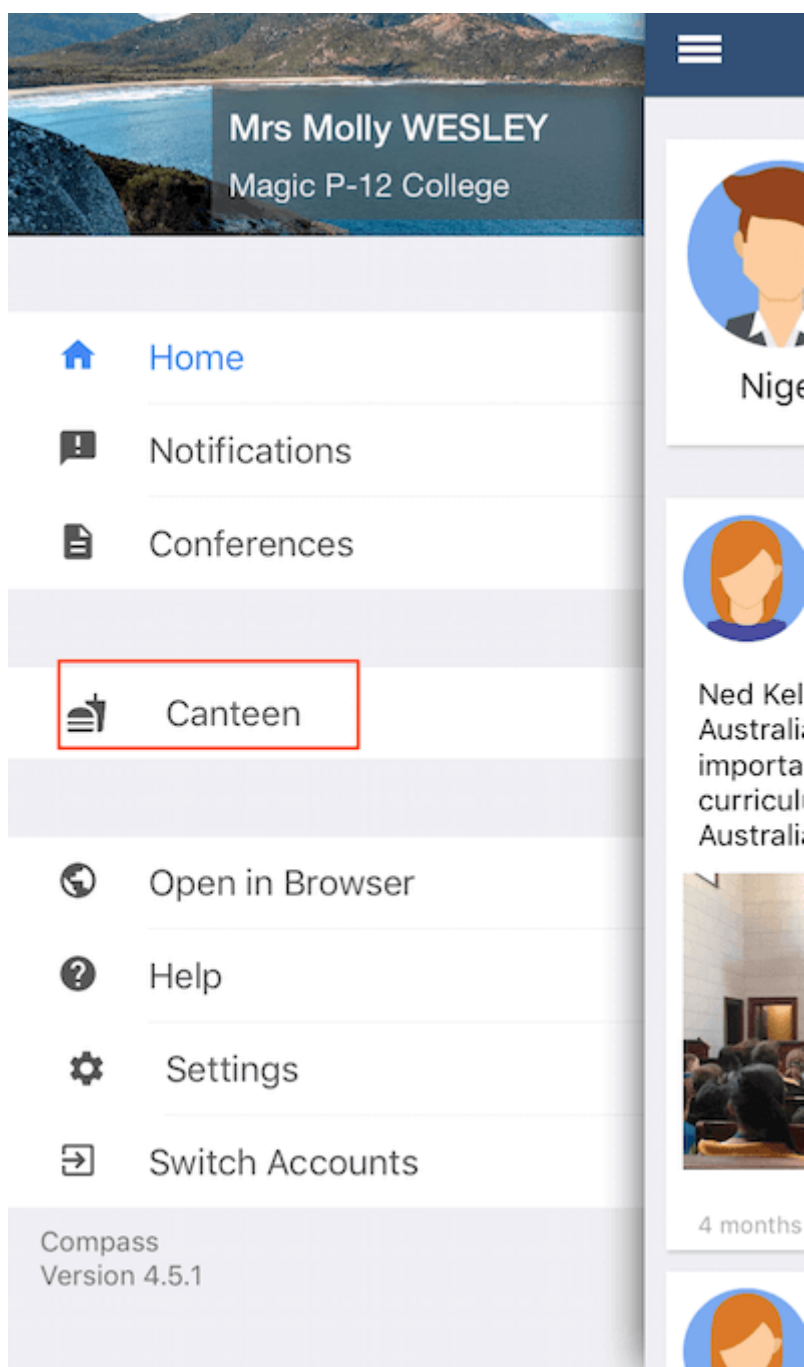
This will take you to the Canteen Dashboard where upcoming orders are visible. Click the 'Place Order' screen to select the applicable child and create a new order. Parents can continue to add orders, or create multiple orders on different days, and then proceed to payment.

1. Select a student

Nigel   Ronald   Jennifer

Dashboard   Place Order   My Orders

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 this, when logged in, parents need to click the cog menu icon in the top right of the screen and select 'My Payments'. This will take them to the Wallet Dashboard where parents can link a credit card, select their child, and choose an amount to top up on their Compass Balance.