** IMPORTANT CHANGES TO CANTEEN LUNCH ORDERING**

ONLINE LUNCH ORDERS ONLY

Dear Parents

Sadly we are signing off an era of manual lunch orders to keep up with the ways of today and run our canteen more efficiently and provide more time to create a better service for your children.

As of week 1, term 1, 2015, our canteen will be completely on line for ALL LUNCH ORDERS. We will no longer be accepting manual paper bag lunch orders over the counter, in the classrooms or in our black letterbox.

Please ensure you have now registered on line.

REGISTERING FOR ONLINE ORDERING:


2. In the section FOR PARENTS click on ‘PARENTS’ then ‘CREATE ACCOUNT’

3. (Sacred Heart School Registration I.D 25131963)

4. Fill in your registration form with Parent details – Submit (register as a parent)

5. This will take you to a Login area - login with Parent details – you will now be in your account

6. Click on ‘STUDENTS’ - to create your child’s profile etc. Each child in your family needs to be added individually for the current school year/class.

CREDITING YOUR ACCOUNT – (ACCOUNT TOP UP’S)

SCHOOL 24 NOW HAVE CREDIT CARD AND PAYPAL OPTIONS!

The four ways of crediting your account are;

1. **CASH** - You can pay cash directly to Kay or Marie on the days that the canteen is open. Your account will be credited immediately.

2. **Direct Transfer from YOUR bank account** – Please note this takes up to 4 working days (excludes week ends) to receive and credit your account. PLEASE PROVIDE YOUR FAMILY NAME AND FAMILY CODE FOUND ON YOUR SCHOOL FEES as the reference.

   Account Name: Catholic Development Fund BSB: 062 784 Account: 12787100

3. **Credit Card and 4. Paypal** - Payments are sent directly to school24. Your account will be credited immediately. School 24 (not Sacred Heart) charges fees for these options. For any payment queries please contact School 24 direct on (02) 8041 1132.

PLEASE REFER TO THE SCREEN SHOT INSTRUCTIONS BELOW ON TOP UP’S WHEN USING THE CREDIT CARD/PAYPAL AND DIRECT TRANSFER METHOD
Top-up your Account

On the left hand side navigation menu, scroll down to the Canteen section

Click on Top-Up  PLEASE NOTE THAT THE UNIFORM SHOP OR ROSTER FUNCTION IS NOT CURRENTLY ACTIVE TO USE FOR SACRED HEART.

On the next screen, three top up options will appear:

If you wish to top up using Direct Debit (bank transfer) please click on the Manual button.
On the next screen you must select your top up amount and click on the Request Top up button.

Then you must transfer the top up amount into the school canteen and email them a copy of the bank transaction. Please remember to include your family code and family name in the bank transfer as a reference.

If you wish to top up using credit card, you have two options, see below. The Green Credit Card option only allows you to enter your debit/credit card details and the fee is 0.5% of the top up amount. The other option is PayPal, through this payment gateway you can use a PayPal account or you can enter your credit/debit card details directly. The PayPal option incurs a fee of 1.5% +30 cents of the top up amount.
IMPORTANT NOTES;

- Until your account has been credited, you **will not** be able to order lunches or view our menu.
- Cash top ups can be made to the canteen on canteen days
- Credit Card and Paypal payments can be done anytime
- Direct bank transfers can take up to 4 working days. (excludes weekends)
  - For Direct Bank Deposits only – Please send us a top up request so we can look out for your payment.
  - Update your child’s classes prior to ordering.
  - If you are registered but have forgot your password, you can request your password to re-emailed to you. Enter the tab “forgot password” on the login page.
  - All orders must be placed before 8.45am on the day of ordering.

We now have gluten free options available on line. Please provide us with the breads, rolls, muffins etc and label each package with your child’s name and class.

Should you need any help with setting up your school 24 account, please come and see us in the canteen or email us on SSHMV.Canteen@dbb.catholic.edu.au.

Whilst we have set up our menu in the simplest format, should you have any concerns or feel that we have missed an item or can improve on anything or need help registering please do not hesitate to let us know.

Thank you,

Kay Neale and Marie Nero