ONLINE LUNCH ORDERS REGISTRATION DETAILS

Dear Parents

Welcome to our canteen’s online ordering service School 24.

We no longer accept manual paper bag lunch orders over the counter, in the classrooms or in our black letterbox.

To register, please see below instructions.

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)

There are ways of crediting your account;

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. **Credit Card** - 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 METHOD
**Top-up your Account Credit Card**

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, your top up option of Pay using Credit Card will appear: Select this tab and proceed with the instructions on the page.
Choosing your Payment Plan
Once you login you will need to select a suitable fee plan.

There are two different fee plans: “Pay As You Go Plan” or “Unlimited Plan”

- “Pay as you Go” will cost you 25c per transaction
- “Unlimited” will cost $3.30 per term for unlimited orders (if you order more than 13 orders per term, then this option is best for your family)

Once you have chosen your payment plan you will be able to view the canteen menu and place your order.

You can change your plan at any time by contacting our help desk on 02 8041 1132

IMPORTANT NOTES:

- Until you have updated your child’s class, you will not be able to order or view our menu
- Until your account has been credited, you will not be able to order lunches or view our menu.
- Until you have selected a payment plan, 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 payments can be done anytime
- If you are registered but have forgot your password, you can request your password to be 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 online. 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