

FAQ – Online canteen orders and Flexischools

How do I place online canteen orders for my children and what is Flexischools?

Flexischools is a third-party company to provide online order services and management. It sends orders to school canteens to prepare student orders.

What are the cut-off times for the services available?

- 9am – Daily Lunch and Recess online order.
- 9am - PSSA group and Friday only. Lunch pickup at recess for PSSA students.
- 9am - Birthday Treat – Currently offers Zooper Dooper for a birthday bucket.
- 10:30am - Emergency Lunch Order – The cut off is 10:30am if the 9am cut-off has been missed.

What is the cost of placing online orders with Flexischools?

Flexischools charges a \$0.29 service fee per transaction / online order. (Lunch, emergency order, birthday treat, PSSA and IOU payment).

Recess - \$0.15. Newly reduced service fees from \$0.29.

Why did I get charged additional fees while topping up the account plus \$0.29 on each online order?

There are merchant fees if you top up an account and pay by credit card or PayPal (including Auto Top Up). It is free of charge to top the account by Direct Bank Transfer (it may take up to a few days to add funds to your account).

After placing an online order, can I cancel it?

Yes, you can cancel your online order before 8:45am prior to the canteen downloading daily online orders for preparations. After 8.45am, you may need to call the canteen to cancel the order for you and get a full refund back to your account.

After I placed an online order, can I change or modify my order?

Unfortunately, Flexischools' system cannot change or modify the orders after placing. You can cancel an existing order and place a new order again before 9am.

My child is not well, Can I cancel the order after 9am?

That depends on what time you contact the school canteen and what is in the order. If the food has been prepared or in processing, the order cannot be cancelled or partially cancelled.

What happen If I place an order online for the food with ice block for my child.

All student online orders will be packed individually and put together into the student's class basket. Student's class representative will bring it back to the classroom for distribution.

Some order items such as ice blocks and hot chocolate will be highlighted with a stamped "canteen pick-up" for students to take it to the canteen to collect the item.

What happens if the student lost or trashed the lunch bag with a "canteen pick-up" item?

It is important for students to keep the lunch bag and bring it to the canteen to show what item to collect. Without the lunch bag students will not be able to collect the "canteen pick-up" item.

More information for Flexischools mobile app and online ordering

<https://flexischools.zendesk.com/hc/en-au/categories/9346376466329>