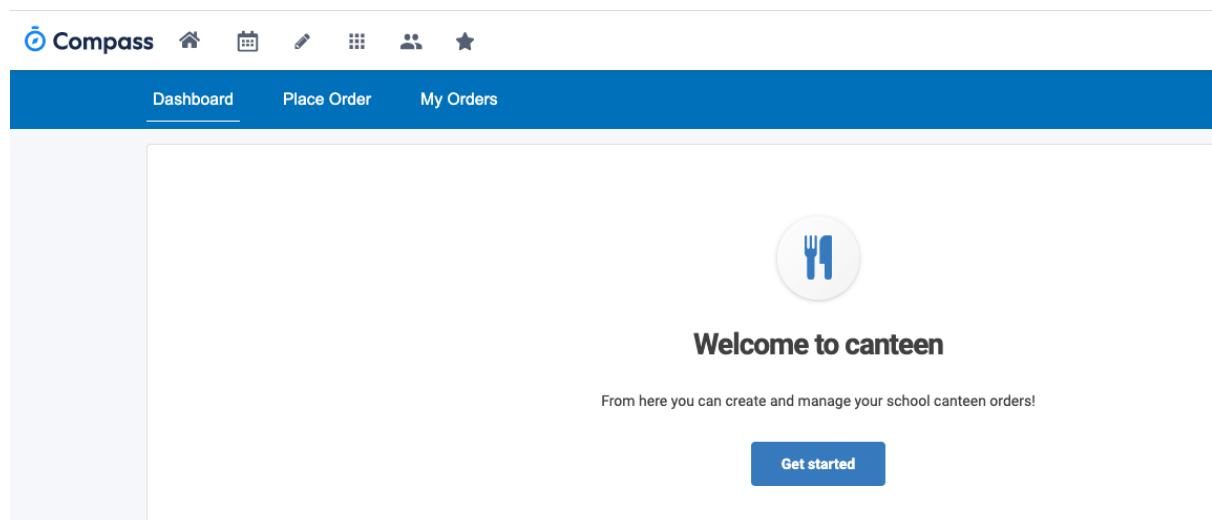


Placing an order for your child as a Parent

Parents can place canteen orders for their child via the Compass Parent Portal or via the Compass School Manager App.

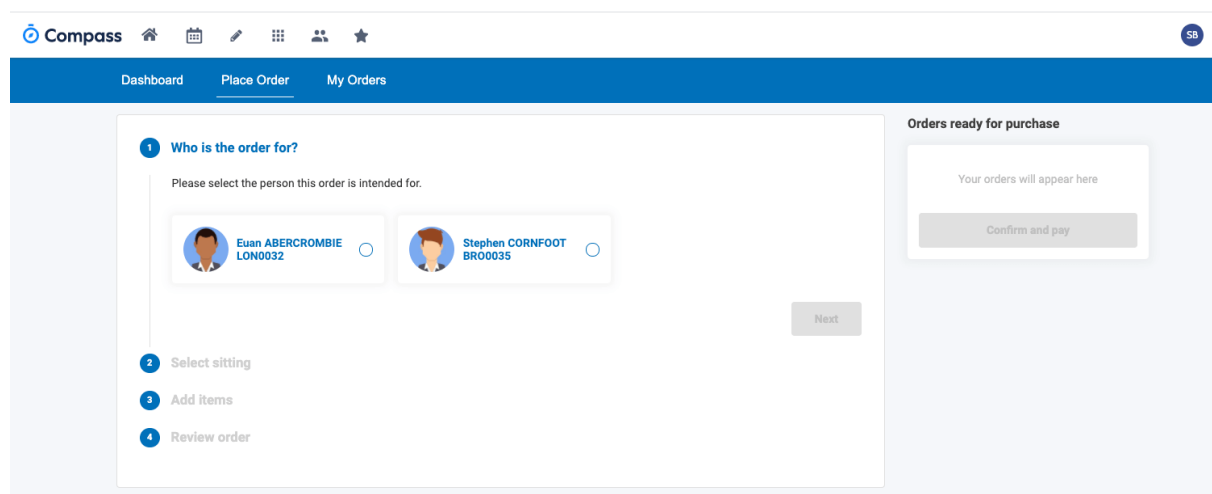
Parent Portal

To place a canteen order on behalf of their child (or children) when in the portal, parents need to go to the Community menu and select 'Canteen'. This will take them to their Canteen dashboard.



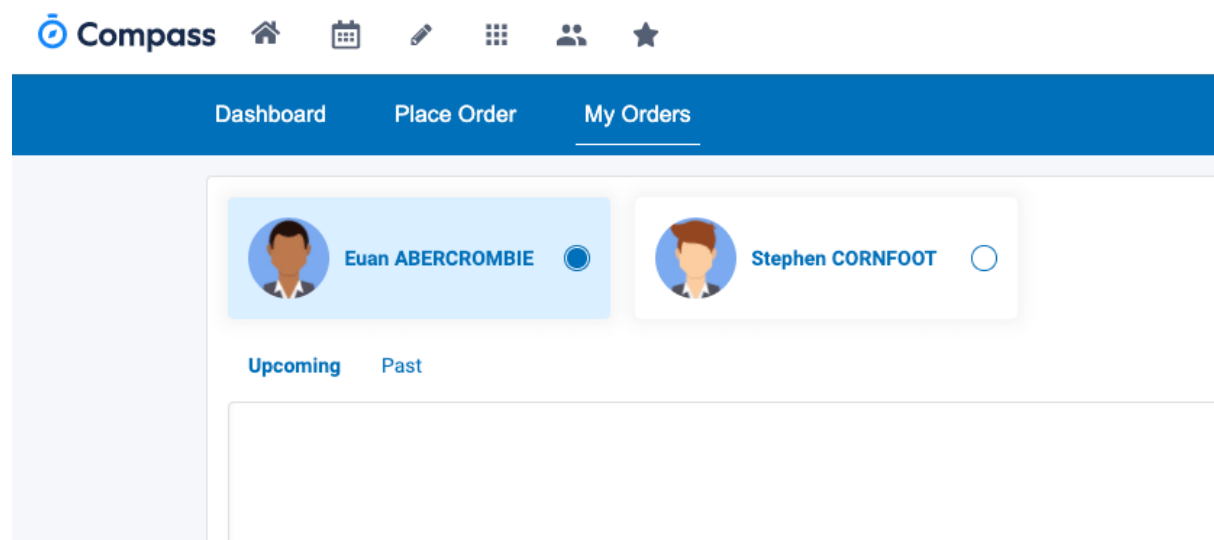
They will see any upcoming orders and can click to the 'Place Order' tab to generate an order for their child.

They 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, a menu, add items to the order and then add the order to their cart.



They can continue to create orders for each child, or multiple orders for their child. When they have finished generating orders they then need to 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 and they will need to select a child to have the order information display.

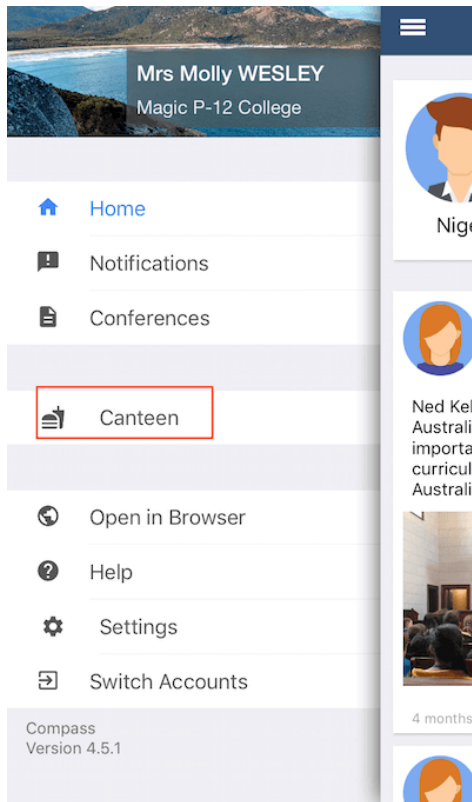


To cancel an order the parent needs to locate the order on the 'My Orders' tab and click the cancel option.

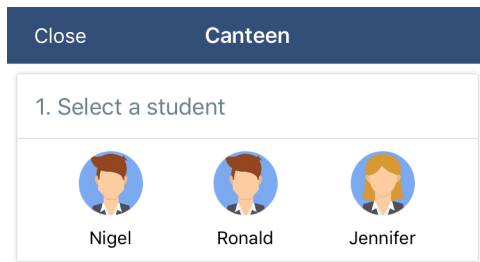
Please Note: Orders can only be cancelled if this is done by the set cancellation time. The refunded amount will be added to the parent's Compass Balance amount generally within in 1 Business Day of the cancellation.

Compass App

Parents can place orders on behalf of their children via the Compass School Manager App. To do so they need to click the menu (three stripes icon) and click 'Canteen'.



They will be taken to the Canteen Dashboard where they can see any upcoming orders. If they swipe to the 'Place Order' screen they will be able to select the applicable child and create an order. They can continue to add orders to their cart for each child, or multiple orders on different days and then proceed to pay.



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 so, when logged in, the parent needs to click the cog menu icon in the top right and choose 'My Payments'.

This will take them to the Wallet dashboard. They can link a credit card and then select their child and choose an amount to top up the child's Compass Balance.

