



Dear Parents,

Welcome to the Rivergum Café 2017 with online ordering.

The system we are using is called School24 - which is easy to use and a cheap system for the café, meaning we are able to keep costs low and ensure all café profits go back to supporting our children. Please peruse carefully and familiarize yourself with the system.

WHAT IS School24?

School24 is an online ordering system offering families a convenient way to order lunches from the Rivergum Café.

WHAT ARE THE ADVANTAGES?

- * children don't have to bring money to school
- * ordering available 24/7, up to 8:30am on the day you require the lunch order
- * the online menu is always up-to-date with available items and pricing

HOW DOES IT WORK?

SCHOOL24 is a pre-paid lunch ordering system. Once a family registers and has a credit balance in their account (see 'How do I make a payment/top-up my account' below), you are eligible to order healthy canteen lunches for your children online.

WHAT DOES IT COST?

There is a small charge for using the School24 online ordering system. You can select the plan that best suits your needs. If you choose the 'Pay as you go' option, you are able to change your mind at any time and you will be charged a pro-rated amount for the remainder of the year.

Select the Plan that best suits your needs:

Pay As You Go Plan

\$0.25 will be added to the total of each order (lunch + recess)

Perfect for casual ordering

Unlimited Plan

A **family** membership fee of \$13.20 per year paid in advance for the year

Order as often as you like and for the whole family

Ideal for parents with more than one child and who order often



HOW DO I MAKE A PAYMENT/'TOP UP' MY ACCOUNT?

Once registered, you can put money into your School24 account (top-up) by Credit Card via a secure PayPal site.

The system can also be accessed from any smartphone or tablet.

HOW DO I REGISTER FOR SCHOOL24?

1. Visit www.school24.com.au. Click on the 'Login' tab, and select 'Create an Account'.
2. Enter the School Registration ID# which is 25333963 and click on 'Submit'.
3. Complete the 'New Parent Registration Form' and 'submit'.

WILL I GET CONFIRMATION WHEN A LUNCH ORDER IS PLACED?

Yes. Each transaction is confirmed via email showing the date lunch was ordered, the cost, and all items. If you need to cancel or change a lunch order, an email is also generated.

WHAT HAPPENS WHEN MY ACCOUNT RUNS LOW ON MONEY?

When ordering your child's lunch the cost of each item is listed and totaled for you to see how much the order is costing. You are always fully informed of how much still remains in your account.

I'VE FORGOTTEN WHICH DATE THE LUNCH WAS ORDERED FOR!

No problem. You can get a list of all lunches ordered for each child, which items were selected on which day - and the cost.

CAN I CANCEL MY LUNCH ORDER?

You could have a sick child, or realise you've ordered lunch ahead of time only to find it coincides with a school excursion - YES you can cancel your lunch order online up until 9am of the day the order is requested for.

See you online – see you in the café for health, value and excellent service.

Kind regards

Café Committee
