

MANAGING LATE ORDERS

1. Parent calls tuckshop for late order

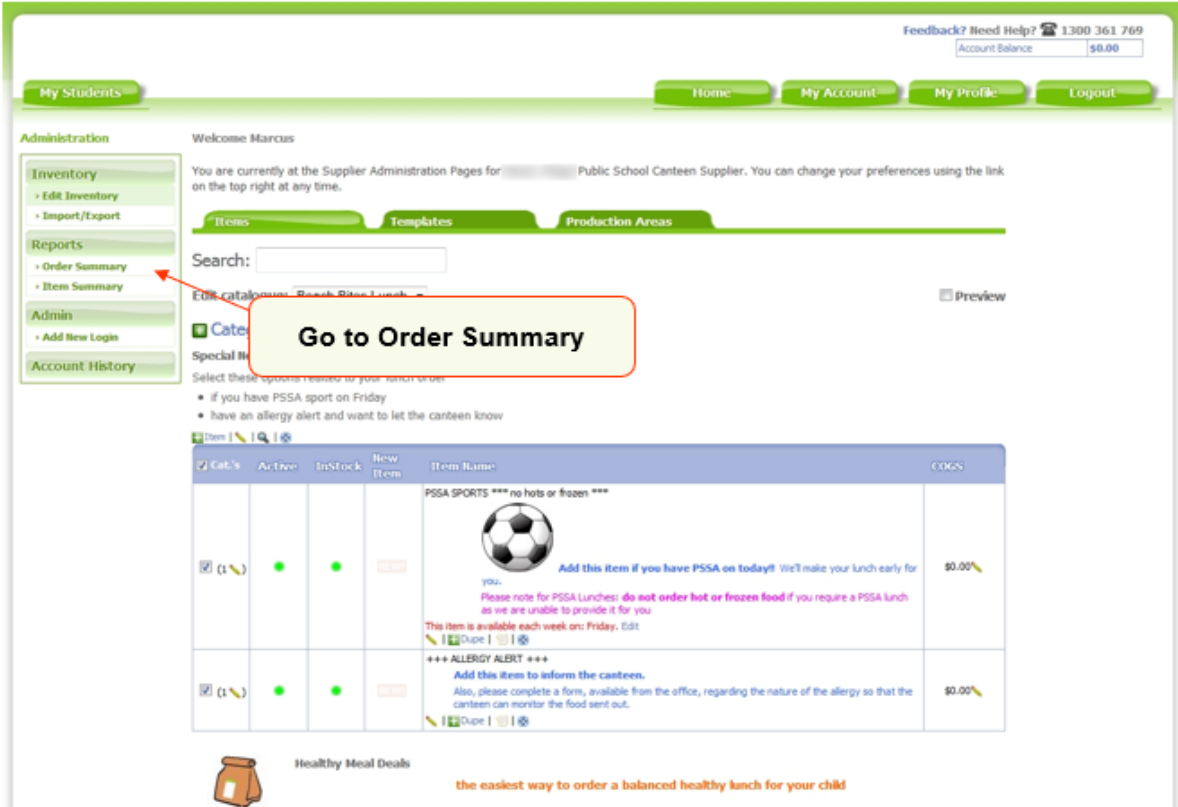
- The parent will call you directly to ask to place a late order
- This is your choice if you wish to fulfil it today via the FlexiSchools Online Order Management (FOOM) application

2. Get parent to place order

They should login in the normal way and place an order – either for the next available day, or for next week if they want a Daily Special

3. Login to website to find their order

- Enter username and password and Click Login.



Feedback? Need Help? 1300 361 769
Account Balance: \$0.00

My Students Home My Account My Profile Logout

Administration Welcome Marcus

You are currently at the Supplier Administration Pages for Public School Canteen Supplier. You can change your preferences using the link on the top right at any time.

Items Templates Production Areas


Search:

Order Catalogues Search Order Lunches Preview

Go to Order Summary

Select these options related to your lunch order:

- if you have PSSA sport on Friday
- have an allergy alert and want to let the canteen know

☑ Cat's	Active	InStock	New Item	Item Name	COGS
<input checked="" type="checkbox"/> (1)	●	●	☐	PSSA SPORTS *** no hot or frozen ***  Add this item if you have PSSA on today! We'll make your lunch early for you. Please note for PSSA Lunches: do not order hot or frozen food if you require a PSSA lunch as we are unable to provide it for you. This item is available each week on: Friday. Edit Duplicate	\$0.00
<input checked="" type="checkbox"/> (1)	●	●	☐	*** ALLERGY ALERT *** Add this item to inform the canteen. Also, please complete a form, available from the office, regarding the nature of the allergy so that the canteen can monitor the food sent out. Duplicate	\$0.00

Healthy Meal Deals
the easiest way to order a balanced healthy lunch for your child

b. Go to Supplier Admin then go to Order Summary

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Administration
Welcome Marcus

You are currently at the Supplier Administration Pages for Public School Canteen Supplier. You can change your preferences using the link on the top right at any time.

Items Templates Production Areas

Search:

Go to Order Summary

Special H...
Select these options related to your lunch order:

- if you have PSSA sport on Friday
- have an allergy alert and want to let the canteen know

Item	Active	InStock	New Item	Item Name	COGS
<input checked="" type="checkbox"/> (1)	●	●	●	PSSA SPORTS *** no hot or frozen *** Add this item if you have PSSA on today! We'll make your lunch early for you. Please note for PSSA Lunches: do not order hot or frozen food if you require a PSSA lunch as we are unable to provide it for you. This item is available each week on Friday. Edit Dupe	\$0.00
<input checked="" type="checkbox"/> (1)	●	●	●	+++ ALLERGY ALERT +++ Add this item to inform the canteen. Also, please complete a form, available from the office, regarding the nature of the allergy so that the canteen can monitor the food sent out. Dupe	\$0.00

Healthy Meal Deals
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c. Login to website to find their order

Feedback? Need Help? 1300 361 769
Account Balance \$0.00

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Administration
From: 23/11/2011 To: 30/11/2011 Get Order Summary | Item Summary

Order Summary

Date	Site	Placed	Downloaded	Printed	Total: 187
23-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	-	-	85	85
24-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	18	-	-	18
25-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	14	-	-	14
28-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	2	-	-	15
29-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	2	-	-	15
30-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	2	-	-	3
Total					187

Open the right days' orders
CLICK HERE

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4. Move their order to today

The screenshot shows the 'Order List' page in the FlexiSchools system. The table contains the following data:

ID	Customer	Due	Address	Price	Items
283695	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$6.30	Public School Canteen - Lunch • Six Chicken Nuggets (Tomato Sauce) • Fruit Piece - Apple • Plain Milk
283150	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$5.50	Public School Canteen - Lunch • Six Chicken Nuggets • Freshly Baked Item • Bag of Carrot Sticks
283302	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$4.70	Public School Canteen - Lunch • Chicken Teriyaki Sushi Roll • Juice Bottle (Apple & Blackcurrant)
2821401	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$2.30	Public School Canteen - Lunch • Avocado Subs Roll
281596	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)			Public School Canteen - Lunch • Chicken Teriyaki Sushi Roll, Carrot Sticks, Apple Frozen M... Cancel this Order, but keep weekly orders Cancel this Order and stop weekly orders
281703	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$5.50	Public School Canteen - Lunch • Freshly Baked Item • Salmon Sushi Pack • Mousse (Strawberry)
282490	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$9.00	Public School Canteen - Lunch • Six Chicken Nuggets (Tomato Sauce) • Fruit Piece - Pear • 100% Mini Juice (Orange)
2838101	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$4.80	Public School Canteen - Lunch • Cucumber Sushi Pack • 100% Mini Juice (Apple)

Callouts in the image:

- Find the order and CHANGE the date**: Points to the 'Due' column of the first order.
- CLICK "Change"**: Points to the '(change)' link in the 'Due' column of the first order.

The screenshot shows the 'Order List' page after the date change. The 'Due' column for the first order now says 'today'. The callouts are:

- CHANGE to today**: Points to the 'today' text in the 'Due' column of the first order.
- CLICK "Save New Date"**: Points to the 'Save New Date' button in the 'Due' column of the first order.

Feedback? Need Help? ☎ 1300 361 769
Account Balance \$0.00

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Administration

- Inventory
 - Edit Inventory
 - Import/Export
- Reports
 - Order Summary
 - Item Summary
- Admin
 - Add New Login
- Account History

Order List

As you can see, these are all items downloaded by the supplier (they should be processed)

ID	Customer	Due	Address	Price	Items
2016985	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$6.30	Public School Canteen - Lunch • Six Chicken Nuggets (Tomato Sauce) • Fruit Piece - Apple • Plain Milk Cancel
2011500	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$5.50	Public School Canteen - Lunch • Six Chicken Nuggets • Freshly Baked Item • Bag of Carrot Sticks Cancel
2032028	History	Pickup at 1:00 PM on Thursday, 24 November 2011		\$4.10	Public School Canteen - Lunch • Chicken Teriyaki Sushi Roll • Juice Bottle (Apple & Blackcurrant) Cancel
2021401	History				Public School Canteen - Lunch • Avocado Sushi Roll Cancel
2015998	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$4.50	Public School Canteen - Lunch • Healthy Lunch Pack (Rice Roll, Carrot Sticks, Apple Frozen Mini Juice) Cancel this Order, but keep weekly Cancel this Order and stop weekly orders
2017039	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$5.50	Public School Canteen - Lunch • Freshly Baked Item • Salmon Sushi Pack • Moose (Strawberry) Cancel
2024190	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$5.80	Public School Canteen - Lunch • Six Chicken Nuggets (Tomato Sauce) • Fruit Piece - Pear • 100% Mini Juice (Orange) Cancel
2038301	History	Pickup at 1:00 PM on Thursday, 24 November 2011 (change)		\$4.80	Public School Canteen - Lunch • Cucumber Sushi Pack • 100% Mini Juice (Apple)

Return to ORDER SUMMARY

Feedback? Need Help? ☎ 1300 361 769
Account Balance \$0.00

My Students Home My Account My Profile Logout

Administration

- Inventory
 - Edit Inventory
 - Import/Export
- Reports
 - Order Summary
 - Item Summary
- Admin
 - Add New Login
- Account History

From: 23/11/

Order Summary

Date	Site	Placed	Downloaded	Printed	Total
23-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	1	-	85	86
24-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	18	-	-	39
25-11-2011 (Item Summary)	Supplier App (Item Summary)	14	-	-	30
26-11-2011 (Item Summary)	Supplier App (Item Summary)	2	-	-	15
29-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	2	-	-	15
30-11-2011 (Item Summary)	Public School Canteen Supplier App (Item Summary)	2	-	-	3
Total					187

Here it is

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5. Fulfill the order

- Return to FOOM
- Wait a couple of minutes for order to come through
- PRINT ORDERS
- This will include the newly placed order

The screenshot shows the FlexiSchools Online Order Management interface. At the top, there is a menu bar with 'File', 'Options', 'Reports', and 'Help'. Below the menu bar, there are statistics: 'Pending orders: 1', 'Printed orders: 85', and 'Total orders: 86'. The time displayed is '02:58 PM'. The interface has tabs for 'Orders', 'Items', 'Classes', and 'Sales'. Below the tabs, there are checkboxes for 'Show orders: Pending', 'Fulfilled', and 'Cancelled'. The main area displays a table of orders with columns for 'Order I', 'Organisation', 'Customer', 'Due', and 'Price'. A callout box labeled 'Pending Order' points to a row in the table. To the right of the table, there is a 'Print Labels' button and a list of items: 'Butter Chicken & Rice', 'Freshly Baked Item', and 'Moosie (Choc)'. Below the list, there are 'Re-Print Label' and 'Cancel Order' buttons.

Order I	Organisation	Customer	Due	Price
2839214			23/11/2011 1.0	\$4.00
2839333			23/11/2011 1.0	\$5.70
2839704			23/11/2011 1.0	\$7.80
2839775				.80
2839862				.00
2839923				.10
2840049				.40
2840062			23/11/2011 1.0	\$4.80
2840130			23/11/2011 1.0	\$4.80
2840158			23/11/2011 1.0	\$4.40
2840284			23/11/2011 1.0	\$4.50
2840663			23/11/2011 1.0	\$4.70
2840758			23/11/2011 1.0	\$5.80
2840843			23/11/2011 1.0	\$7.50
2840914			23/11/2011 1.0	\$4.20
2840954			23/11/2011 1.0	\$4.40
2841274			23/11/2011 1.0	\$3.60
2841357			23/11/2011 1.0	\$3.30
2841376			23/11/2011 1.0	\$3.50
2841449			23/11/2011 1.0	\$3.30
2841453			23/11/2011 1.0	\$4.40
2842638			23/11/2011 1.0	\$4.50

Need Help?

For help call the Customer Services Team on 1300 361 769