

HOW TO CANCEL ORDERS IN FOOM

Why do I need to cancel orders?

Parents may have placed orders and then woken to find out their child is sick. Once you have switched on the FlexiSchools Online

Order Management Application (FOOM) in the canteen in the morning parents cannot cancel orders themselves. They will need to call you to cancel these in FOOM.

What do I need to do?

Find their order in FOOM and click "Cancel Order" and confirm.

Also, if you have already printed the orders you would want to rip up the label and may wish to rerun the reports.

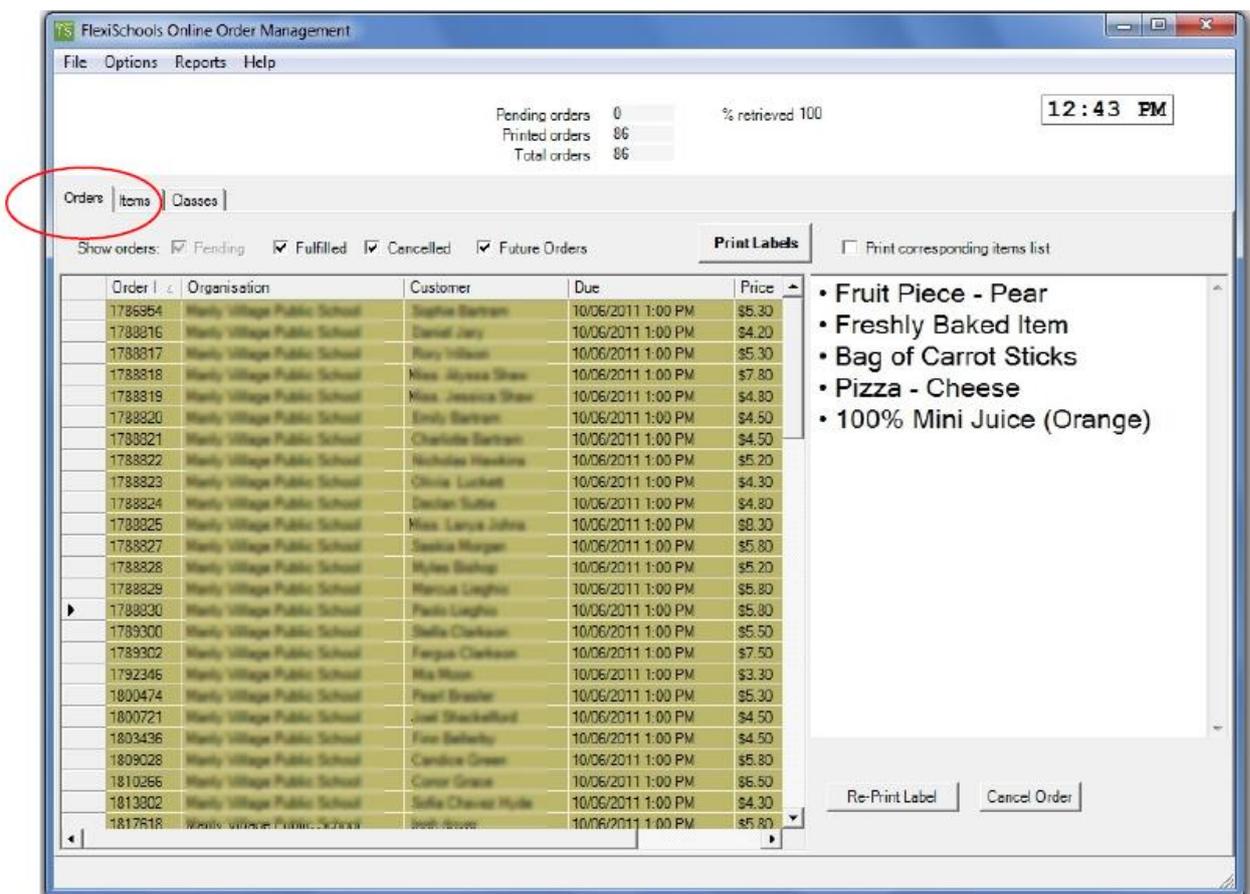
What happens to their order?

Once the order is cancelled the parents will not be charged.

1. Go to FOOM

Make sure the FlexiSchools Online Order Management Application (FOOM) is open.

Look in the Orders tab:



FlexiSchools Online Order Management

File Options Reports Help

Pending orders 0 % retrieved 100
Printed orders 86
Total orders 86

12:43 PM

Orders Items Classes

Show orders: Pending Fulfilled Cancelled Future Orders **Print Labels** Print corresponding items list

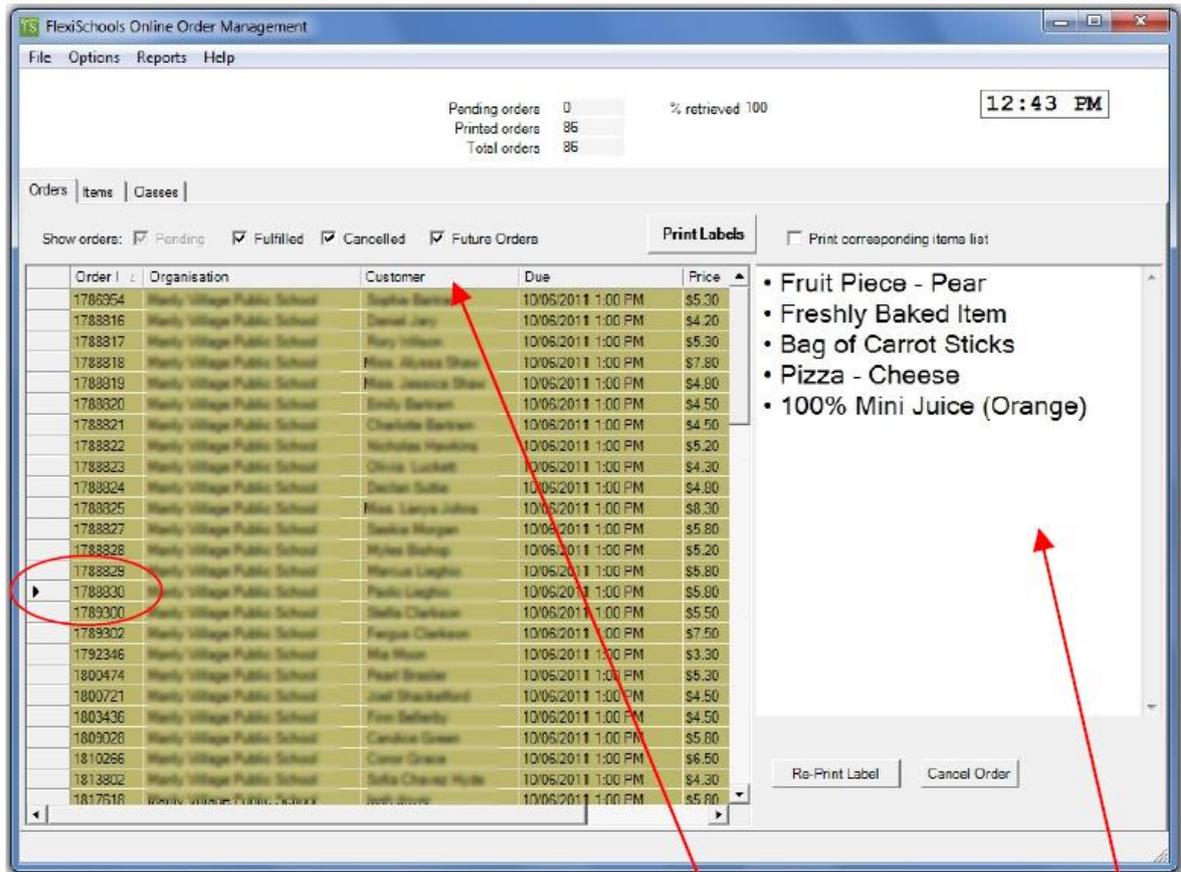
Order #	Organisation	Customer	Due	Price
1788964	Wentworth Public School	Stephie Barran	10/06/2011 1:00 PM	\$6.30
1788916	Wentworth Public School	Daniel Jery	10/06/2011 1:00 PM	\$4.20
1788917	Wentworth Public School	Fray Wilson	10/06/2011 1:00 PM	\$5.30
1788918	Wentworth Public School	Nicki Alyson Shaw	10/06/2011 1:00 PM	\$7.80
1788919	Wentworth Public School	Nicki Jessica Shaw	10/06/2011 1:00 PM	\$4.80
1788920	Wentworth Public School	Emily Barran	10/06/2011 1:00 PM	\$4.50
1788921	Wentworth Public School	Charlotte Barran	10/06/2011 1:00 PM	\$4.50
1788922	Wentworth Public School	Nicholas Hawkins	10/06/2011 1:00 PM	\$5.20
1788923	Wentworth Public School	Olivia Lockett	10/06/2011 1:00 PM	\$4.30
1788924	Wentworth Public School	Dexter Suttie	10/06/2011 1:00 PM	\$4.80
1788925	Wentworth Public School	Nicki Larisa Johns	10/06/2011 1:00 PM	\$8.30
1788927	Wentworth Public School	Suzie Mager	10/06/2011 1:00 PM	\$5.80
1788928	Wentworth Public School	Myles Bishop	10/06/2011 1:00 PM	\$5.20
1788929	Wentworth Public School	Wendy Leighie	10/06/2011 1:00 PM	\$5.80
1788930	Wentworth Public School	Paula Leighie	10/06/2011 1:00 PM	\$5.80
1789300	Wentworth Public School	Stella Clarkson	10/06/2011 1:00 PM	\$5.50
1789302	Wentworth Public School	Fergus Clarkson	10/06/2011 1:00 PM	\$7.50
1792346	Wentworth Public School	Mia Ryan	10/06/2011 1:00 PM	\$3.30
1800474	Wentworth Public School	Pearl Brazier	10/06/2011 1:00 PM	\$5.30
1800721	Wentworth Public School	Just Shackelford	10/06/2011 1:00 PM	\$4.50
1803436	Wentworth Public School	Fine Bellamy	10/06/2011 1:00 PM	\$4.50
1809028	Wentworth Public School	Caroline Green	10/06/2011 1:00 PM	\$5.80
1810266	Wentworth Public School	Conor Grace	10/06/2011 1:00 PM	\$5.50
1813302	Wentworth Public School	Sally Chavez Nuda	10/06/2011 1:00 PM	\$4.30
1817518	Wentworth Public School	Josh Brown	10/06/2011 1:00 PM	\$5.80

- Fruit Piece - Pear
- Freshly Baked Item
- Bag of Carrot Sticks
- Pizza - Cheese
- 100% Mini Juice (Orange)

Re-Print Label Cancel Order

2. Find the customer

Find the Customer and click on the row to highlight:



FlexiSchools Online Order Management

File Options Reports Help

Pending orders: 0 % retrieved: 100
Printed orders: 86
Total orders: 86

12:43 PM

Orders | Items | Casess

Show orders: Pending Fulfilled Cancelled Future Orders

Print Labels Print corresponding items list

Order #	Organisation	Customer	Due	Price
1788954	Wentworth Village Public School	Suzanne Barham	10/06/2011 1:00 PM	\$5.30
1788816	Wentworth Village Public School	David Jery	10/06/2011 1:00 PM	\$4.20
1788917	Wentworth Village Public School	Rory Wilson	10/06/2011 1:00 PM	\$5.30
1788818	Wentworth Village Public School	Miss Jessica Shaw	10/06/2011 1:00 PM	\$7.80
1788919	Wentworth Village Public School	Miss Jessica Shaw	10/06/2011 1:00 PM	\$4.80
1788920	Wentworth Village Public School	Emily Barham	10/06/2011 1:00 PM	\$4.50
1788821	Wentworth Village Public School	Charlotte Barham	10/06/2011 1:00 PM	\$4.50
1788822	Wentworth Village Public School	Nicholas Hawkins	10/06/2011 1:00 PM	\$5.20
1788823	Wentworth Village Public School	Olivia Lockett	10/06/2011 1:00 PM	\$4.30
1788924	Wentworth Village Public School	Devlin Tuttle	10/06/2011 1:00 PM	\$4.80
1788925	Wentworth Village Public School	Miss Lanya Johns	10/06/2011 1:00 PM	\$8.30
1788827	Wentworth Village Public School	Suzanne Morgan	10/06/2011 1:00 PM	\$5.80
1788928	Wentworth Village Public School	Nyles Bishop	10/06/2011 1:00 PM	\$5.20
1788829	Wentworth Village Public School	Marcus Leighton	10/06/2011 1:00 PM	\$5.80
1788930	Wentworth Village Public School	Paula Leighton	10/06/2011 1:00 PM	\$5.80
1789300	Wentworth Village Public School	Debra Clarkson	10/06/2011 1:00 PM	\$5.50
1789302	Wentworth Village Public School	Fergus Clarkson	10/06/2011 1:00 PM	\$7.50
1792346	Wentworth Village Public School	Ma Moun	10/06/2011 1:00 PM	\$3.30
1800474	Wentworth Village Public School	Paula Brooker	10/06/2011 1:00 PM	\$5.30
1800721	Wentworth Village Public School	Just Shackelford	10/06/2011 1:00 PM	\$4.50
1803436	Wentworth Village Public School	Fiona Bellamy	10/06/2011 1:00 PM	\$4.50
1809028	Wentworth Village Public School	Caroline Green	10/06/2011 1:00 PM	\$5.80
1810266	Wentworth Village Public School	Carole Green	10/06/2011 1:00 PM	\$6.50
1813802	Wentworth Village Public School	Sally Chavira Holt	10/06/2011 1:00 PM	\$4.30
1817518	Wentworth Village Public School	John Jones	10/06/2011 1:00 PM	\$5.80

- Fruit Piece - Pear
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- Bag of Carrot Sticks
- Pizza - Cheese
- 100% Mini Juice (Orange)

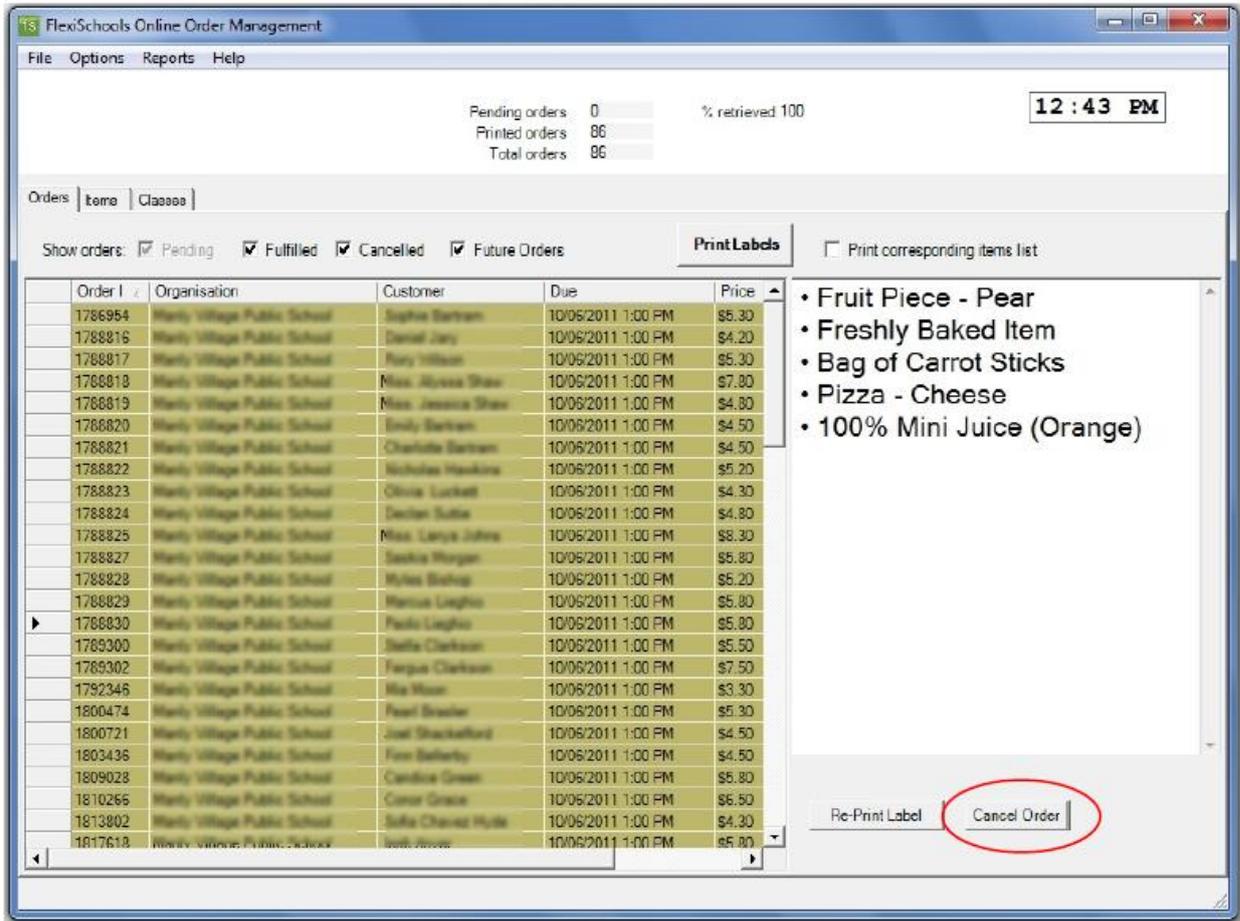
Re-Print Label Cancel Order

You can see the order on the white area on the right-hand-side.

Note: you may wish to click on the Customer column to sort the list of Customers by name.

3. Cancel the order in FOOM

Click on "Cancel Order":



FlexiSchools Online Order Management

File Options Reports Help

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 Printed orders 86
 Total orders 86

12 : 43 PM

Orders Items Classes

Show orders: Pending Fulfilled Cancelled Future Orders

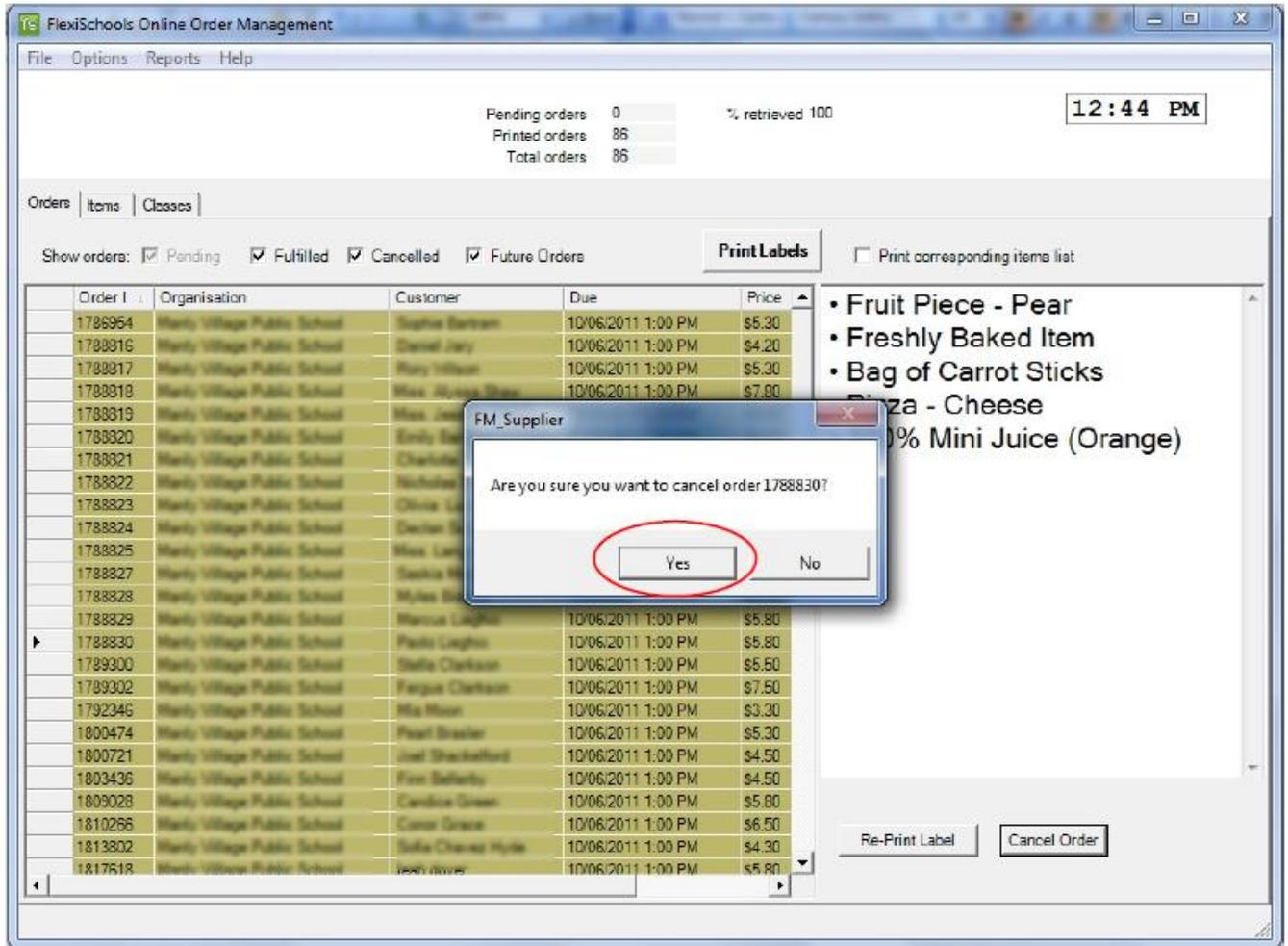
Print Labels Print corresponding items list

Order I	Organisation	Customer	Due	Price
1786954	Nearly Village Public School	Suzanne Bartram	10/06/2011 1:00 PM	\$6.30
1788816	Nearly Village Public School	Daniel Jary	10/06/2011 1:00 PM	\$4.20
1788817	Nearly Village Public School	Pony Wilson	10/06/2011 1:00 PM	\$5.30
1788818	Nearly Village Public School	Miss. Alexia Shaw	10/06/2011 1:00 PM	\$7.80
1788819	Nearly Village Public School	Miss. Jessica Shaw	10/06/2011 1:00 PM	\$4.80
1788820	Nearly Village Public School	Emily Bartram	10/06/2011 1:00 PM	\$4.50
1788821	Nearly Village Public School	Charlotte Bartram	10/06/2011 1:00 PM	\$4.50
1788822	Nearly Village Public School	Nicholas Hawkins	10/06/2011 1:00 PM	\$5.20
1788823	Nearly Village Public School	Olivia Luckett	10/06/2011 1:00 PM	\$4.30
1788824	Nearly Village Public School	Declan Suttie	10/06/2011 1:00 PM	\$4.80
1788825	Nearly Village Public School	Miss. Lanya Johns	10/06/2011 1:00 PM	\$8.30
1788827	Nearly Village Public School	Tascha Morgan	10/06/2011 1:00 PM	\$5.80
1788828	Nearly Village Public School	Wiles Bishop	10/06/2011 1:00 PM	\$5.20
1788829	Nearly Village Public School	Marisa Leighs	10/06/2011 1:00 PM	\$5.80
1788830	Nearly Village Public School	Paula Leighs	10/06/2011 1:00 PM	\$5.80
1789300	Nearly Village Public School	Della Clarkson	10/06/2011 1:00 PM	\$5.50
1789302	Nearly Village Public School	Tanya Clarkson	10/06/2011 1:00 PM	\$7.50
1792346	Nearly Village Public School	Ma Moon	10/06/2011 1:00 PM	\$3.30
1800474	Nearly Village Public School	Paul Brasher	10/06/2011 1:00 PM	\$5.30
1800721	Nearly Village Public School	Just Shackelford	10/06/2011 1:00 PM	\$4.50
1803436	Nearly Village Public School	Finn Satterly	10/06/2011 1:00 PM	\$4.50
1809028	Nearly Village Public School	Caroline Green	10/06/2011 1:00 PM	\$5.80
1810266	Nearly Village Public School	Conor Green	10/06/2011 1:00 PM	\$6.50
1813802	Nearly Village Public School	Sally Chavaz Hyde	10/06/2011 1:00 PM	\$4.30
1817618	Nearly Village Public School	John Jones	10/06/2011 1:00 PM	\$5.80

- Fruit Piece - Pear
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Re-Print Label **Cancel Order**

You will be asked to confirm this for their order number:



Click on “Yes”

Note: if the student has more than one order (for Recess and Lunch for example) you may need to cancel both.

4. Remove the label

If you have printed the orders, you should now throw away the sticky label that relates to the cancelled order.

Make sure you let all the other people in the kitchen know that the order is not going to be made.

5. Re-run Reports

This order is now cancelled and should not be made or delivered, hence you may wish to re-run the Items Production Report, Class Delivery Report and Sales Report.

6. Any Issues

If you have any questions, please call the Customer Services Team on 1300 361 769.