

Your Flexischools Canteen Quick Reference Guide

Keep Up to Date

The Flexischools mobile app has a dedicated newsfeed just for suppliers and features the latest Flexischools news and updates.

To access the app and newsfeed follow the instructions below:

- 1 Download the Flexischools app. (available on the App Store and Google Play)
- 2 Click on the search icon and in the top bar search for '**Flexischools Supplier Admins**' and then select.
- 3 Add the group '**General Information, Releases, Features and Advice**'.
- 4 Once you have this group set up you will have access to all the latest Flexischools news and updates in the home area of the app.

Cancel an Order

If you receive a call from a parent with a sick child and you need to cancel an order:

- 1 Go to your FOOM screen and click on the '**orders**' tab. At the top of the column of students' names click '**customer**', this will put the names in alphabetical order.
- 2 Find the order you need to cancel, click on it then hit '**cancel order**' towards the bottom right of the window and confirm.
- 3 This will return funds to the parent's account. If you have printed labels, find the label you need to cancel, throw it out and amend manually or re-print your '**items**' list (*and classes and sales if required*).

Change the Date of an Order to Accept a Late Order

If a parent has missed the cut-off and you are prepared to take a late order:

- 1 Ask the parent to place the order for the **same weekday** on the following week (this ensures any daily specials will show correctly).
- 2 Go into Supplier Admin and open your '**Order Summary**'.
- 3 Set the date range windows to include the chosen date, then click order summary again.
- 4 Click on the '**Total**' number of orders for that forward date and find your late order.
- 5 Click on the blue '**change**' under the due date, change to today's date and save.
- 6 Close then reopen your FOOM screen to refresh, then click '**Print Labels**', the late order will print and payment will account on the current day's business.

Request a New Service/Reactivate a Service/Order Flyers, Labels, Close Service/Confirm Term Dates

- 1 Click the drop-down menu under '**Schools & Suppliers**' and select '**Set up a new service**' then follow through selecting the suitable form for your requirements.
- 2 You must fill in a form to get your request into the correct queue. Please allow 5 business days for set up.

Menu Changes

- 1 Go to www.flexischools.com.au
- 2 Click on **'Schools & Suppliers'** then, on the left of the screen in a grey panel, click on **'Help & Support'**
- 3 Click **'Canteen Help'** here you will find a guide on how to do basic menu changes. If you are using the Supplier Self-Service Portal please refer to these specific help guides.

Trouble Shooting Printing Issues

Check your Printer

- Check the label printer is switched on, the light is green and not flashing.
- Press the button by the green light and a single blank label should appear.
- Turn printer off using the power switch at the back of the printer, wait 10 seconds and switch back on.

Check your Cable

- Chase the cable from the back of the printer to the USB port on your computer and make sure everything is firmly plugged in.

Check your Internet Connection

- Check that you have internet access. Can you Google something you have not previously searched for? If not please talk to your IT staff about your internet connection.
- The username and/or password for your school-based Proxy Server may have changed, talk to your IT staff if you are receiving a **'proxy'** error message. **Check the Printer Options.**
- Within your FOOM window, click **'Options'** then **'label printer'** to ensure the correct printer is selected in the **'label printer'** box.
- Click the 'reprint label' button towards the bottom right of the FOOM screen. If a label prints and all other orders are showing as a khaki colour, call Flexischools to re-set your labels so you can print all of today's labels.

Print Labels in Advance for Special Canteen Events

- 1 Call Flexischools to ensure all your orders are sitting in **'Downloaded'** state, not just placed, this ensures parents can no longer cancel their order.
- 2 Go to Supplier Admin and click on **'Order Summary'** and open your orders to your screen by clicking on the **'Total'** figure in blue on the date of your event – this will take a few minutes if there are a large number of orders.
- 3 Once you see the order grid, scroll to the bottom and click the blue link **'export to XML file'** – this will either save to your **'downloads'** file or ask you where you want to **save** it (do not 'open/view' it).
- 4 Go to your FOOM window (where you print your labels from) and click 'File' in the top left corner, then **'Import'** you will see your XML file in the downloads file, or wherever you saved it. Click on the XML file, then **'Open'**.
- 5 Your orders will drop into your FOOM window and will show in blue. Click **'print labels'** and your labels will print.