



Online Ordering FAQ's & Helpful Hints

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Getting Started

How do I register for a Flexischools account?

- Download the Flexischools App from the App Store or Google Play and click “Like to register?”
- Submit your email address or create an account
- Go to your Inbox and open the registration email from Flexischools
- Click on the link provided (or copy and paste the link in a new internet browser window)
- Follow the registration process, creating a password and completing your personal details.
- Once your account is set up, log into the Flexischools App and click on “Log in”
- Add users to your account. This could be your students or yourself if you are a staff member, Alumni or friend of the school

Helpful hints: if you have a student who is mature enough to place their own orders on their own device, you can provide them with their own login. When adding a student in the Flexischools App, ensure “Give student their own login” is selected, enter the student’s email address and set a daily spend limit to limit how much they can order on a daily basis. They will be sent a registration email. Your student will then be able to order online from your balance up to their daily spend limit (if you have provided one). As they will not have access to top up your account, we suggest automatic top ups are configured on your account to ensure funds are always available.

I have not received my registration email?

Please try looking in your Spam or Junk folder in your email as these often get redirected there.

How do I add a student to my account?

Flexischools App

Select the Profile icon on the grey navigation bar, select “Student” and “Add a Student”, search for their school name, select their year level and class, enter their details and select the green “Save” button.

Mobile Device (not using Flexischools App)

Search for their school name, enter their details and select their year level and student class and select the green “Save” button.

Flexischools Website (Desktop Site)

Select “Log in”, click “Add Student”, search for their school name, enter their details and select their year level and student class.

How do I top up my account?

Topping up an account is easy. You can top up using credit card, debit card, PayPal or online banking (electronic funds transfer).

Flexischools App

Select the Profile icon on the grey navigation bar, select the green "Top Up" button, select your payment method and follow the prompts.

Mobile Device (not using Flexischools App)

Select "Account" in the bottom menu, select your payment method and follow the prompts.

Flexischools Website (Desktop Site)

Select "Top up account", select your payment method and follow the prompts.

My Account

I forgot my password

Try to log in using the email address you registered with us in the "Email/Email Address" field, you may then find your password is correct and you are logged in successfully. If you need to reset your password:

Flexischools App

Click on the "Forgot your password?" link.

Mobile Device (not using Flexischools App)

Click on the "Forgot password" button at the bottom of the screen.

Flexischools Website (Desktop Site)

Click on the "Forgot your details" link.

Either way we will send you a link to your registered email address that will enable you to reset your password and continue with logging in – please always check your junk/spam if the email doesn't arrive.

How do I add a child/student/user to my account?

Flexischools App

Select the Profile icon on the grey navigation bar, select Student and "Add a student", search for their school name, select their year level and class and enter their details.

Mobile Device (not using Flexischools App)

Select "Add new student", search for their school name, enter their details and select their year level and class.

Flexischools Website (Desktop Site)

Select "Log in", click "Add student", search for their school name, enter their details and select their year level and student class.

Can two parents set up an account for the same student?

Yes.

For online ordering, you can have the same student set up multiple times. The two accounts are independent and no details are shared between them.

Can I add funds to my Flexischools account using online banking (electronic funds transfer)?

Yes, and it's **FREE**.

Please note that, provided the correct reference/description is used, the funds will not be credited to your account until the Business Day after receipt by Flexischools and you will be unable to use those funds until that time.

Flexischools App

Select the Profile icon on the grey navigation bar, select the green "Top Up" button and select "Bank Transfer (Direct Deposit)" as your payment method.

Mobile Device (not using Flexischools App)

Select "Account" in the bottom menu and select "Bank Transfer (Direct Deposit)" as your payment method.

Flexischools Website (Desktop Site)

Select "Top up Account" and select "Bank Transfer (Direct Deposit)" as your payment method.

In each case you will need to use your online banking services to transfer the top up amount using the details provided. Please be sure to enter the unique reference/description provided when transferring funds to Flexischools. This will ensure the funds reach your Flexischools account. Without the correct reference/description we will be unable to allocate the funds to your account.

You will receive an email once the funds have been credited to your account and you will then be able to place an order using those funds. Your online banking transfer will be credited to your Flexischools account the business day following receipt of the funds by Flexischools provided that the correct reference/description was provided. The time taken for your funds to be received by Flexischools will depend on your financial institution. If you have not received an email confirming that the funds are available in your account after 3 to 5 business days, please contact our Customer Support team with the following information to assist us to identify your funds:

Amount

Date of Transaction

Bank or financial institution

Account name the transfer was sent from

Description/reference used

Can I top up my Flexischools account using my credit card?

Yes.

Your funds will be available immediately, however, this option does incur a surcharge which is calculated and displayed on top up.

There is a fee free top up method using online banking (electronic funds transfer).

Can I top up my Flexischools account using PayPal?

Yes.

Your funds will be available immediately, however, this option does incur a surcharge which is calculated and displayed on top up.

There is a fee free top up method using online banking (electronic funds transfer).

How do I make my top up automatic?

If you use a credit card, debit card or PayPal, you can make your top up automatic.

Flexischools App

Select the Profile icon on the grey navigation bar, select the green "Top Up" button and select "Setup automatic topups".

Mobile Device (not using Flexischools App)

Select "Account" in the bottom menu and select "Setup automatic topups".

Flexischools Website (Desktop Site)

Select "Top up Account" and select "Setup automatic topups".

In each case, select your payment method, your Top up Trigger Level (being the account balance below which the automatic top up will be initiated) and your Top up Amount.

How do I close or cancel my account?

Closing your account can only be done on the Flexischools website (if you are using a mobile device, click "Help" then "Visit Desktop Site").

Log onto your account, click on the "My Profile" tab, then "Account Status" and then "Close Account".

If you have any remaining balance please follow the steps to have your remaining balance returned to your most recently used payment method and then close your account.

If the balance can't be returned to the most recently used payment method, you will receive an email requesting your banking details.

Why does Flexischools charge a surcharge?

Flexischools is charged fees by financial institutions when users pay using debit card, credit card or prepaid card or PayPal. The costs associated with accepting these payment methods are significant. Rather than Flexischools increasing fees for all users to compensate for the acceptance costs of those payment methods, Flexischools allows customers to make the choice as to the payment method they prefer. This allows customers to choose lower cost methods of payment to receive the direct benefit by way of lower fees.

Is the surcharge include in the payment amount or as an additional amount?

The surcharge is applied on top of your payment amount when you make payment.

Why does the surcharge involve a flat fee and a percentage?

The flat fee and percentage surcharge reflects the flat fee and percentage charged by financial institutions for accepting those payment methods. Both the Reserve Bank of Australia and the Australian Competition and Consumer Commission have released guidance that if the cost of accepting a particular payment method is a flat amount, a flat surcharge can be applied.

How can I avoid paying the surcharge?

You can top up your account using online banking (electronic funds transfer) for which no surcharge is payable.

How can I reduce the aggregate amount of surcharge paid?

We would encourage users to consider topping up their account to spread the flat component of the surcharge across multiple transactions.

What does Flexischools do with surcharges collected?

Amounts collected are applied to offset the fees charged by financial institutions.

What is an Inactive Account Keeping Fee?

If you have not used your account for 11 months and still have an account balance we will send you an email asking if you would still like to use the service or if you would like your balance returned to you or donated to charity. This email also details that if no action is taken after 12 months of inactivity, an account keeping fee of \$1.50 will be charged each month until the balance reaches zero. More information in relation to our fees and other costs are contained in our Combined Financial Services Guide and Product Disclosure Statement in the Legal section of the Flexischools website.

Can my child use their own mobile device to place orders for themselves?

Yes, provided they have their own email address.

Flexischools App

Select the Profile icon on the grey navigation bar, select "Students", select the arrow next to the relevant student to expand the details, click on the edit pencil next to Settings, ensure "Give student their own login" is selected, enter the student's email address and set a daily spend limit to limit how much they can order on a daily basis. They will be sent a registration email. Your student will then be able to order online from your balance up to their daily spend limit (if you have provided one). As they will not have access to top up your account, we suggest automatic top ups are configured on your account to ensure funds are always available.

Mobile Device (not using Flexischools App)

Click "Help", then "Visit Desktop Site" and follow the instructions below.

Flexischools Website (Desktop Site)

Select "Log in", select "Profile" under the relevant student, enter the student's email address and set a daily spend limit to limit how much they can order on a daily basis.

Can I pay for purchases separately rather than maintain a balance in my account?

Yes.

You can pay with credit card, debit card or PayPal when you place an order.

If you use the service regularly this may not be the most cost effective way of using Flexischools.

How do I change my student's school or class?

Flexischools App

Select the Profile icon on the grey navigation bar, select "Students", select the arrow next to the relevant student to expand the details, click on the edit pencil next to Settings, change the school name, year level and class and press the green "Save" button.

Mobile Device (not using Flexischools App)

Select "Additional Settings" under the relevant student, select "Change Class or School", select "Change School" and search and select the new school, update the year level and class and press the green "Save" button.

Flexischools Website (Desktop Site)

Select "Log in", select "Change Class or School" under the relevant student, click on the edit pencil and search and select the new school, update the year level and student class and press the "Change Class" button.

Your balance will remain in the account and now be accessible by your student at their new school.

How do I add a daily spend limit?

Flexischools App

Select the Profile icon on the grey navigation bar, select "Students", select the arrow next to the relevant student to expand the details, click on the edit pencil next to Settings and enter the daily spend limit.

Mobile Device (not using Flexischools App)

Select "Additional Settings" under the relevant student, select "Daily Student Spend Limit", enter the daily spend limit and press the green "Save" button.

Flexischools Website (Desktop Site)

Select "Log in", select "Change Daily Spend Limit" under the relevant student, enter the daily spend limit and press "Update".

You will need to do this for each student using the cashless card system and these amounts can differ between students.

My school is leaving school, what should I do?

If a child is leaving school but you still require your Flexischools account, you can remove that child from your account.

Flexischools App

Select the Profile icon on the grey navigation bar, select "Students", select the arrow next to the relevant student to expand the details, click on the edit pencil next to Settings and select "Remove Student".

Mobile Device (not using Flexischools App)

Click "Help", then "Visit Desktop Site" and follow the instructions below.

Flexischools Website (Desktop Site)

Select "Log in" and select "Remove student" under the relevant student.

If your child is leaving school and you no longer require a Flexischools account you can simply close your account and we will refund any outstanding balance to you. Login to the Flexischools website (if on a mobile device, select "Help" on the bottom right and then "Visit Desktop Site") and select "My Profile", select "Account Status" and select "Close Account".

Using Online Ordering

How do I place an order?

Flexischools App

If you scroll down on the Our Place home page, you will see the various categories such as News, Food and Shop. If you place your finger in the middle of a tile in a category and swipe left, you will see the various services offered under each category.

Simply select the green "Order" button to commence your order.

You may find the instructional video below helpful:

<https://vimeo.com/388149878/8de421ed83>

How do I cancel an order?

Flexischools App

Select the Profile icon on the grey navigation bar, select "Orders", select "View Open Orders", use the arrow icon to expand the order you wish to cancel and select "Cancel Order".

Mobile Device (not using Flexischools App)

Select "View Open Orders" under the relevant student, use the arrow icon to expand the order you wish to cancel and select "Cancel Order".

Flexischools Website (Desktop Site)

Select "Log in", select "Show Place Orders" (if you cannot see the details of your placed orders) and then select the "Cancel" button next to the order you would like to cancel. Your order will be cancelled and your funds will return to your account and show as a positive balance.

If these options are not available or you are otherwise unable to locate your order, this means the order has already been downloaded at your school and you will need to phone your school to request the order be cancelled.

I have more than one child, do I need a separate transaction for each?

Yes.

Typically the online orders for the classes are delivered directly to the classroom, or put in different baskets for the kids. Also, you will need to place individual orders for different breaks.

Can I repeat my child's order so that they receive the same every week?

Yes.

If your child likes the same order every week you can turn your one-off order into a weekly recurring order. Once you have placed the order you can do the following to turn your order into a weekly order:

Flexischools App

Select the Profile icon on the grey navigation bar, select "Orders", select "View Open Orders", use the arrow icon to expand the order you wish to turn into a weekly order and select "Make this a weekly Order".

Mobile Device (not using Flexischools App)

Select "View Open Orders" under the relevant student, use the arrow icon to expand the order you wish to turn into a weekly order and select "Make this a weekly Order".

Flexischools Website (Desktop Site)

Select "Log in", select "Show Place Order"s if you cannot see your order and then select the "Click here to make this a weekly order" button next to the order you would like to make a weekly order.

This is made easier if you also setup automatic top ups as recurring orders will only be placed where there is sufficient account balance.

Please note that, as many canteens regularly change their menu they close off their recurring orders over the school holidays, so you may need to replace these orders each term.

My student's class is not listed, only year levels?

This means we have not yet received the actual classes for this year from the school. You can still select a year level and place your order. The canteen will assist with getting your order to the right class. As soon as we receive the classes from the school, you'll be prompted to select the right class next time you order.

I am placing a uniform shop order how can I best get information in relation to this?

If your question is in relation to the actual items such as size, type, and delivery etc it is best that you contact the uniform shop directly as they will be able to assist. Anything else please refer to other FAQs or contact us.

How do I obtain a refund?

If you need to cancel an order for today or a future date, follow the "How do I cancel an order?" process. If you require a refund for a past order or event, please contact your school or service provider as we can only refund on receipt of authority from them.

Items missing or incorrect

Please contact your school or provider.