



### **Getting started with MunchMonitor tuckshop online ordering**

You will need to register and create an account and student profile for your child first. Setting up and online account is easy. Please contact tuckshop convenor for School ID and Password details or download from school Tuckshop web page.

## **Q&A MUNCHMONITOR TUCKSHOP ONLINE ORDERING**

### **1. How does MunchMonitor work?**

- Create an account by registering your email address and setting up Parent and Student Profiles
- Top up your account for lunches and snacks using the system's payment portal provided by the National Australia Bank
- Place food orders by selecting items from our online tuckshop menu
- The school tuckshop receives your order and payment online then delivers the lunch to your student as usual.

### **2. How do I top up my account and pay for meals?**

Click on the **account top up** page and select the amount you would like to credit to your MunchMonitor account. Once your account balance has been topped up you can place orders and allocate an allowance for over-the-counter purchases. You can also top up your MunchMonitor account at the tuckshop using cash.

*NOTE: All online transactions are processed by the National Australia Bank, offering you the latest security features. MunchMonitor does not obtain any user's credit card details for any transaction.*

### **3. What does "order cut off time" mean?**

The cut off time is 8.00am. Orders can be placed up to 4 weeks in advance. Please take advantage of the advance order option.

### **4. I forgot to place an order for today! What can I do?**

If you have missed the cut-off time for placing an order, please contact the tuckshop convenor.

### **5. What happens when my account balance runs low?**

In your Parent Profile you'll see a section called 'Top up email reminder'. If you enter, e.g. \$20 into this box and click save, you will receive an email reminder from MunchMonitor to top-up your account if your balance falls below \$20. If you have more than one student on your account it is advisable to make this figure higher. You can elect not to receive these top up reminder emails by entering \$0.00 as the dollar amount.

### **6. What if I don't want to use online credit card top ups?**

You don't have to top up your account online; you may simply go to the tuckshop and, using cash, ask the tuckshop convenor to top up your account. Your account will be updated within 24 hours.

### **7. What is Snack Money?**

Snack Money is a daily or weekly allowance you set for each student on your account. This will allow purchases at the tuckshop counter without using cash. Your child can spend up to the dollar amount you enter in their *Student Profile* and only on the days of the week you specify (specific day(s)/daily allowance or

over a week's period/weekly allowance). Snack Money is a 'cashless' way of purchasing at the tuckshop counter during second break and teaches students (Year 1 – 6) to budget to a daily / weekly allowance.

### **8. Why should I upload a photo of my child in the student profile?**

We recommend uploading a recent photo of the student. The photo functions as student ID, especially when a student wishes to buy something cashless over the counter (see **What is Snack Money?**). Without a photo, the tuckshop team has no control over who is using the account. Best photo format is 200px x 200px, or any larger **square** photo (max 2.5MB).

### **9. Can I order for each break time?**

Yes.

First break: Parents can order meals and snacks from a full online menu for first break, with orders being delivered to your child's classroom.

For second break: There is a limited online menu. Frozen snacks can only be ordered from the second break menu. All orders to be picked up from the tuckshop by the student. Alternatively, frozen items and snacks can still be purchased over the counter using cash or the Snack Money allowance, however online orders will be served quicker.

### **10. My child has food allergies - can MunchMonitor help?**

Parents are responsible to manage their children's allergies. Parents can enter allergy details and ban foods items from the menu for over the counter sales. While an allergy notification/warning will be on the order labels and student profile, parents are ultimately responsible to choose appropriate items from the menu. Dietary information is part of the menu. The system does not adjust the menu according a student's dietary requirements. List allergies to alert canteen staff.

### **11. How much does MunchMonitor cost?**

\$3.65 per term per family.

### **12. Are there discounts to menu prices for using MunchMonitor?**

Not at this time.

### **17. How does MunchMonitor keep my details and records secure?**

All records, data and information on students and parents is strictly controlled and protected in accordance with Australian legislation and privacy obligations. MunchMonitor does not share, sell, trade or open to viewing by third party organisations any of the personal information we hold. All MunchMonitor's online transactions are processed by the National Australia Bank, offering you the latest security features. MunchMonitor do not obtain any of our user's credit card details for any transaction. Please go to [www.munchmonitor.com](http://www.munchmonitor.com) for MunchMonitor's Privacy Policy and Terms of Use.

### **18. How do I close my MunchMonitor account and obtain a refund?**

Closure of your MunchMonitor account needs to be authorised correctly and your refund securely managed. You will need to fill out an Account Closure Request form which can be downloaded from the MunchMonitor website. MunchMonitor does not charge any fee to process refunds.

### **19. We have separated. Does each parent need to create an individual account or is it better to share one?**

To avoid misunderstandings, it is recommended that each parent registers and manages their own account. Each parent must set-up a student profile for their child in their account. Please add "[D]" for Dad and "[M]" for Mum after your child's surname. This way the tuckshop can identify your account for refunds and cashless purchases over the counter (see **7. What is Snack Money?**). Please see or contact the tuckshop convenor if you have any concerns.

### **20. How can I edit or cancel the order?**

You can edit or cancel an order from within your account **right up until 8.15am** on the day of the order. Refunds will be added back into your account automatically.

### **21. MunchMonitor Contact**

For all MunchMonitor system related and account refund enquiries, please contact MunchMonitor direct on 1 300 796 190 or email [help@munchmonitor.com](mailto:help@munchmonitor.com)