

Canteen

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Sub-Articles

[Canteen Administration](#)[Canteen POS](#)[Student Canteen Orders](#)

Overview

The Canteen module allows you to have students, staff and parents placing Canteen orders online via their Compass portal and via the Compass App. It also allows you to have a cashless canteen POS with students/staff using their Compass ID cards to pay for purchases. Parents are able to top up their child's card via an option in the parent portal. For schools with a Kiosk (not the KioskLite), student/staff ID card top-ups can be done on the Kiosk.

You can have a range of menus, customise your ordering timelines and categorise items available.

For information on managing Canteen menus please refer to the '[Canteen Administration](#)' article from our Knowledge Base.

For information on how Parents and Students use this feature, please see the [article 'Student Canteen Orders'](#).

Permissions

There are three possible staff permissions for the Canteen module:

CanteenUser - this gives staff access to the Canteen page under the Community menu. From this page staff are able to place their orders. It will also give staff access to place orders via the App.

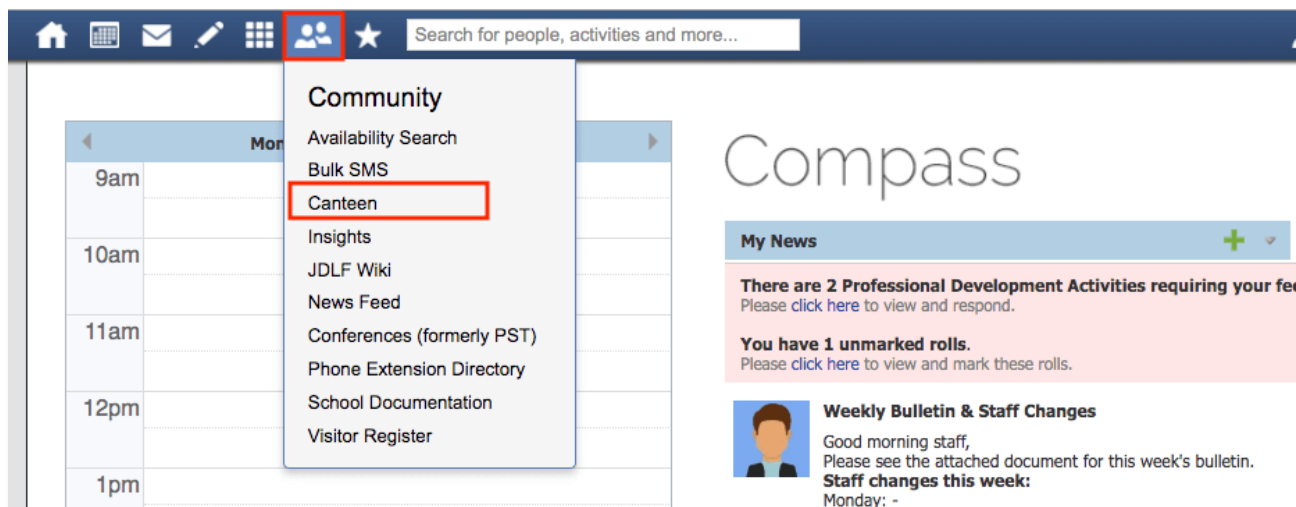
CanteenPower - this gives staff access to Canteen Management under the Organisation menu. Here they can create/edit and manage the available menus for the Canteen.

CanteenAdmin - this gives staff the same access to Canteen Management as the CanteenPower permission however it provides the additional ability to place orders on behalf of others from the Canteen Management page.

Placing an Order as a Staff Member

Staff Portal

To order via your Compass portal, go to the Community menu and click 'Canteen'



You will be taken to the ordering screen.
Select yourself and click 'Next'.

Create Order

Orders

1 Who is the order for?

Please select the person this order is intended for.

 Bathsheda BABBLING BABB

Next

2 Select sitting

3 Add items

4 Review order

Current order

 Bathsheda BABBLING

No sitting selected
\$0.00

Orders ready for purchase

Your orders will appear here

Confirm and pay

Select the date and then if more than one menu is available for that date, select the menu you want to order from. Click 'Next'.

Create Order

Orders

✓ Who is the order for?

2 Select sitting

3 Add items

4 Review order

November 2018

Su	Mo	Tu	We	Th	Fr	Sa
					1	2 3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Lunch Menu (Mon - Thurs)

Our canteen operates Monday to Thursday, excluding the first and last day of each term.

Ordering cut off tomorrow 9:30 AM

☐

Pizza Day

Our monthly pizza day

Ordering cut off tomorrow 9:00 AM

☐

Back

Next

Current order

 Bathsheda BABBLING

No sitting selected
\$0.00

Orders ready for purchase

Your orders will appear here

Confirm and pay

Click 'Add Item' to add items to your order.

Create Order

Orders

✓ Who is the order for?

✓ Select sitting

3 Add items

Search for items

Search for items

Chocolate Cake

Confectionery

A slice of the finest Mudcake

Vegetarian Nut-free

Order online and in canteen

\$2.00

+ Add Item

Chocolate Donut

Confectionery

Chocolate donut with sprinkles on top

Order online and in canteen

\$2.50

+ Add Item

Coffee

Double-shot, soy chai latte with unsweetened

show more

Vegetarian Lactose-free

Order online and in canteen

\$4.10

+ Add Item

Cup of Noodles

Hot Food

Beef, Chicken or Teriyaki flavours

Halal Nut-free

Order online and in canteen

\$3.70

+ Add Item

Current order

 Bathsheda BABBLING

Lunch Menu (Mon - Thurs)

20/11/2018

\$0.00

Orders ready for purchase

Your orders will appear here

Confirm and pay

You can see a summary of your total as you add items. You can also adjust the quantities of added items.

Create Order

Orders

✓ Who is the order for?

✓ Select sitting

3 Add items

Search for items

Search for items

Chocolate Cake

Confectionery

A slice of the finest Mudcake

Vegetarian Nut-free

Order online and in canteen

\$2.00

+ Add Item

Chocolate Donut

Confectionery

Chocolate donut with sprinkles on top

Order online and in canteen

\$2.50

+ Add Item

Coffee

Double-shot, soy chai latte with unsweetened

show more

Vegetarian Lactose-free

Order online and in canteen

\$4.10

- 1 +

Cup of Noodles

Hot Food

Beef, Chicken or Teriyaki flavours

Halal Nut-free

Order online and in canteen

\$3.70

- 1 +

Current order

 Bathsheda BABBLING

Lunch Menu (Mon - Thurs) ▼

20/11/2018

\$7.80

Orders ready for purchase

Your orders will appear here

Confirm and pay

Click the arrow in the summary to expand your order. Click the associated 'X' for an item to remove it from your cart.

Current order



Bathsheda BABBLING

Lunch Menu (Mon - Thurs)

20/11/2018

\$7.80





Cup of Noodles

Hot Food, Halal, Nut-free

\$3.70





Coffee

Vegetarian, Lactose-free

\$4.10



You can use the search function to locate an item. When you have finished adding items to your order, click 'Proceed to Review Order'.

✓ Who is the order for?

✓ Select sitting

3 Add items

Search for items

cake

Chocolate Cake

Confectionery

A slice of the finest Mudcake

Vegetarian

Nut-free

Order online and in canteen

\$2.00

+ Add Item

Pancakes

Confectionery

Stack of three pancakes with maple syrup and icecream

Vegetarian

Lactose-free

Nut-free

Order online and in canteen

\$5.00

+ Add Item

Back

Proceed to review order

When reviewing you can click the 'X' to remove an item. You can also type in some specific information in the 'Special Instructions' field if you need. When you have finished reviewing your order, click 'Add Order'.

✓ Who is the order for?

✓ Select sitting

✓ Add items

4 Review order



Cup of Noodles
Hot Food, Halal, Nut-free
\$3.70



Coffee
Vegetarian, Lactose-free
\$4.10



Bathsheda BABBLING
No sitting selected
\$7.80

Special instructions

Add additional notes (extra cheese, no sauce, etc.)

Back

Add order

This will update your cart and take you back to the start of the ordering screen from where you can proceed to create another order for another day (or from another menu) before proceeding to pay for all orders you are placing.

Create Order

Orders

1 Who is the order for?

Please select the person this order is intended for.

 Bathsheda BABBLING BABB ☐

Next

2 Select sitting

3 Add items

4 Review order

Orders ready for purchase

 Bathsheda BABBLING
Lunch Menu (Mon - Thurs)
20/11/2018
\$7.80 >

Total due
\$7.80

Confirm and pay

When you have finished creating orders, click the 'Confirm and Pay' option to proceed.

This will open the payment screen. If you have an available Compass Balance (your staff ID card has been topped up with an amount), you will see the total available. You can click the little arrow to select to pay via credit card instead of your Compass balance. If selecting credit card, you will be prompted to enter your card details.

Confirm and pay

We use CompassPay.com as our payment processing gateway. In clicking the relevant "Confirm and Pay" button to the right, you agree for your credit card to be charged by CompassPay.com on behalf of your school. You understand that the amount charged will be the "Total Due" or amount indicated to the right. This payment and use of this website is in alignment with the Compass School Manager terms and conditions of use available at <http://compass.edu.au/policy/>.

Compass Credit



Compass Balance

\$0.00

Total due

\$7.80

Cancel

Process payment

When you have chosen your preferred payment option (Compass Balance or Credit Card), click 'Process Payment' to proceed.

On the Canteen page you can click to the 'Orders' tab to view your upcoming or past orders.

Create Order

Orders



Bathsheda BABBLING

Upcoming

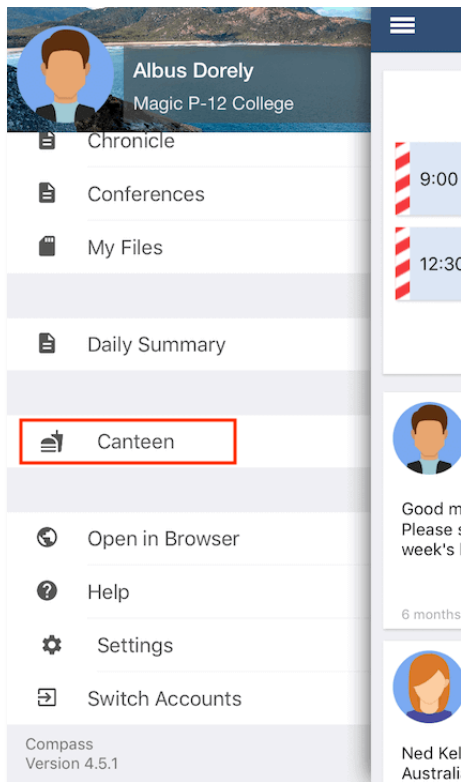
Past

To cancel an order, locate the order on your Upcoming tab and click the cancel option.

Please Note: Orders can only be cancelled if this is done by the set cancellation time. The refunded amount will be added to your Compass Balance generally within one Business Day of the cancellation.

Compass App

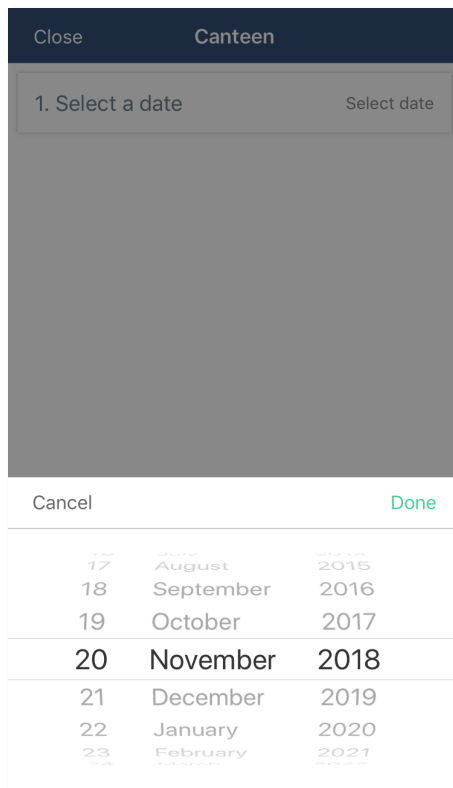
To place an order via the Compass School Manager App, open the App on your device and click the menu (three stripes icon) option. In the list, click 'Canteen'.



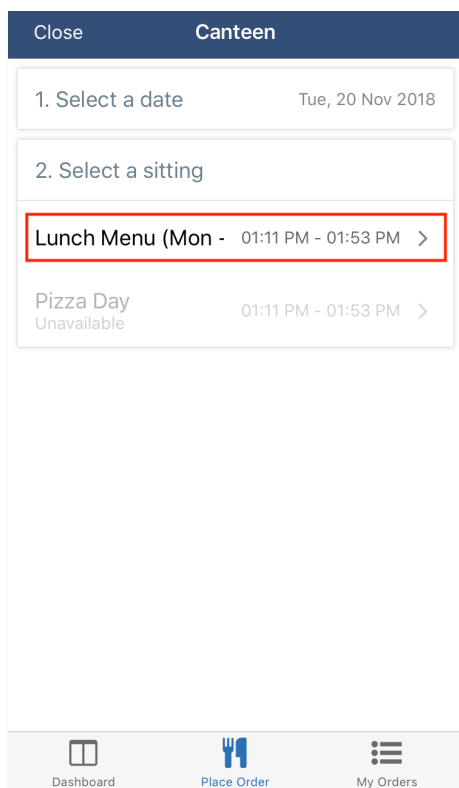
The Canteen screen has three tabs, Dashboard, Place Order and My Orders. You can click the tab headers to go to it or swipe across to move between tabs.

The Dashboard tab will show you any upcoming orders.

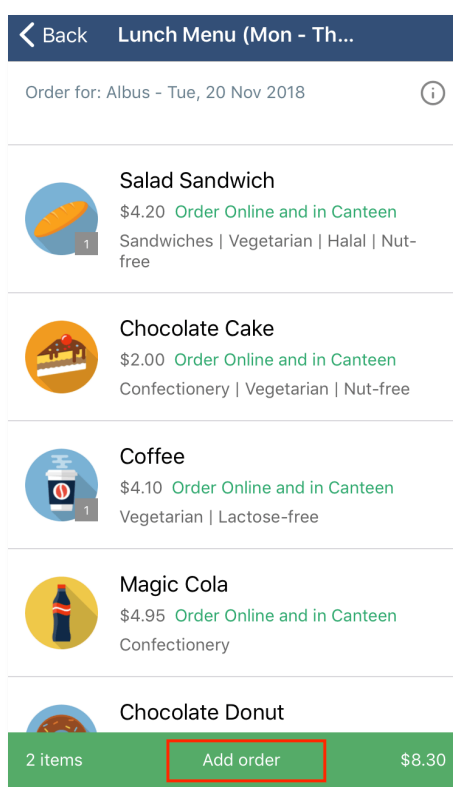
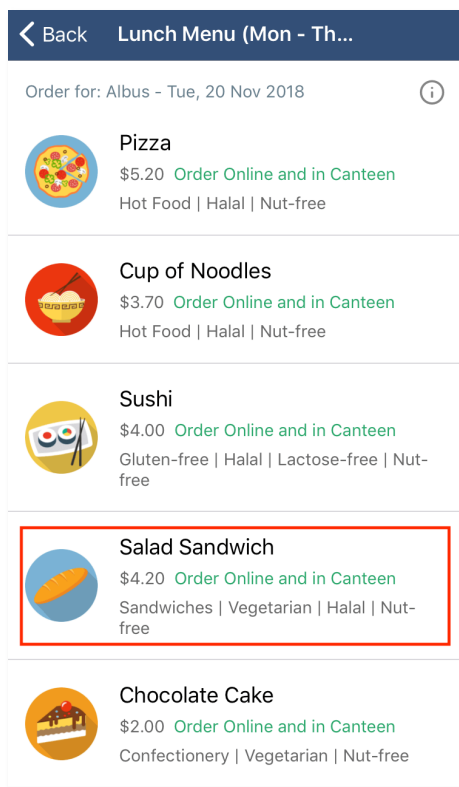
To place an order, move to the Place Order tab. Click 'Select Date' and choose the date you want to place your order for.



Choose from the available menus on that date which menu you would like to create an order from.



Scroll through the available items and click on the one you would like to add to your order. Adjust the quantity and then click 'Add Item'. Continue adding items from the menu until you have added all you require. At the bottom you will see the summary showing the number of items and the total. Click 'Add Order' to proceed.



On the order summary screen you can click 'Add Special Instructions' to add notes to your order. You can click 'Create another order' to order for another day or from another menu. If you have multiple orders listed, clicking 'Remove' for a particular order will remove it from your cart. When you are ready to pay for your order, or batch of orders, click 'Proceed to Checkout'.

Back

Review Order

Cart Summary

\$8.30

Albus - Lunch Menu (Mon - Thurs) on Tue, 20 Nov 2018

1 x Salad Sandwich (\$4.20)
1 x Coffee (\$4.10)

Add Special Instructions

Remove

Create another order

Proceed to Checkout

By default the payment method will be your existing Compass Balance, you can choose to add a credit card and use that as your payment method. Select your payment method and click 'Pay' to complete the process.

Review Order

Checkout

Payment Methods

Add +

Compass Credit

▼

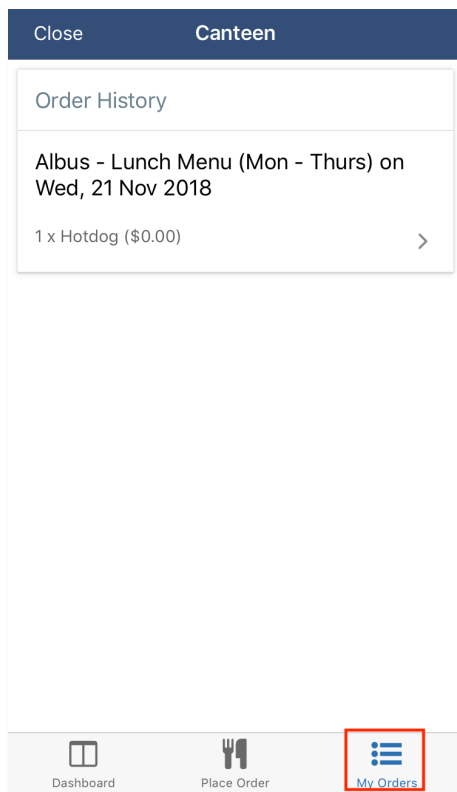
We use CompassPay.com as our payment processing gateway. In clicking the relevant "Confirm and Pay" button below, you agree for your credit card to be charged by CompassPay.com on behalf of your school. You understand that the amount charged will be the 'Total Due' or amount indicated to the right. This payment and use of this website is in alignment with the Compass School Manager terms and conditions of use available at <http://compass.edu.au/policy/>

1 order

Pay

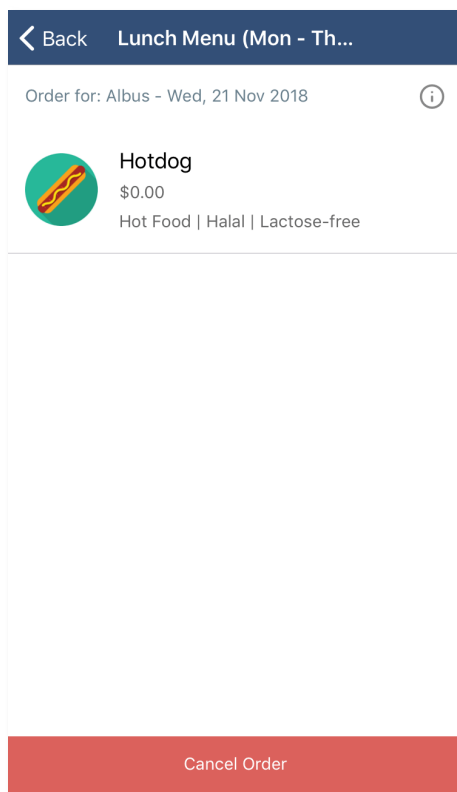
\$8.30

You can swipe to the 'My Orders' tab to view your past and upcoming orders. You can click an order to view the details.



To cancel an upcoming order, click into the order and then click 'Cancel Order'.

Please Note: Orders can only be cancelled if this is done by the set cancellation time. The refunded amount will be added to your Compass Balance generally within in one Business Day of the cancellation.



Topping up your Compass Balance

Staff can top up their Compass Balance either via their Compass Portal or via the Kiosk if you have one at your school. If your school does not have a Compass Kiosk and you would like further information on their functionality, please contact our Support Team via support@compass.edu.au.

Top Up via Portal

To top up your Compass Balance via the portal, login to Compass and click the cog menu item, choose 'My Payments'.

This is the Wallet page and you will see your current Compass Balance and options to create automatic top-ups or to complete a once off top up.

Choosing the Auto Top-up will allow you to set the amount you want the top up to be and what amount your Compass Balance needs to be when the top-up is triggered. You can add a credit card (or more than one) and then choose the credit card the top-ups will be charged to.

The screenshot shows the Compass Portal interface. On the left, a sidebar contains a button labeled '+ Link a credit card'. The main content area displays the 'My Compass Balance' as '\$0.00 Available'. A modal window titled 'Set up automatic top up for my account' is open, outlined in red. Inside the modal, a dropdown menu shows 'Mastercard Credit ****4444'. Below this, there are two sections of buttons: 'Select minimum Compass balance to trigger automatic top up' with options for \$10, \$20 (selected), and \$30; and 'Select automatic top up amount' with options for \$10, \$20, \$40 (selected), \$60, \$80, and \$100. At the bottom of the modal are two buttons: 'Enable automatic top up for my account' and 'Close'. Below the modal, a note states: 'An automatic top up will occur at any time after your balance falls below the minimum amount (\$20) selected above.' At the very bottom of the page, there is a link: 'Top up my account now (once off) >'.

If you want to do a once-off top up, click the option, choose the credit card the top up will be charged to and select your amount.

[+ Link a credit card](#)



My Compass Balance

\$0.00

Available

★ [Set up automatic top up for my account](#) >

Top up my account now (once off) ▾

Mastercard Credit ****4444 ▾

Select an amount

\$10

\$20

\$40

\$60

\$80

\$100

[Another amount?](#)

Confirm payment

Top up via Compass Kiosk

To top up your Compass Balance via the Kiosk, swipe your staff Compass ID card at the Kiosk and select the 'Compass Credit' option and follow the prompts on the Kiosk screen to top up your balance either via credit card or cash.

Please Note: The Kiosk does not issue change.

Version: 1
Features Required: Canteen
Permissions Required: None
School Systems: Available at all school system types
Hidden: False