



Payment & Ordering Options at THS Canteen & Uniform Shop

Dear parents and students

The Canteen and Uniform Shop at Turrumurra High School are run jointly by the P&C and the student body. We are committed to providing you with a number of convenient ways to interact with the Canteen and Uniform Shop, while ensuring both are safe and secure environments for staff, students and parents.

To help us achieve this goal, from the beginning of 2020 both the Canteen and Uniform Shop became cashless. We have partnered with Munch Monitor and Bendigo Bank to offer a range of safe, secure and convenient ways to order and pay at both the Canteen and Uniform Shop. Instructions on how to set up your Munch Monitor account are contained on page 3 of this document.

Canteen

Students are able to purchase their food in the following ways:

1. Placing an order online via their Munch Monitor account. Order cut-off time is 7.15am on the day of the order. Orders can be placed for either recess or lunch, and students pick up their order from the Canteen.
2. Purchase over the counter. Payment methods available are:
 - a. Use your Munch Monitor account, as long as you have enabled snack money on your student profile. You can also set daily or weekly limits to manage spending levels, and it is also a great backup if you forget to order or pack your lunch! Students simply give their name at the register, we search them up, and then charge the purchase to their account. Once students are issued with their student card, they can link it to their account, meaning we simply scan it for faster service rather than having to search for their name. PLEASE NOTE: Linking your student card is simply a way to save time. If you ever forget your student card, you can still make purchases by having us search for your name.
 - b. EFTPOS – We accept savings, Visa, Mastercard, Apple Pay, Google Pay and Samsung Pay

You can access our full menu and prices via your Munch Monitor Account.

Uniform Shop

When you start at THS and attend the Uniform Shop for your initial garment fitting session, we offer all the same EFTPOS options as the Canteen (savings, Visa, Mastercard, Apple Pay, Google Pay and Samsung Pay). We are unable to accept cash, and we are also unable to accept cheques.

For subsequent purchases, you have similar options to the Canteen:

1. Place an order online via your Munch Monitor account (this is by far the most popular method). Orders will be available for pickup from the Uniform Shop during normal Uniform Shop opening



hours. If you are ordering a new garment and you are not sure of the correct size, please make best estimate. You are able to try on your garment at pickup, and if the size you have ordered is incorrect, we are able to exchange on the spot. We also offer a 14 day return policy on all garments, if garments are returned unworn and placed back in the original packaging, we offer a full refund.

2. Purchasing instore. As with the canteen, you can pay either via:
 - a. Your Munch Monitor account.
 - b. EFTPOS – We accept savings, Visa, Mastercard, Apple Pay, Google Pay and Samsung Pay

A full uniform list along with pricing is available via the School Shop section of your Munch Monitor account.

Why do we use Munch Monitor?

Historically THS used Flexischools as our online ordering and instore cashless cards system. In 2019 we made the decision to change as the Munch Monitor technology and service offering provided a number of benefits over the Flexischools solution including:

- A superior Point of Sale system for use in the Canteen, allowing for faster service to students, and improved reporting to assist the canteen's student management team in making better business decisions.
- Integration between online ordering and instore systems.
- For most parents, lower fees. A flat fee of \$5 per family per term for the Canteen. Families with multiple children only pay the one \$5 fee for the entire family. There are no account top up fees, and no ordering fees. There is no additional charge for using your account for the Uniform Shop, and if you only use your account for the Uniform Shop (i.e. you do not use it at the Canteen for either online ordering or instore purchases), no fees apply at all.

Munch Monitor also came highly recommended from existing parents at THS who have used the system in primary schools. The implementation of this new technology infrastructure has been critical to allow us to continue the student driven improvements that have been occurring in the Canteen over the last 3 years, and provide all members of the THS community with an easier way to interact with the Canteen and Uniform Shop.

Please email as at canteen@ths.community or uniformshop@ths.community if you have any questions or require assistance.

Thanks!

The THS P&C and Student Team



Setting up an account is easy!

1. Go to www.munchmonitor.com
2. Click **LOGIN**
3. Click **REGISTER**
4. Enter
 - School ID: **turramurahs**
 - Password: **munch2074**

🔗 SETUP A NEW ACCOUNT

SUBMIT

5. Click **Submit**
6. Enter your email address
7. Enter the password you want. Make sure you can remember your password
8. Review and tick on the Terms of use
9. Click **Create your Account**
10. Click on the **Activation Link** in the email we sent
11. Follow the steps to **create your Parent Profile**
12. **Add Students** to your account
 - a. Select **Yes** for "Allow Snack Money"
 - b. Select either Daily Allowance or Weekly Allowance, and nominate the appropriate limit. **TIP:** This field cannot be left blank – if you feel your child is responsible enough to not need a limit, simply set a large limit amount
 - c. Upload a current photo of your child
13. Click on **Account Top-up** to transfer money into your account
14. Your child is now able to place **online orders** and also make **cashless purchases** in the Canteen and Uniform Shop!

Important Notes

1. Once your child's student profile is set up, the next time they are at the canteen, they will be able to link their student card to their profile via our Point of Sale Terminals. This allows for faster service. If they do not have a student card, they can still make cashless purchases at the canteen by simply giving their name, which we can search for.
2. While not compulsory, it is highly recommended that you upload a current photo of your child. This photo will appear on our Point of Sale Terminals when your child scans their student card, or if they forget their student card and give their name. This is an important security feature, as it prevents other students using your child's name and account.

If you require assistance with the set-up of your Munch Monitor account, please contact Munch Monitor directly on **1300 796 190** or email at help@munchmonitor.com