

## Welcome to Westwood's Online Ordering System!

### Getting Started

To access the system, please visit the following site: <https://westwood.hotlunches.net/>

To use the system, all you need to do is register by providing your **name and email address**.

*At the beginning of a new school year, all parents need to register and add their child(ren) to their new classes, as the system is reset each year to comply with privacy regulations.*

To register, please click on "**Click Here to Register**" below the Login button.

Type **Westy** as the access code, and type your First and Last Name, Email and a password of your choice, then click on "**Register Now**".

You are now registered and ready to use the system. The next time you want to use the system, simply login with your email address and password.

address,

access

### Managing Students

Once you have logged into the system, please add your children to the system so you can place orders for them. You only have to do this once at the beginning of the school year.

To add your children to the system click on "**Students**", and then click on "**Add New**".

Type their First and Last Name, and select their class from the dropdown menu, then click on "**Insert**".

*If your child lives in two homes, both parents can register and place orders for their child by appending Mom or Dad to the child's last name, as the system does not accept the same student name twice.*

### Placing Milk Orders

Beginning the 2021-22 school year, there will no longer be food orders. Hot Lunches will be used to order milk as well as pay for field trips, donations, etc.

Once your students have been added to the system you can place lunch orders for them.

To see the name(s) of your child(ren), click on the "**HOME**" tab, and then on "**Students**".

Below your child's name, you will see the Schedule(s) currently available to order.

To place your order, click on the "**Order**" button beside the Schedule of interest.

By clicking "**Order**" you will be able to place or edit an order for the student. The order form will indicate the date range during which orders will be accepted.

Milk orders will be placed on a monthly basis. The order must be placed and paid in full by the **Sunday before** the first of the month. *(Please note September will be different)*

Orders that are not paid in full will be deleted. We are unable to accept late orders.

### Email Notifications and Profile

The system will send you a weekly reminder with what you ordered for the upcoming week.

If you need to change your email address or want to change your password, please move your mouse over the "**Profile**" tab and once the menu drops down click on "**Edit Account Profile**".

## Lunch Order Payment

Once you have completed the order and clicked on the "**Update Order**" button, you will be taken to a screen where all the orders for all of the current schedules are summarized.

The Order Balance Owing will be displayed at the bottom of the summary.

Payment should be made only after all student orders have been completed for all desired schedules.

You must pay for the monthly milk orders in full by the Sunday before the first of the month. Unpaid orders will be deleted and milk will not be able to be ordered until the next month.

All parents need to pay online using their credit card or debit-credit card. To pay online, we use an on-line payment system called Bambora. You do not require an account with Bambora to pay online. You will be required to fill in your card number, CVV (3 digit security number on back of card) and expiry date and click on the "**PAY**" button once.

*You don't pay any fees by using Bambora to pay for your student(s) orders; the School is covering all payment processing fees as a paper and time savings service for parents and teachers.*

## Additional Information and Help

Please follow the instructions in this guide, and read the Frequently Asked Questions document.

If you need help registering or using the online ordering system, please call the School (902) 368-6855.

If you are logged in to the system, you may select "**Support Request**" under the "**Help**" tab and send your question from there.

# Westwood's Online Ordering System

## *Frequently Asked Questions*

### How do I place orders online?

Visit [westwood.hotlunches.net](http://westwood.hotlunches.net) and follow the Parent Guide available under Help to add your children's name to the system, and you will be ready to start ordering online in minutes.

### How do I pay for orders?

You can pay with a credit card or a debit-credit card via Bambora. Payment is processed by Bambora for a secure transaction, and you do not pay any fees; the School covers the payment processing fees. **We DO NOT accept cash or cheque.**

### Why do we need to pay in full before the order is processed?

In the past, Westwood had been allowing parents to pay after the order had been submitted.

Unfortunately, we have not always been able to collect all the money that was owed to Westwood. Despite many reminders and pleas for outstanding balance to be cleared, we have been ending each year between \$2000 and \$3000 in debt with our suppliers. Our school cannot continue to carry this debt at the expense of our other programs.

**How do I place orders if my child has two homes?**

If both parents want to be able to order for their child, each parent can register and when adding your child please append Mom or Dad to your child's last name as the system does not accept the same student name twice, for example 'Jane Smith-Dad' and 'Jane Smith-Mom'.

**Can I revise or cancel an order?**

Once you have paid for your order, you will not be able to edit or cancel the order. If your child is absent and has placed a milk order, you can call the office at **8:00 am** to have the order cancelled. Alternatively, the order will be considered a donation and will be given to a child in the class.

**Can I order milk and pay for field trips through the online system?**

Yes, the school will be using the online system for all lunch and milk orders.

The system will also be used to pay for field trips and other small fundraising activities.

**Can I get notified via email of what I ordered?**

Yes, the system will send you an email with a summary of what you ordered for the upcoming week.

**Why do I have to register again and add my children to the system every school year?**

Because it is faster and more accurate, and better complies with Canadian privacy regulations.

The system needs to be reset for old transactions to be deleted and to enable the assignment of new and existing students to their new classes.

It only takes a couple of minutes for a parent to register and add their children to the system, and this needs to be done only once at the beginning of the school year.