

A Parent's Guide

**An introduction to making
Payments in Compass**

-
- Payment Types & Methods
 - Providing Consent & Payment for School Trips
 - Booking in for Clubs
 - Topping up your Wallet
 - Ordering a Lunch
- 

Contents

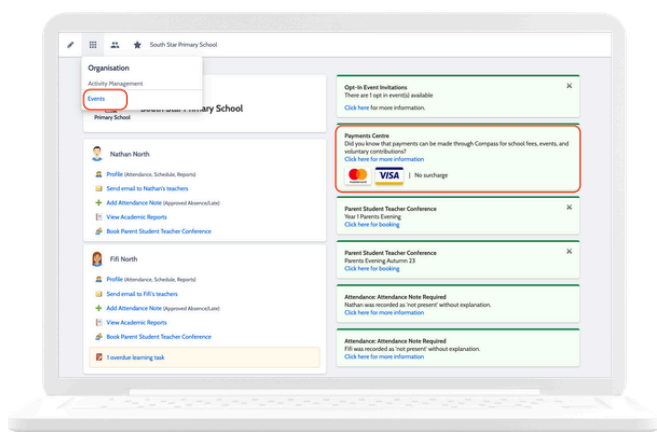
How to: Access the Payments Centre.....	Page 3
Payment Types.....	Page 4
Payment Methods.....	Page 5
How to: Make Payments.....	Page 6
How to: Consent and Pay for School Trips.....	Page 8
How to: Manage your Payments.....	Page 11
How to: Request a Refund.....	Page 12
How to: Generate Receipts.....	Page 13
How to: Book and Pay for Clubs	
In the Web Browser.....	Page 14
In the Compass School Manager App.....	Page 16
How to: Add money to your Account	
In the Web Browser.....	Page 17
In the Compass School Manager App.....	Page 18
How to: Order a Lunch	
In the Web Browser.....	Page 19
In the Compass School Manager App.....	Page 23

Payments in Compass

How to: Access the Payments Centre

In the Web Browser

Click on the link in the alert banner on your Home Page to access the Payments Centre:



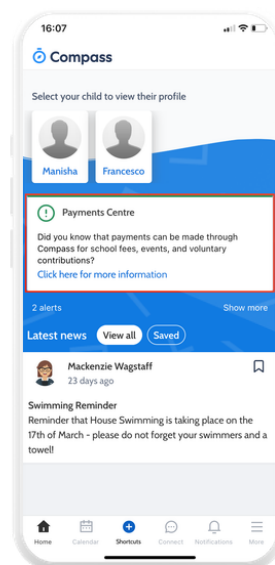
Or Access the Payments Centre through the Grid Icon in the main navigation menu. Select 'Events' to be directed to the Action Centre

It's Easy and Convenient!

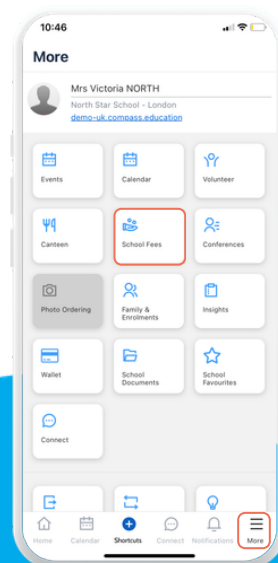
The Compass Payments Centre allows you to pay anytime, anywhere.

In the Compass App

Click on the link in the alert banner on your Home Page to access the Payments Centre



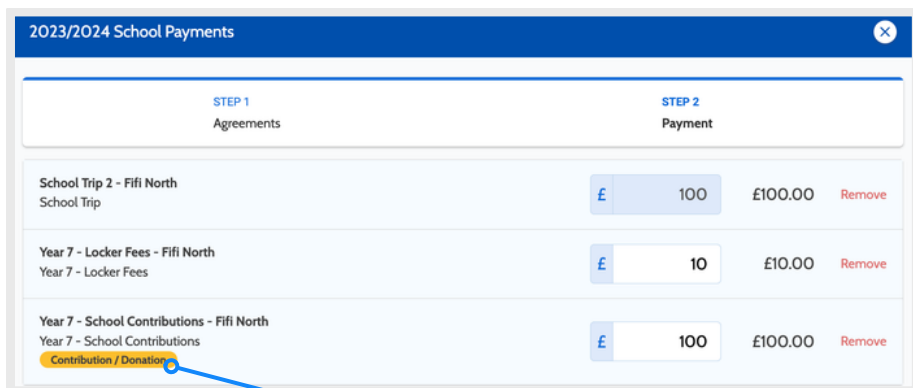
Or Access the Payments Centre through the More menu in the navigation bar. Select 'School Fees' or 'Events' to be directed to the Action Centre



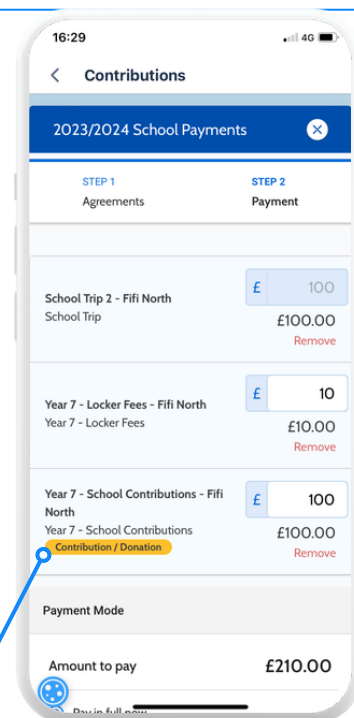
* The set up of your payments and fees may vary from the examples in this guide. Please contact the school office for assistance.

Payment Types

The payments that display in your Compass portal have been set up by your child's school. Each payment or charge will detail whether it is a [Standard Fee](#) or a [Donation](#). Standard Fees are required by the school and will contribute to your 'owed' balance. [Contribution / Donation](#) amounts are voluntary and do not contribute to your 'owed' balance.



2023/2024 School Payments			
STEP 1 Agreements	STEP 2 Payment		
School Trip 2 - Fifi North School Trip	£ 100	£100.00	Remove
Year 7 - Locker Fees - Fifi North Year 7 - Locker Fees	£ 10	£10.00	Remove
Year 7 - School Contributions - Fifi North Year 7 - School Contributions	£ 100	£100.00	Remove



16:29 4G

< Contributions

2023/2024 School Payments

STEP 1 Agreements STEP 2 Payment

School Trip 2 - Fifi North
School Trip £ 100 £100.00 [Remove](#)

Year 7 - Locker Fees - Fifi North
Year 7 - Locker Fees £ 10 £10.00 [Remove](#)

Year 7 - School Contributions - Fifi North
Year 7 - School Contributions £ 100 £100.00 [Remove](#)

Contribution / Donation

Payment Mode

Amount to pay £210.00

Contribution/Donation

This orange banner denotes that a payment is a [Donation](#) and, therefore, is voluntary.

Contribution/Donation Payments

These items are only payable once if choosing to proceed with the contribution. Often, the amount you choose to donate can be edited or you will be able to 'Remove' the charge. Once you finalise a payment for this Contribution/Donation, the item will no longer be payable, and will not show the next time you log into your school portal.

Only items without this flag will remain payable until the full amount has been paid.

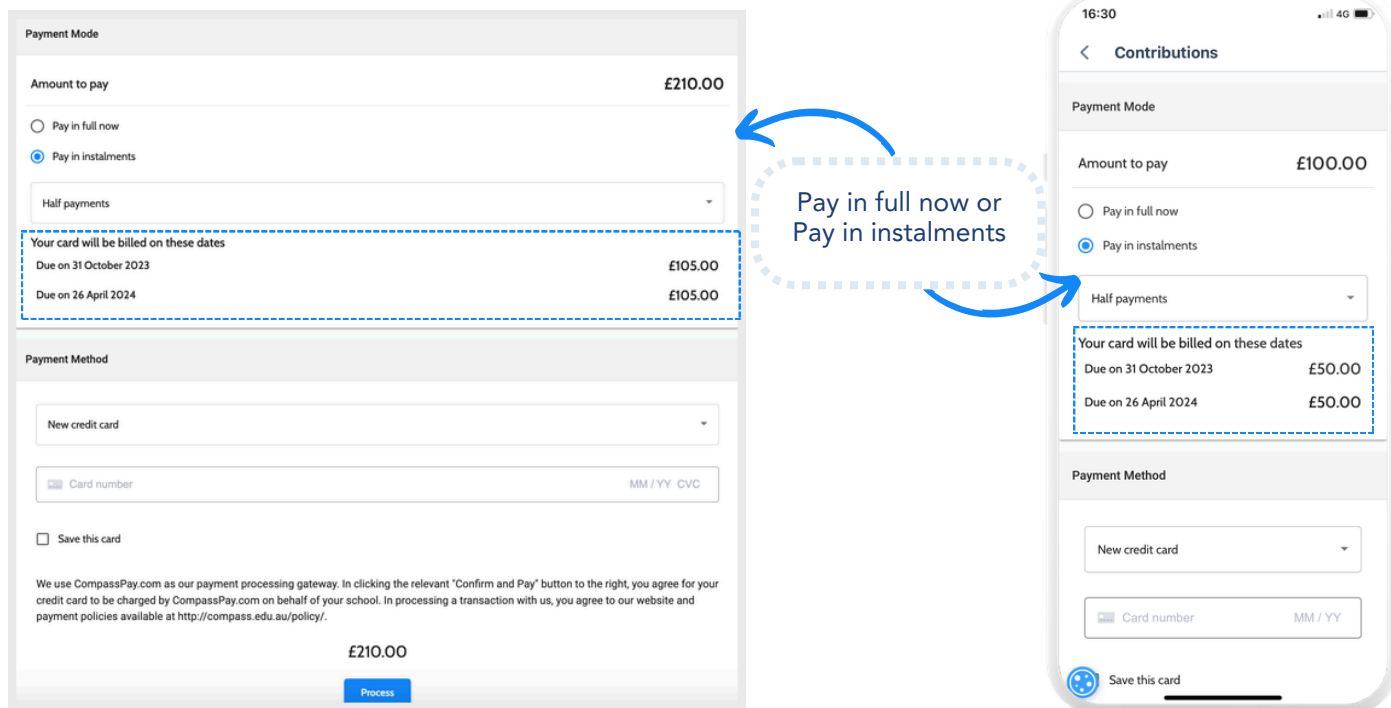
Standard Fee Payments

These items are charges or fees that you are required to pay to the school. You are able to 'Remove' a Standard fee if you choose not to process the payment and, in some cases, may be editable, which allows for custom amounts to be paid. However, any remaining balance or 'Removed' charge will continue to be payable upon the next login.

Payment Methods

Pay in Full or Pay in Instalments

If your school has set up [Payment Plans](#), you will have the option to [Pay in Full](#) or [Pay in Instalments](#). If you select to 'Pay in instalments' you will see a dropdown menu, listing the instalment options set up by the school - with the relevant dates and charges. By selecting this option, a Direct Debit is set up and you will be billed on the dates displayed.



Desktop Interface:

Payment Mode

Amount to pay: £210.00

☐ Pay in full now

☒ Pay in instalments

Half payments

Your card will be billed on these dates

Due on	Amount
31 October 2023	£105.00
26 April 2024	£105.00

Payment Method

New credit card

Card number MM / YY CVC

☐ Save this card

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. In processing a transaction with us, you agree to our website and payment policies available at <http://compass.edu.au/policy/>.

£210.00

[Process](#)

Mobile Interface:

Contributions

Amount to pay: £100.00

☐ Pay in full now

☒ Pay in instalments

Half payments

Your card will be billed on these dates

Due on	Amount
31 October 2023	£50.00
26 April 2024	£50.00

Payment Method

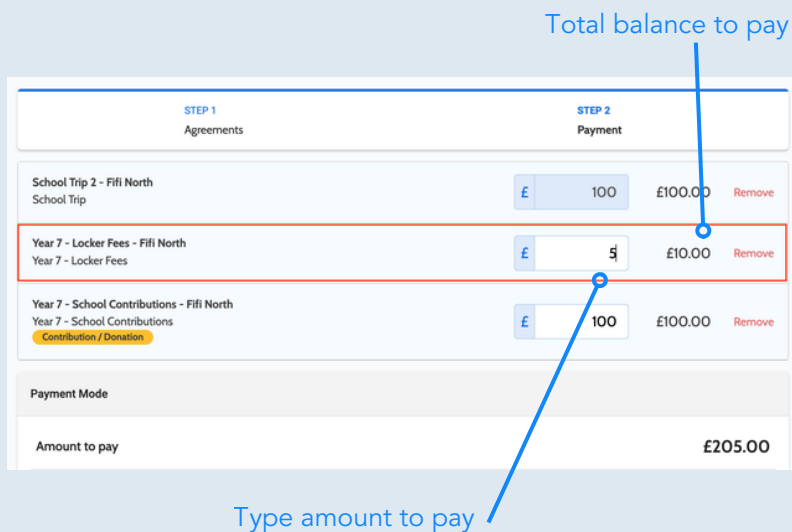
New credit card

Card number MM / YY

☒ Save this card

Chip Away

If your school allows it, you may be able to chip away at your payments over time. If this feature is enabled, the balance box will appear as white - and therefore editable - so you can type your preferred payment amount. For these fees, you will be able to contribute throughout the year. The total amount will remain on display on the right hand side. They will continue to sit in your Action Centre as payable until the balance has been paid in full.



STEP 1 Agreements

STEP 2 Payment

Item	Amount	Total	Action
School Trip 2 - Fifi North School Trip	£ 100	£100.00	Remove
Year 7 - Locker Fees - Fifi North	£ 10	£10.00	Remove
Year 7 - School Contributions - Fifi North	£ 100	£100.00	Remove

Payment Mode

Amount to pay: £205.00

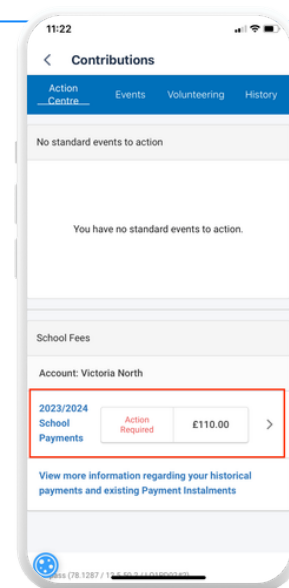
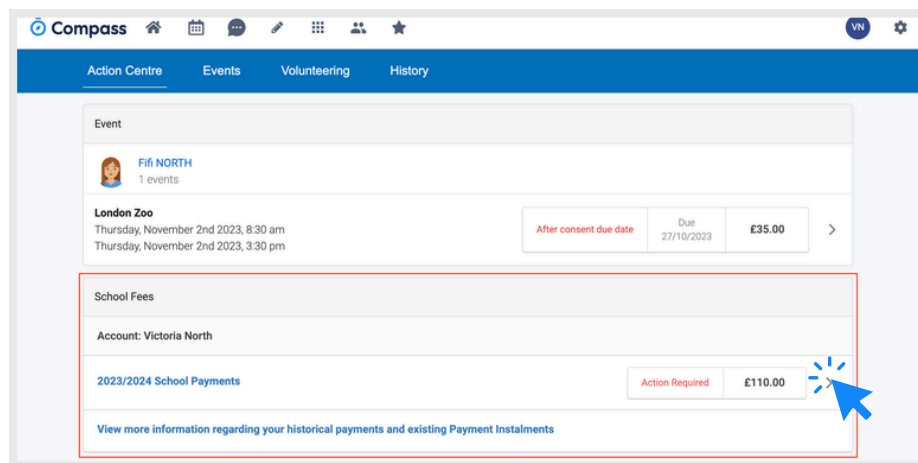
Total balance to pay

Type amount to pay

How To: Make Payments

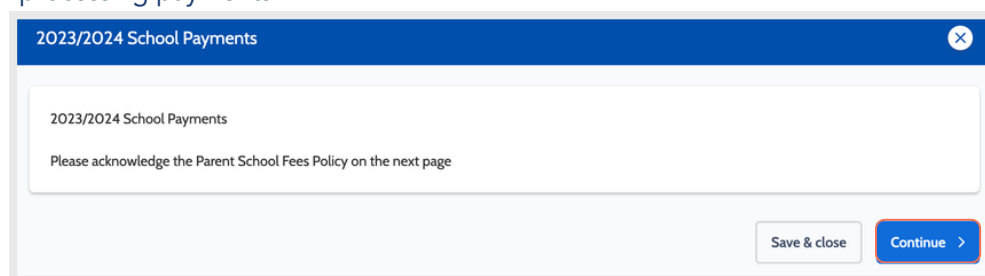
Step One

In the [Action Centre](#), click on hyperlink for the School Payments in the 'School Fees' section.



Step Two

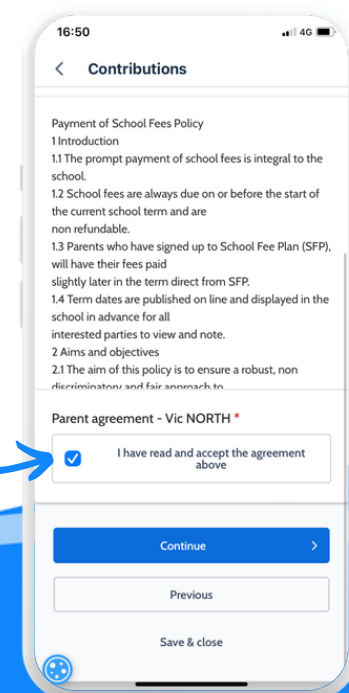
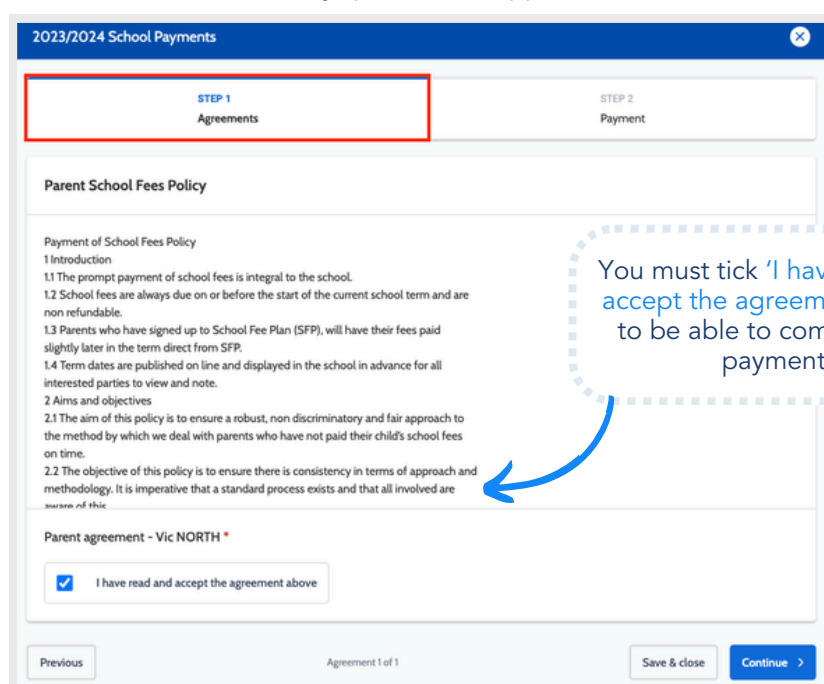
Click '[Continue](#)' to proceed to the next step of processing payments.



You will see an introductory message from the school which may contain instructions for making the payments or a description of the fees posted.

Step Three

Read and acknowledge any [Agreements](#) added by the school and answer any questions (if applicable).



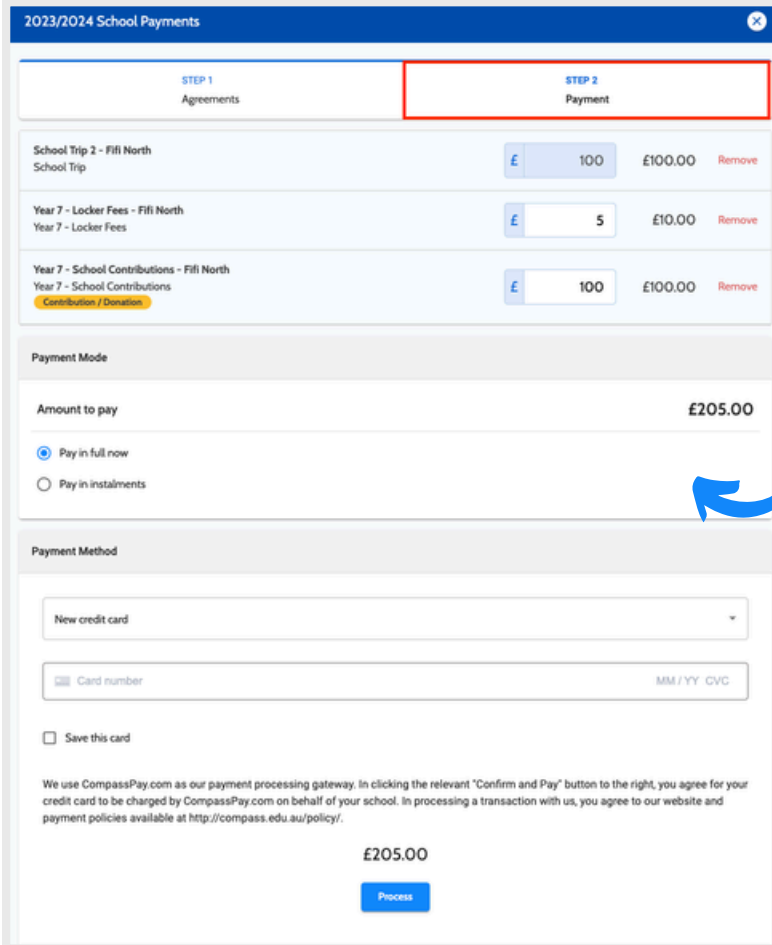
How To: Make Payments

Continued

Step Four

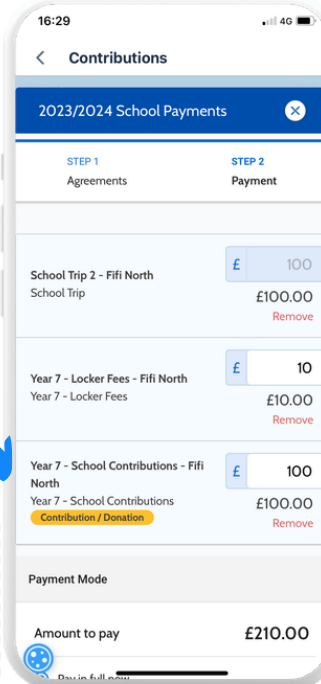
Select the amounts that you would like to pay for in this transaction.

If your school allows you to chip away at payments, type the amount you would like to pay ([for more info, see page 5](#)). Alternatively, use the **Remove** button on the right hand side to remove a particular payment from the transaction.



2023/2024 School Payments			
STEP 1 Agreements		STEP 2 Payment	
School Trip 2 - Fifi North School Trip	£ 100	£100.00	Remove
Year 7 - Locker Fees - Fifi North Year 7 - Locker Fees	£ 5	£10.00	Remove
Year 7 - School Contributions - Fifi North Year 7 - School Contributions	£ 100	£100.00	Remove
Payment Mode			
Amount to pay		£205.00	
☒ Pay in full now ☐ Pay in instalments			
Payment Method			
New credit card			
Card number		MM / YY CVC	
☐ Save this card			
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. In processing a transaction with us, you agree to our website and payment policies available at http://compass.edu.au/policy/.			
£205.00			
Process			

Choose how to process the transaction for these payments ([for more info, see page 5](#))



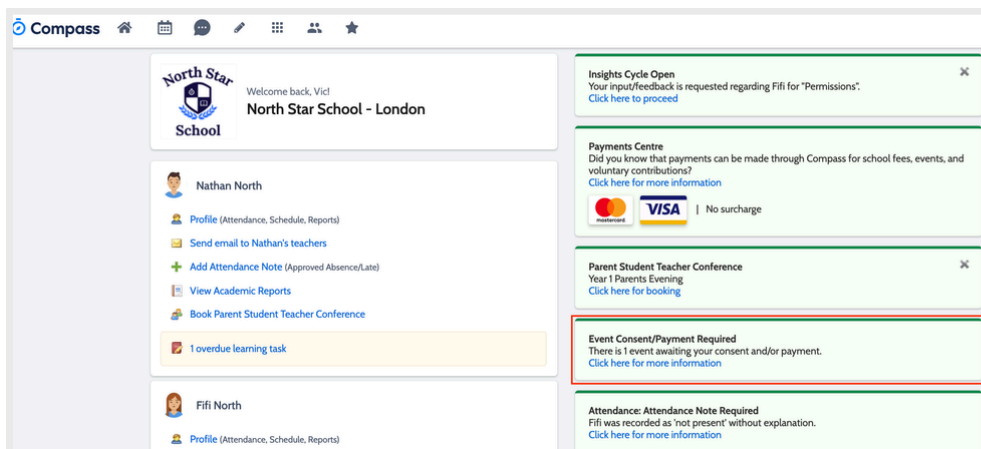
Contributions	
2023/2024 School Payments	
STEP 1 Agreements	STEP 2 Payment
School Trip 2 - Fifi North School Trip	£ 100 £100.00 Remove
Year 7 - Locker Fees - Fifi North Year 7 - Locker Fees	£ 10 £10.00 Remove
Year 7 - School Contributions - Fifi North Year 7 - School Contributions	£ 100 £100.00 Remove
Payment Mode	
Amount to pay £210.00	
☒ Pay in full now	
Payment Method	
New credit card	
Card number MM / YY CVC	
☐ Save this card	
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. In processing a transaction with us, you agree to our website and payment policies available at http://compass.edu.au/policy/.	
£210.00	
Process	

Enter your card details and toggle on 'Save this card' if you would like your details to be remembered for subsequent payments.

Select 'Process' to complete the transaction. Following this, you will receive an email confirmation of the payment containing a PDF receipt.

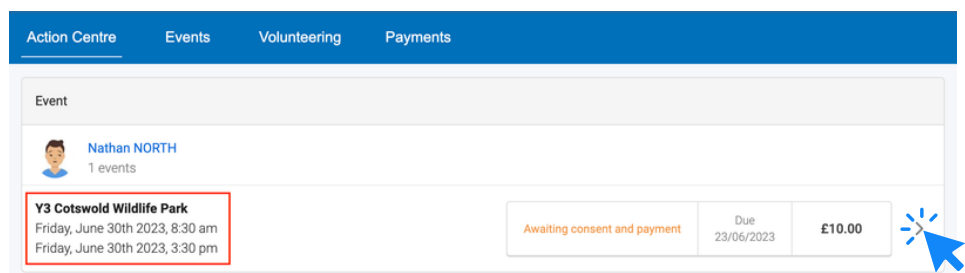
Reminder: If you have any questions, or would like to discuss paying different amounts for your contributions, please speak to your school office.

How To: Pay for School Trips



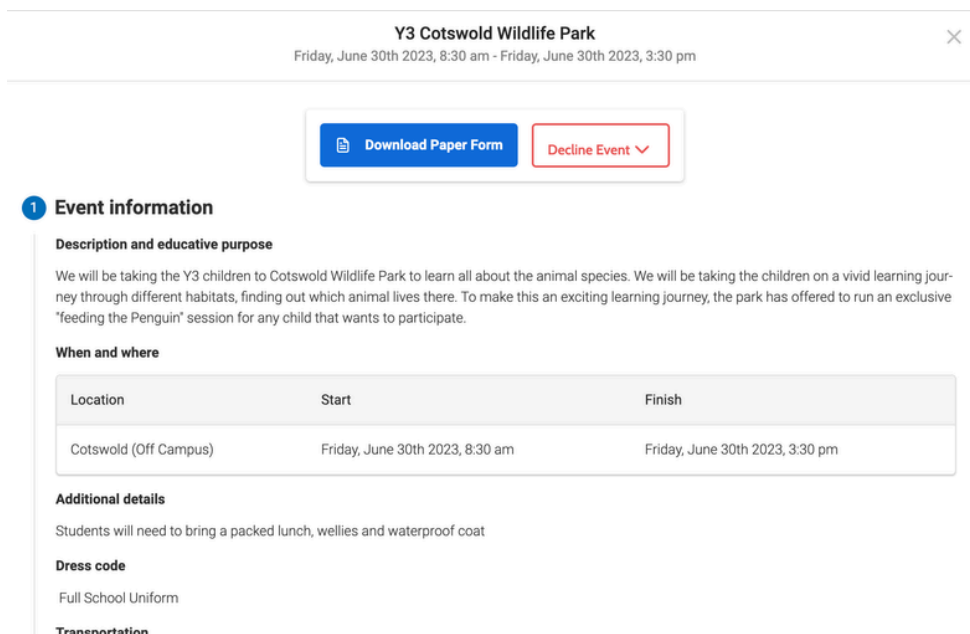
If your child has an upcoming school trip that requires your consent and/or payment, you will see an [alert on your homescreen](#).

Click the alert and it will take you to the [Events](#) page (alternatively you can click the grid menu icon at the top of the screen and select 'Events').



In the 'Action Centre' tab, you will see any events requiring your attention. Select the event you wish to action.

If you have more than one student at the school, events will be listed here under each child.



Information

Here you will see the details of the event added by the school, including:

- Time and Location
- Additional details
- Dress Code
- Transportation

How To: Pay for School Trips

[Continued](#)

2 Administrative questions

Are there any additional medical conditions, allergies, medications or ailments?

e.g. A broken leg, asthma inhaler dosage increase, travel sickness, allergies, dietary requirements etc.

Please contact the school if any permanent/on-going medication information requires updating.

Parent / guardian contact details

Contact Details on file

Mrs Victoria NORTH

Email: aclague@compass.education

Please contact the school if any of this contact information requires updating.

Contact details on the day (if different from normal)

Administrative Questions

If your child has **medical conditions** not listed, please add the details in the available section. If they do not have any additional medical conditions, you can leave this field blank.

You will see the current **contact details** on file for any parents/guardians. To provide different contact information for the day, type in the space provided.

3 Additional questions

Which sandwich filling would your child like? *

Please notify the office if your child has any special dietary requirements.

- ☐ Ham and Chesse
☐ Tuna

Additional Questions

Additional questions configured by the school will display here. The asterisk shows mandatory questions that must be completed in order to proceed.

If you are required to review a medical Action plan, you will need to tick the acknowledgement box to proceed (if the Action plan on file is no longer current, please advise the school office).

4 Consent

I give permission for Nathan North to attend this event and acknowledge the need for my child to behave in line with the school's code of conduct and adhere to the dress code. Should Nathan need be sent home as a result of misbehaviour or inappropriate conduct, I agree to collect him or meet any transport costs.

I consent to Nathan receiving first aid or urgent medical treatment if necessary, and I agree to inform the school of any changes in Nathan's medical circumstances.

If Nathan has a condition that requires medical treatment then it is your responsibility to ensure that information on the school health register, and medicines kept in school, are up to date. These medicines will be taken on school trips and administered as per the care plan if required.

The school also keeps contact information for all parents and carers, which will be used to contact you in an emergency. It is your responsibility to ensure that the information you have given to the school is correct. If you are unsure, e-mail or speak to staff in the school office.

I agree to inform the school as soon as possible if for any reason Nathan will not be attending the event e.g. due to illness, or will arrive late. In the case of late arrival, it is at the discretion of the trip organiser as to whether Nathan will still be able to attend.

To provide consent, please type your name in full

Consent

You will then be required to provide consent by typing your name in full in the box provided.

Note: Not all School Trips will require both Payment and Consent, it will vary on the type of Event set up by the school.

How To: Pay for School Trips

Continued

5 Confirm and pay

Payment Method

New credit card

0000 6039 4550

0000

VICTORIA NORTH 03/28

0000 6039 4550 0000

Victoria North

03 / 28 555

☐ Save this card

Payment

Total amount £10.00

☒ Pay in full now

Process

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. In processing a transaction with us, you agree to our website and payment policies available at <http://compass.edu.au/policy/>.

Confirm and Pay

Process a payment for the event by selecting a card on file or adding a new one. If you are adding a new card, you can tick 'Save this card' so that your card details are remembered for next time.

Select from the payment options available to you (ie pay in full / instalments) and click [Process](#).

How To: Manage School Trips

The 'Events' tab will show all events, both processed and those still requiring action. To access information on upcoming events that you have already consented and paid for, click the event.

Reminder: Access the 'Events' module in the More Menu on the Compass App

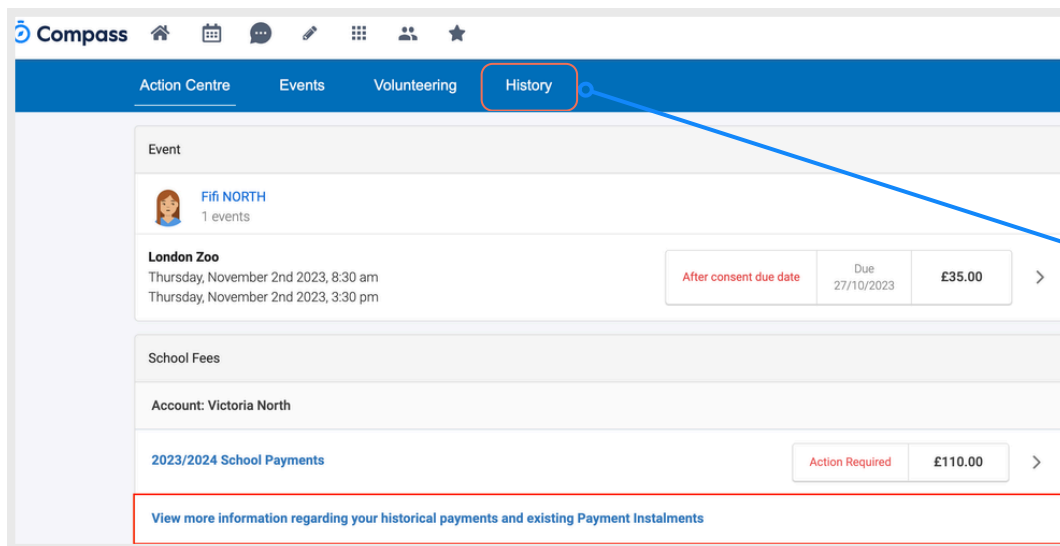
Action Centre	Events	Volunteering	Payments
Upcoming events			
Fifi NORTH 3 events			
Reading Club (50 available spaces) Thursday, September 15th 2022, 12:30 pm Thursday, July 20th 2023, 1:00 pm			
Y1 Swimming Tuesday, October 4th 2022, 9:00 am Tuesday, July 11th 2023, 12:00 pm			
Sailing (20 available spaces) Friday, February 3rd 2023, 8:30 am Friday, July 21st 2023, 3:30 pm			
Nathan NORTH 1 events			
Y3 Cotswold Wildlife Park Friday, June 30th 2023, 8:30 am Friday, June 30th 2023, 3:30 pm			

Once you have given consent and paid for the trip, the Events tab will update to show your child as 'Attending'.

Events
Library Visit Friday, July 28th 2023, 8:30 am Friday, July 28th 2023, 3:30 pm
Attending Due 26/05/2023 £0.00
Rugby Tournament (15 available spaces) Friday, June 30th 2023, 3:00 pm Friday, July 28th 2023, 4:00 pm
Attending Due 27/06/2023 £0.00
Sailing (20 available spaces) Friday, February 3rd 2023, 8:30 am Friday, July 21st 2023, 3:30 pm
After consent due date Due 02/02/2023 £5.00
Y1 Swimming Tuesday, October 4th 2022, 9:00 am Tuesday, July 11th 2023, 12:00 pm
Attending Due 30/09/2022 £0.00
Reading Club (50 available spaces) Thursday, September 15th 2022, 12:30 pm Thursday, July 20th 2023, 1:00 pm
Attending Due 20/07/2023 £0.00

How To: Manage your Payments

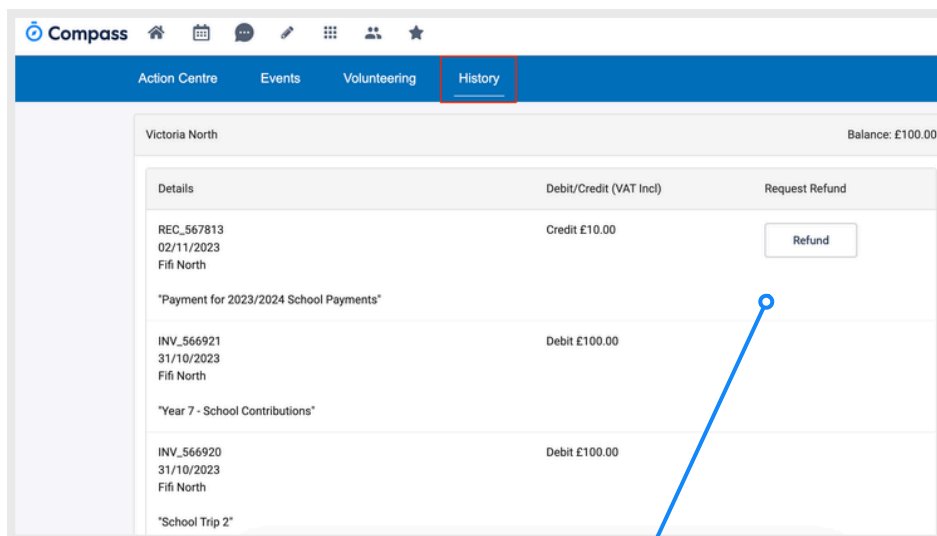
View Current Payments and History



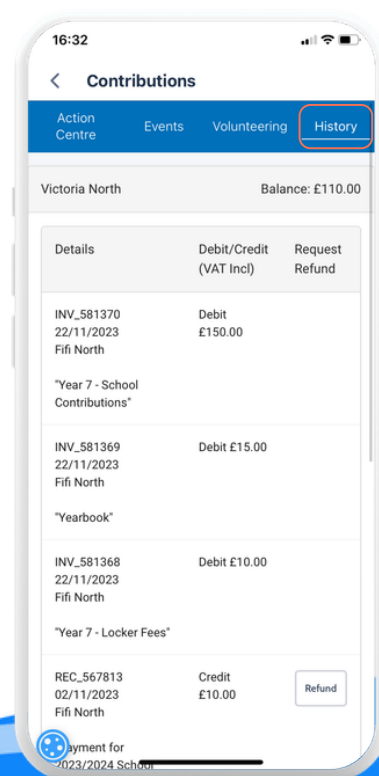
View your Payment History by clicking the [History](#) tab

Alternatively, follow the link at the bottom of the [Action Centre](#) tab.

In the [History](#) tab, you can view processed payments for items and payment plans transactions:



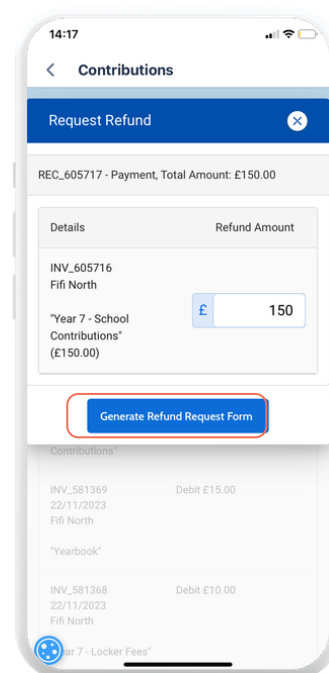
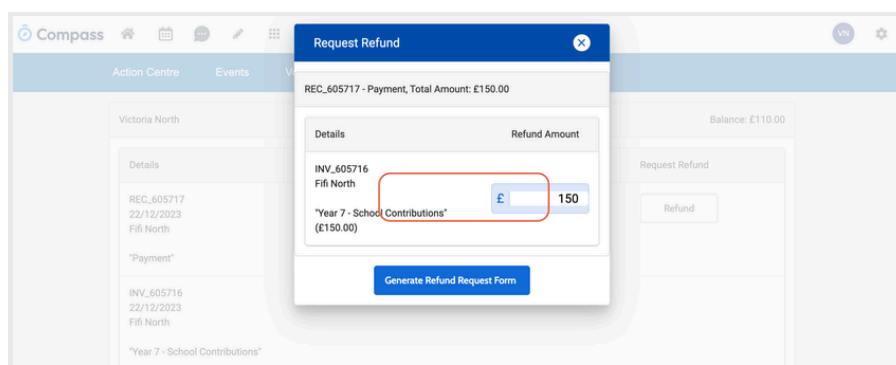
You may also be able to request a refund from this tab. *(for more info, see page 12)*



How To: Request a Refund

Generate Refund Request Form

If set up by your school, you will see payments available to be refunded in the 'Request Refund' column. Click the [Refund](#) button in the History tab to request a refund from the school and click 'Generate Refund Request Form'.



North Star School - London

Student Refund Application

A refund can only be made to the person who made the original payment. Refunds can only be made back to the original card for CompassPay and EFTPOS.

Debtor: Victoria North

Below are the refunds that you have requested. Please submit to the school officer for processing once completed.

Receipt	Description	Student	Reference	Amount (GBP)
REC_605717	Year 7 - School Contributions	Fifi North	INV_605716	150.00

Total refund amount (GBP): 150.00

Reason for refund: _____

Refund method*: ☐ Debit/Credit Card ☐ Bank Transfer ☐ Cash

If Bank Transfer:

Bank: _____ Account Name: _____

BSB: _____ Account Number: _____

* These are currently the only refund methods available.

Parent/Carer: Signature: _____ Date: _____

SCHOOL OFFICE USE ONLY

Request for refund approval by: (Name) _____ (Title) _____ Date: _____

Approved By Delegated Officer: (Name) _____ (Title) _____ Date: _____

Processed in Compass Cash Desk by: (Name) _____ (Title) _____ Date: _____

Compass Refund Document Number: _____

Quickmatch Refund Receipt No. (If applicable): _____

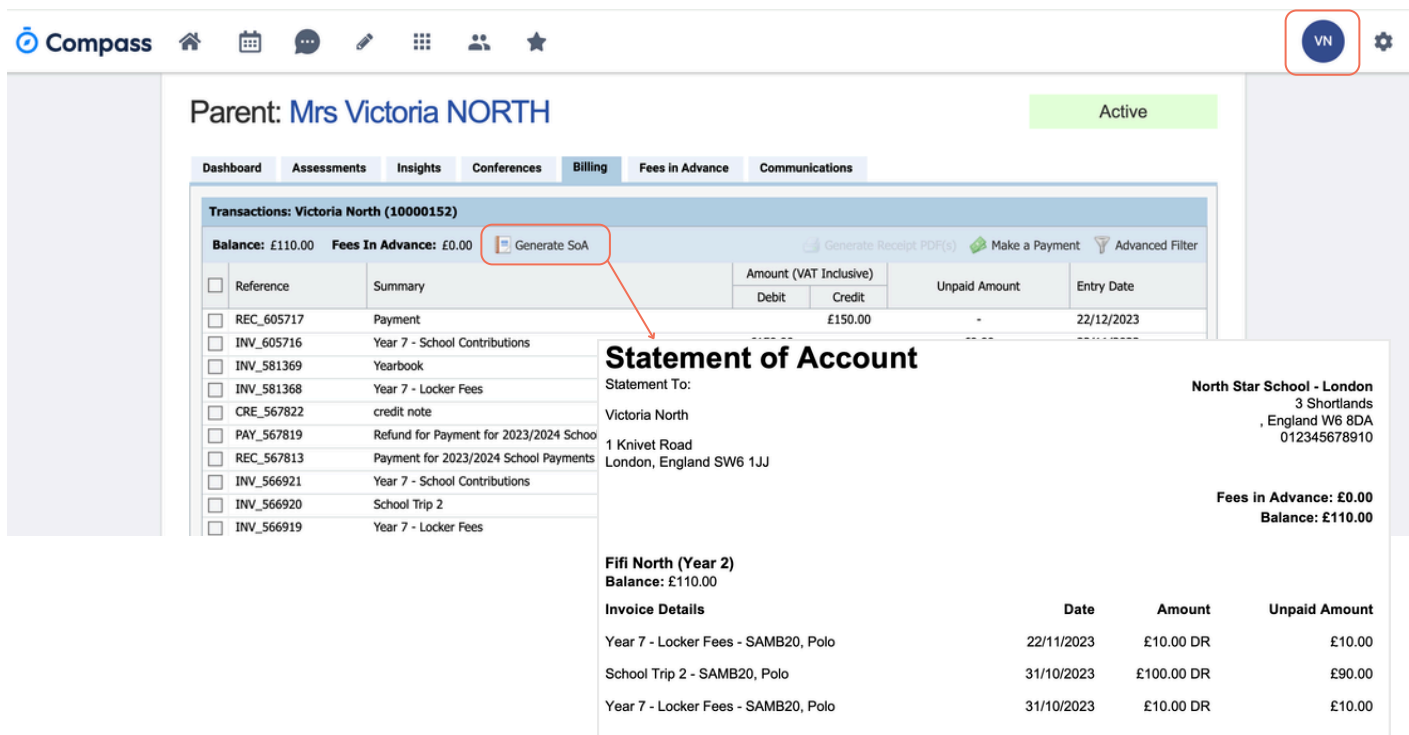
Complete the [Refund Request Form](#) and return to the School Office.

Important: Refunds are processed at the school's discretion and can only be processed to the person who made the original payment.

How To: Generate Receipts

Generate a Statement of Account

To generate a Statement of Account PDF, simply navigate to your parent account in the Web Browser. Click on your initials in the top right of your portal, and select the Billing tab. Select 'Generate SoA' to download a PDF.



Parent: **Mrs Victoria NORTH** Active

Dashboard Assessments Insights Conferences **Billing** Fees in Advance Communications

Transactions: Victoria North (10000152)

Balance: £110.00 Fees In Advance: £0.00 [Generate SoA](#) [Generate Receipt PDF\(s\)](#) [Make a Payment](#) [Advanced Filter](#)

Reference	Summary	Amount (VAT Inclusive)	Unpaid Amount	Entry Date
		Debit	Credit	
☐ REC_605717	Payment	£150.00	-	22/12/2023
☐ INV_605716	Year 7 - School Contributions			
☐ INV_581369	Yearbook			
☐ INV_581368	Year 7 - Locker Fees			
☐ CRE_567822	credit note			
☐ PAY_567819	Refund for Payment for 2023/2024 School			
☐ REC_567813	Payment for 2023/2024 School Payments			
☐ INV_566921	Year 7 - School Contributions			
☐ INV_566920	School Trip 2			
☐ INV_566919	Year 7 - Locker Fees			

Statement of Account

Statement To:

Victoria North
1 Knivett Road
London, England SW6 1JJ

North Star School - London
3 Shortlands
London, England W6 8DA
012345678910

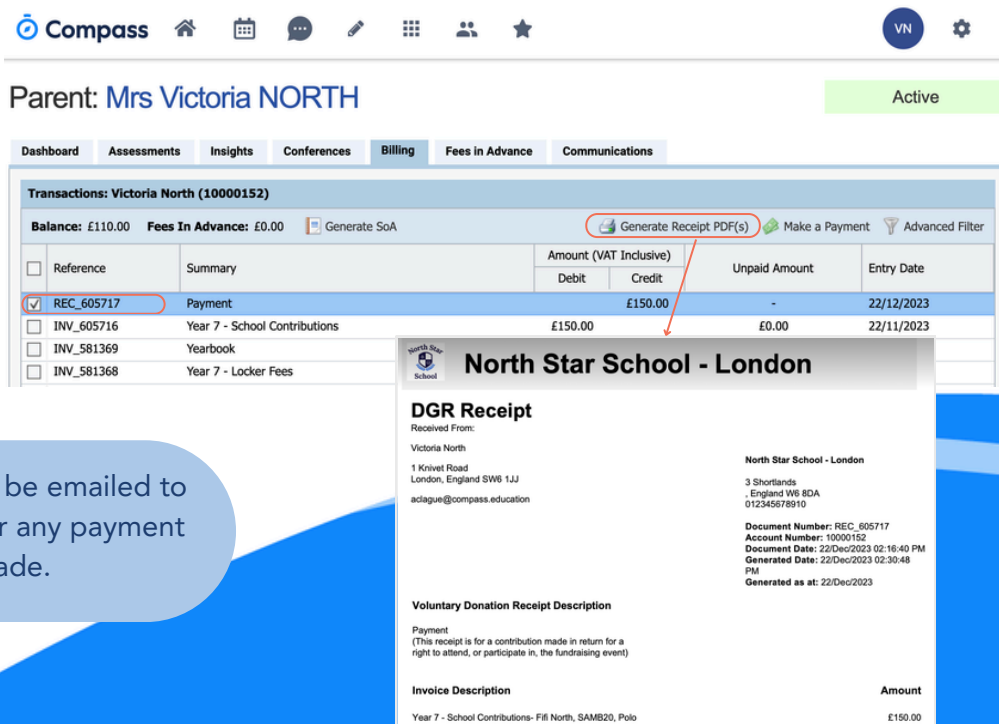
Fees in Advance: £0.00
Balance: £110.00

Fifi North (Year 2)
Balance: £110.00

Invoice Details	Date	Amount	Unpaid Amount
Year 7 - Locker Fees - SAMB20, Polo	22/11/2023	£10.00 DR	£10.00
School Trip 2 - SAMB20, Polo	31/10/2023	£100.00 DR	£90.00
Year 7 - Locker Fees - SAMB20, Polo	31/10/2023	£10.00 DR	£10.00

Generate a Transaction Receipt

To generate a receipt, select the transaction using the checkbox on the left. Click 'Generate Receipt PDF(s)'.



Parent: **Mrs Victoria NORTH** Active

Dashboard Assessments Insights Conferences **Billing** Fees in Advance Communications

Transactions: Victoria North (10000152)

Balance: £110.00 Fees In Advance: £0.00 [Generate SoA](#) [Generate Receipt PDF\(s\)](#) [Make a Payment](#) [Advanced Filter](#)

Reference	Summary	Amount (VAT Inclusive)	Unpaid Amount	Entry Date
		Debit	Credit	
☒ REC_605717	Payment	£150.00	-	22/12/2023
☐ INV_605716	Year 7 - School Contributions	£150.00	£0.00	22/11/2023
☐ INV_581369	Yearbook			
☐ INV_581368	Year 7 - Locker Fees			

North Star School - London

DGR Receipt

Received From:
Victoria North
1 Knivett Road
London, England SW6 1JJ
acliague@compass.education

North Star School - London
3 Shortlands
London, England W6 8DA
012345678910

Document Number: REC_605717
Account Number: 10000152
Document Date: 22/Dec/2023 02:16:40 PM
Generated Date: 22/Dec/2023 02:30:48 PM
Generated as at: 22/Dec/2023

Voluntary Donation Receipt Description

Payment
(This receipt is for a contribution made in return for a right to attend, or participate in, the fundraising event)

Invoice Description

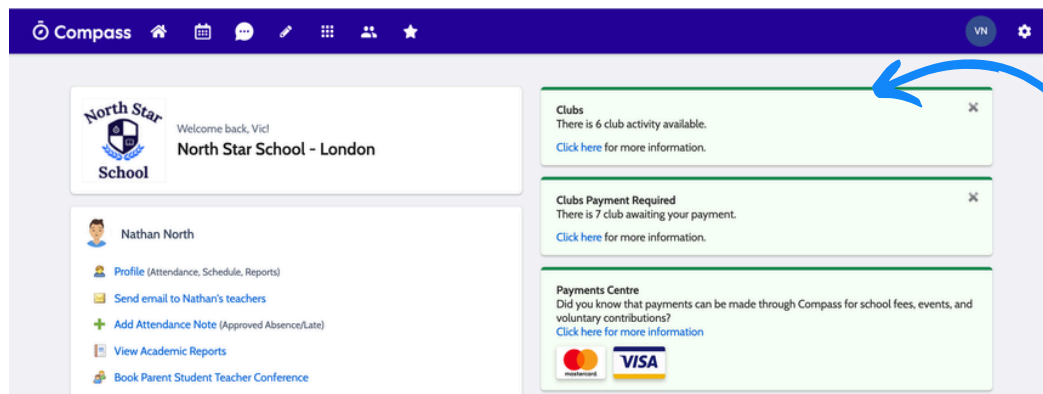
Year 7 - School Contributions- Fifi North, SAMB20, Polo

Amount
£150.00

Individual receipts will be emailed to you automatically after any payment has been made.

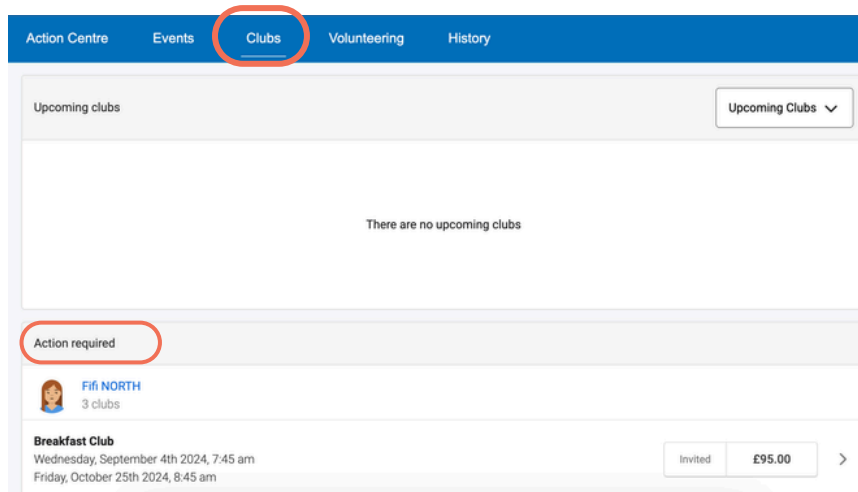
How To: Book and Pay for Clubs

In the Web Browser



Step One

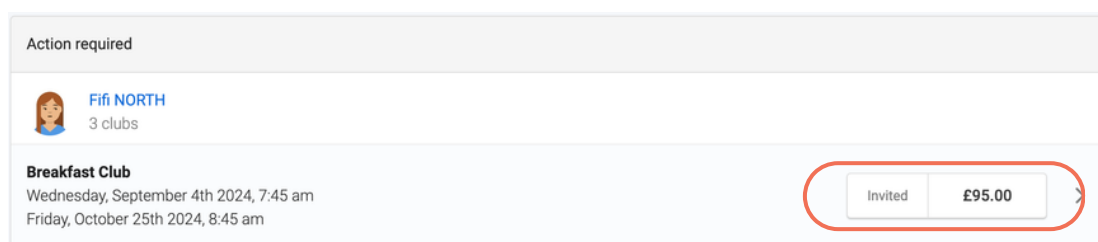
Click on the link on your Compass homepage inviting you to book and pay for Clubs



Step Two

You will be directed to your Action Centre where you can consent and pay for Events, Clubs and other charges posted to you by the school.

Click the 'Clubs' tab and see details of available clubs in the 'Action required' section.



Step Three

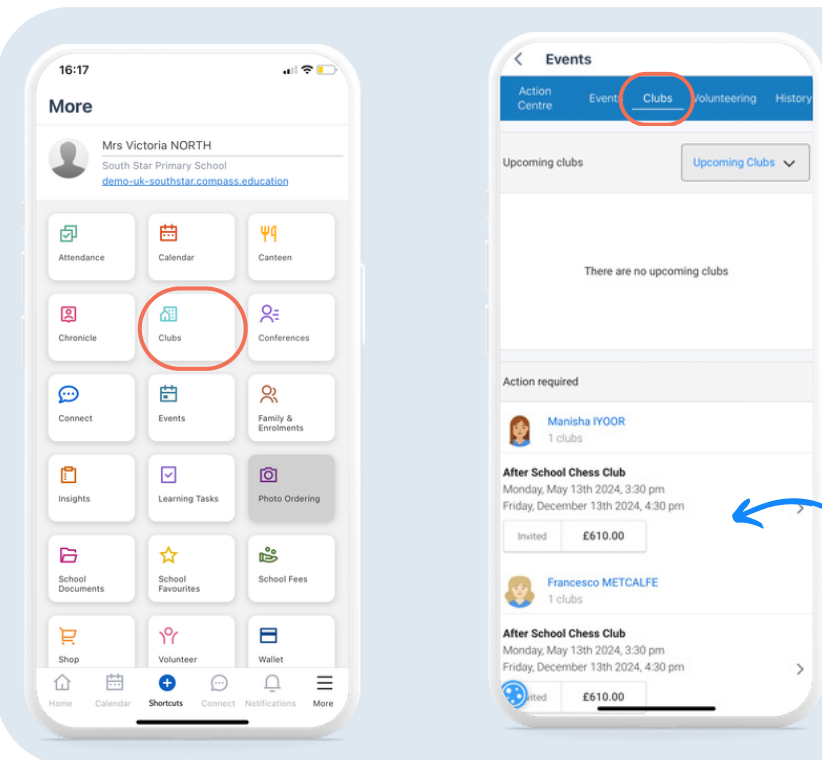
Select the Club you would like to opt your child into. Please note: If you have more than one child at the school you will have separate invitations.

Note: Some processes may vary depending on your school's portal set up. If you have any questions regarding your Compass parent portal, please contact the school for assistance.

How To: Book and Pay for Clubs

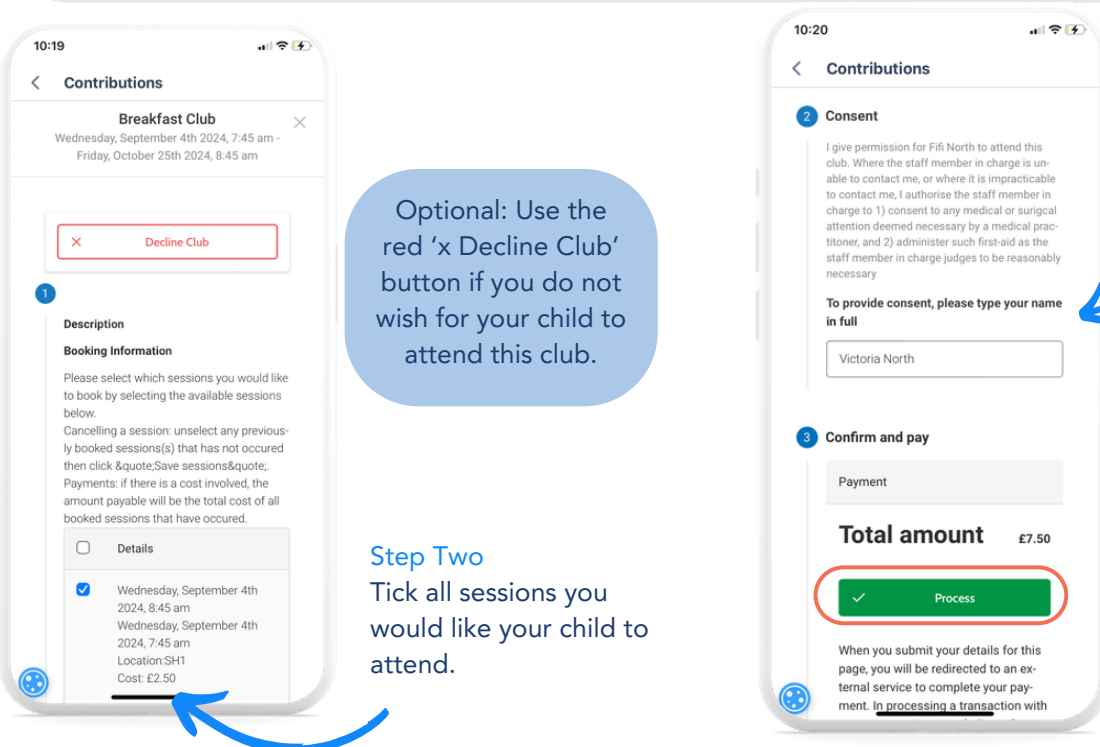
In the Compass School Manager App

In the Compass School Manager App, you will see an alert on your dashboard when Clubs have been added as available for you to book. Alternatively, navigate to the 'More' menu and select the 'Clubs' tile (shown below) to open the Clubs page in your Action Centre.



Available clubs are listed in the 'Action required' section. You will see your child - or children - listed for each club they are eligible to attend.

Step One
Click on a club that you would like to book and pay for.



Optional: Use the red 'x Decline Club' button if you do not wish for your child to attend this club.

Step Two
Tick all sessions you would like your child to attend.

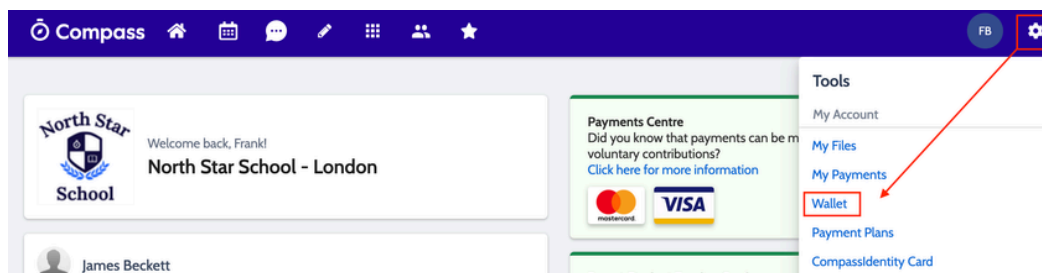
Step Three
Type your name in full to provide consent for the club

Step Four
Make payment for the club using your preferred Payment method.

How To: Add money to your Account

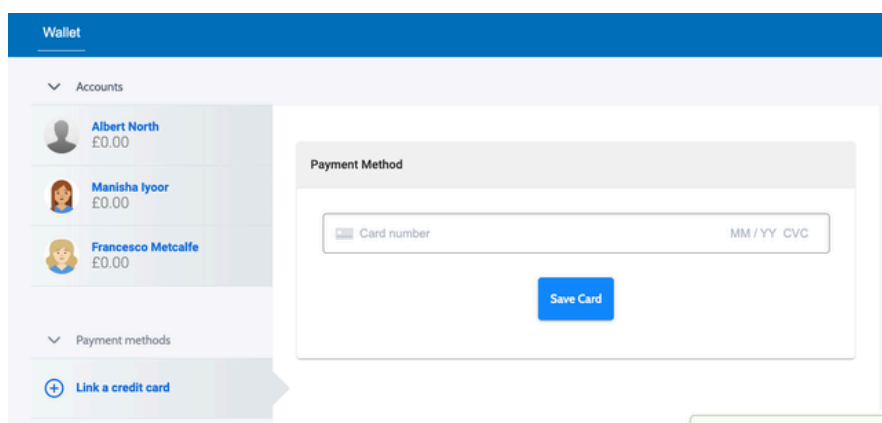
In the Web Browser

The cost of your child's school dinners will be deducted from funds added to their Compass Wallet. You can add money to your child's Compass Wallet at any time through your Compass portal in the web browser, or through the Compass School Manager App.



Step One

Click on the Cog icon and select 'Wallet' from the drop down menu.



Step Two

Click 'Link a credit card' on the left hand side. Enter your card number, expiry date and CVC and click 'Save card'. Link as many credit/debit cards as you wish.

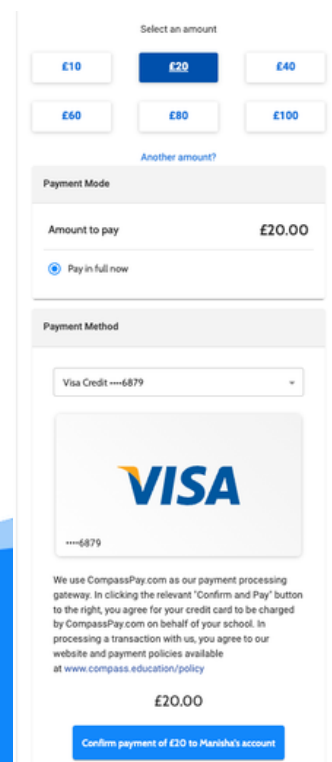
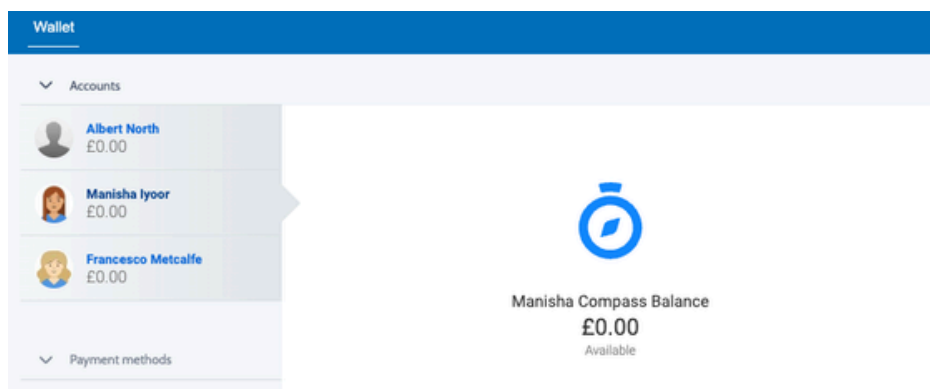
When you have successfully added a card, you will see the green banner below.



Step Three

Select your child on the left-hand side to add funds to their Wallet balance. At the top you will see their current balance.

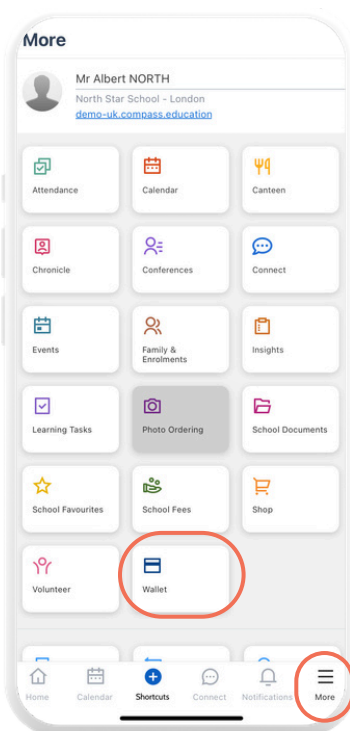
Choose or enter the amount you would like to add and select the Payment Method e.g. the credit card(s) you added in the previous step.



How To: Add money to your Account

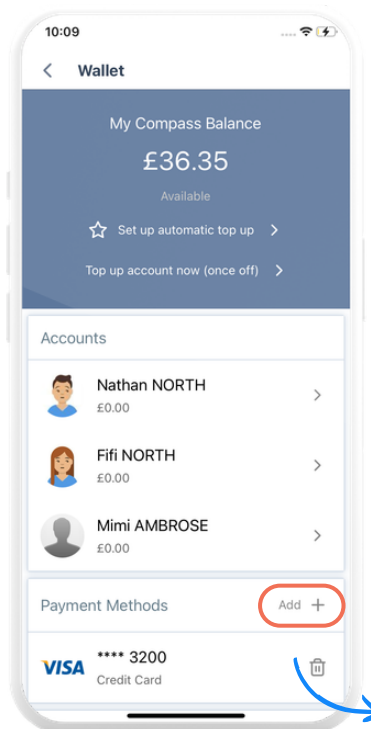
In the Compass School Manager App

To add money to your child's Compass Balance in the App, follow the steps below:



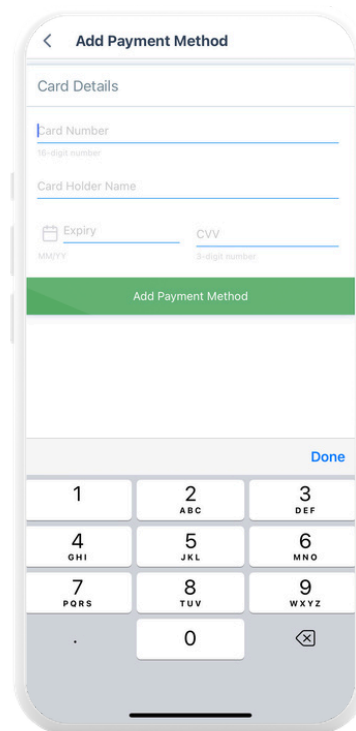
Step One

Click on the 'More' option on the Navigation menu at the bottom of the screen. Select 'Wallet' from the coloured tiles.



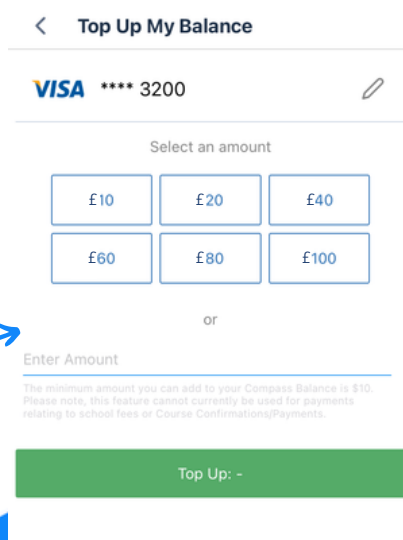
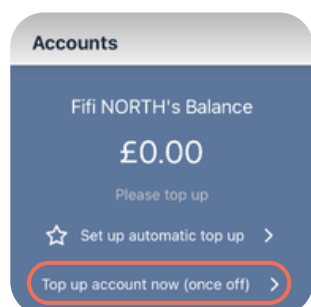
Step Two

Click 'Add +' next to 'Payment Methods'. Enter your card number, name expiry date and CVC and click 'Add Payment Method'.



Step Three

Select the child to add to Compass Balance. At the top, you will see the child's current balance. Select 'Top up account now (once off)'.



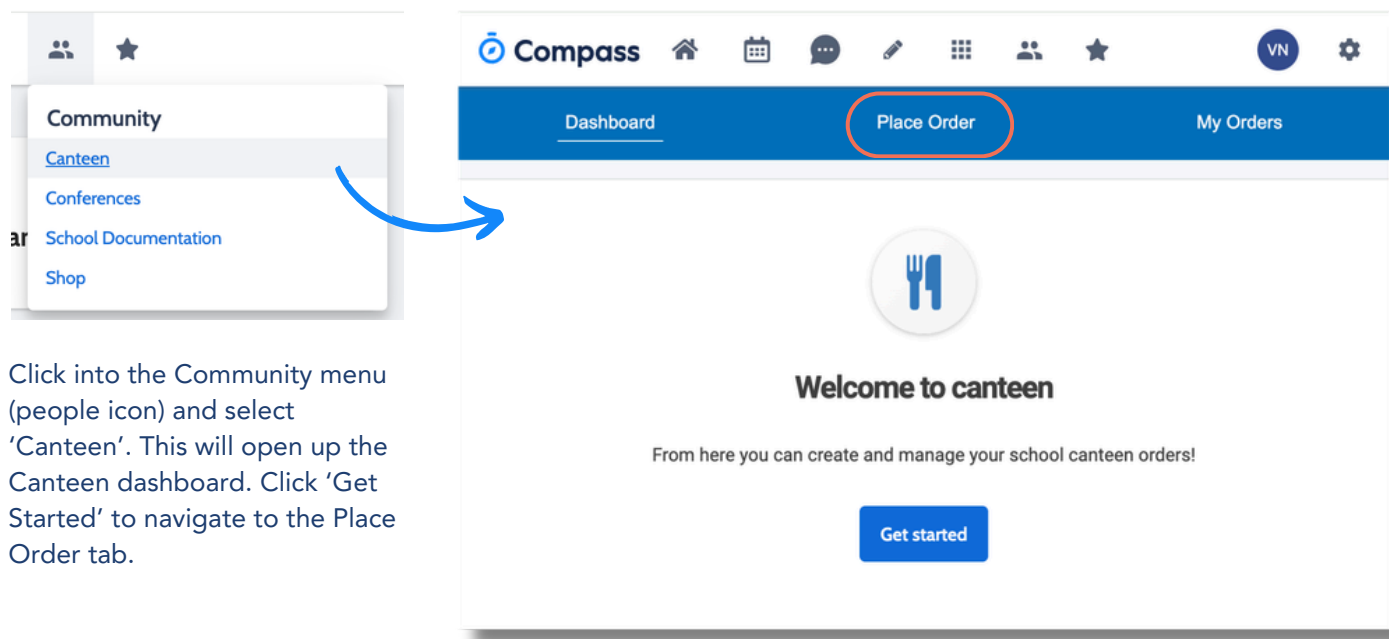
Choose or enter the amount you would like to add and select the Payment Method e.g. the credit card(s) you added in the previous step.

Click the 'Top up' button to complete this step.

How To: Order a Lunch

In the Web Browser

If you are required to order in advance for your child's lunch, you can do this through the Canteen module within your Compass portal.



Click into the Community menu (people icon) and select 'Canteen'. This will open up the Canteen dashboard. Click 'Get Started' to navigate to the Place Order tab.

Follow the 4 step process to order a lunch:

- 1 **Who is the order for?**
Select who the order is for and click 'Next'

1 **Who is the order for?**

Please select the person this order is intended for.



Fifi NORTH
FNOR20

☒



Nate NORTH
NAMB18

☐

Next

How To: Order a Lunch

Continued

In the Web Browser

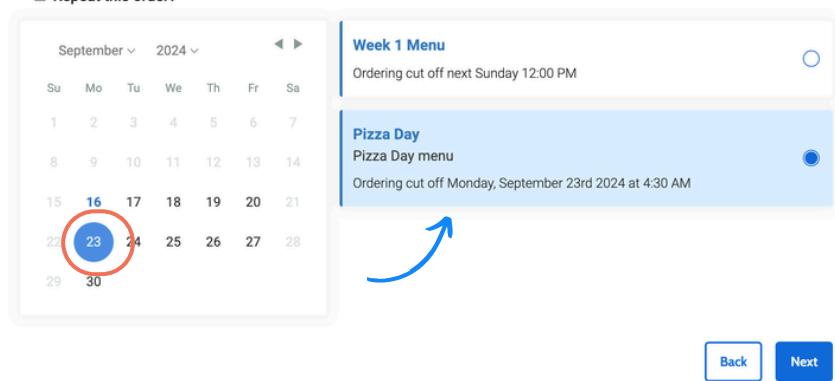
2 Select Sitting

Use the calendar to select the date and choose an available menu. Click 'Next' to continue

✓ Who is the order for?

2 Select sitting

☐ Repeat this order?



Top tip! Use the 'Repeat this order?' tick box to bulk order the same item from the menu between set dates. This will add the order for all inclusive days in the menu's availability.

3 Add items

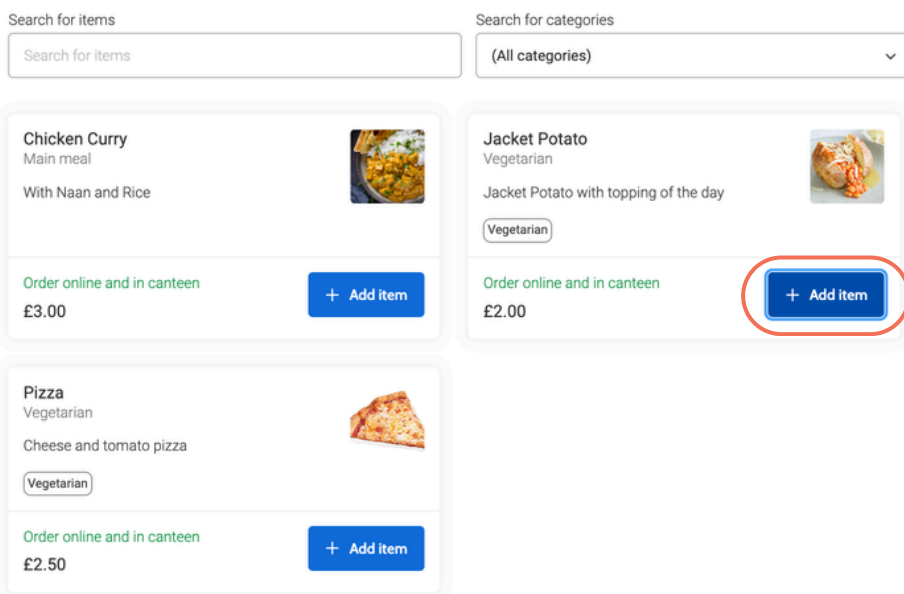
Browse the menu items and add to your order by selecting '+Add Item'. Click 'Proceed to review order'.

✓ Who is the order for?

✓ Select sitting

3 Add items

Use the search and filter options to find specific items or tags for example Vegetarian options or allergens.



How To: Order a Lunch

Continued

In the Web Browser

4 Review Order

Review your order and note any special instructions into the text box (optional). Finalise your choices by clicking 'Add Order'.

Some menu items can be customised with add-ons. Use the 'Customise' button to choose specifics.

Customise Item

Jacket Potato (£2.00)

☒ Cheese £0.00
☒ Beans £0.00
☐ Coleslaw £0.00

Total: £2.00

Add to order

✓ Who is the order for?

✓ Select sitting

✓ Add items

4 Review order

Jacket Potato
£2.00 (£2.00 each)

- 1 +

Customise



Fifi NORTH
Week 1 Menu 23/09/2024
£2.00

Special instructions

Back

Add order

You will see the green banner below to confirm the orders have been added to your cart.

Order for Fifi NORTH has been added to your cart

1 x Jacket Potato - £2.00

Order total: £2.00

Important: Repeat this process to order several lunches in advance or for other children. You will need to process a separate order, however, if using the student's Wallet balance to pay.

All orders will show as 'ready for purchase' on the right hand side of the page. Click 'Confirm and pay' to process the payment.

Orders ready for purchase



Fifi NORTH
Week 1 Menu 23/09/2024
£2.00

Total due

£2.00

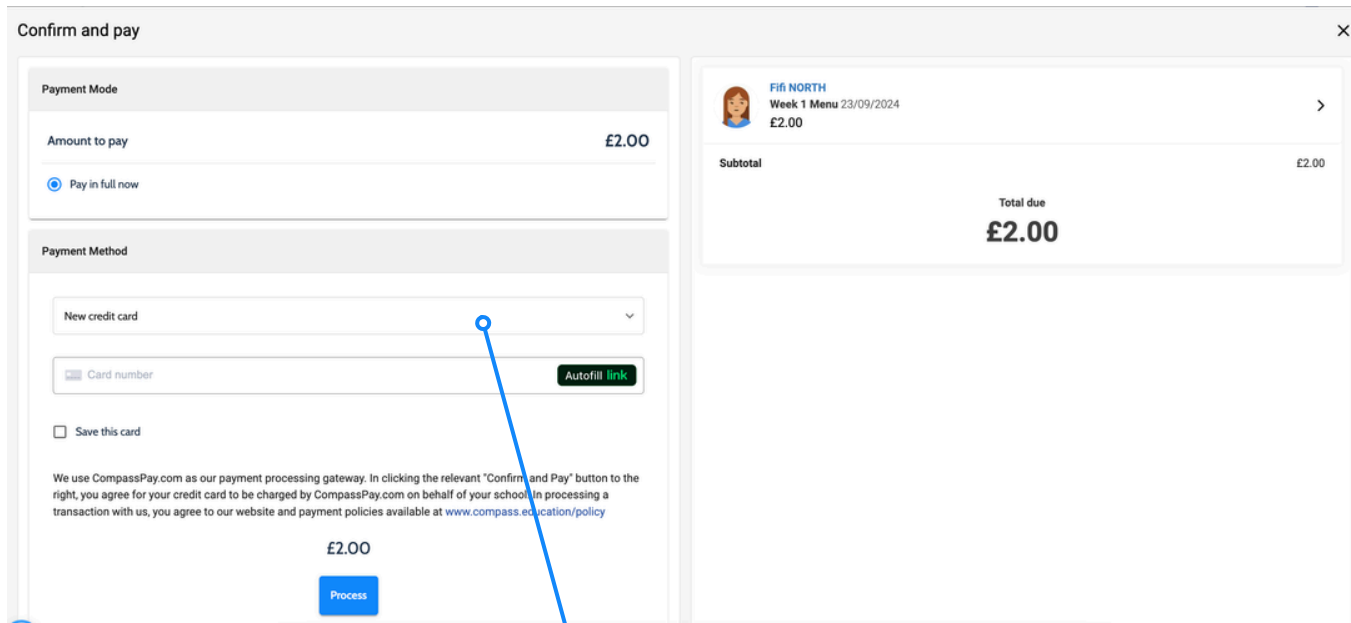
Confirm and pay

How To: Order a Lunch

[Continued](#)

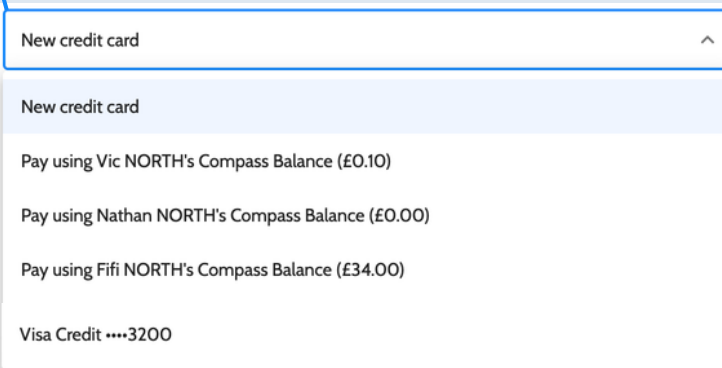
In the Web Browser

The confirmation window will display the full amount due, payment method and individual order details



Use the dropdown menu to select the Payment Method. This could be:

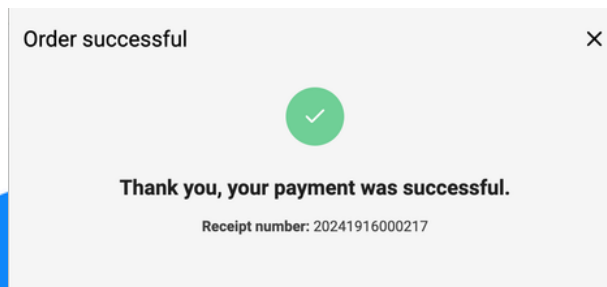
- a new card
- a saved card
- Compass Wallet balance



Click 'Process' to process the order and payment.

You will see a pop up with confirmation of your order.

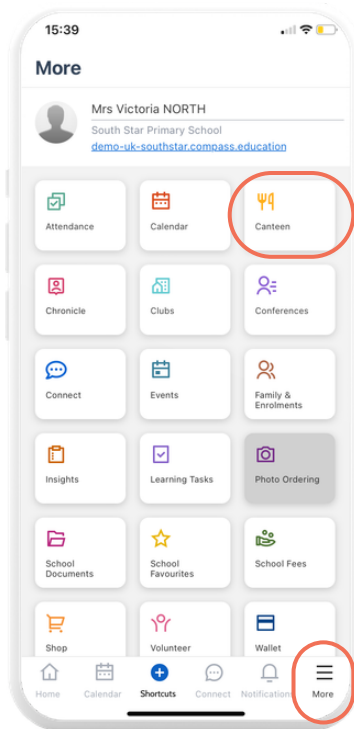
Note: You will also receive an email confirmation detailing your order



How To: Order a Lunch

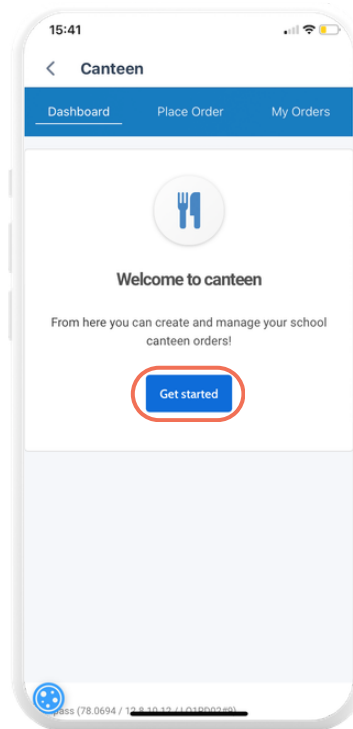
In the Compass School Manager App

To order a lunch, or lunches, in the App, follow the steps below:



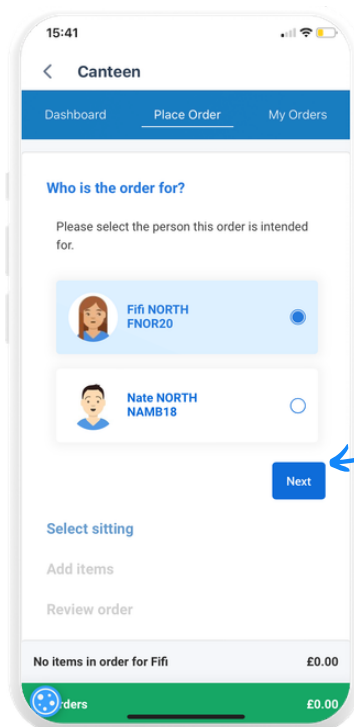
Step One

Click on the 'More' option on the Navigation menu at the bottom of the screen. Select 'Canteen' from the coloured tiles.



Step Two

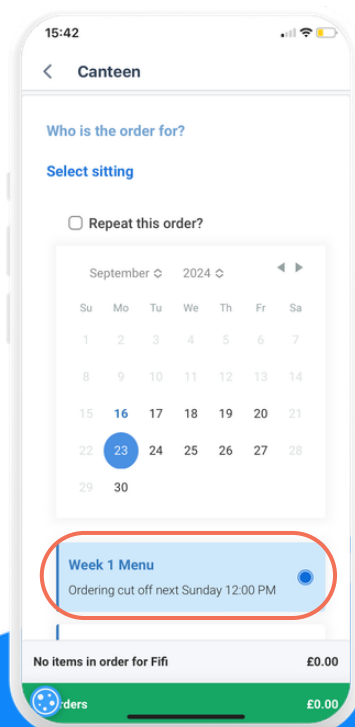
Click 'Get started' in the Canteen Dashboard. You can also click directly into the 'Place Order' tab.



Step Three

Select who the order is for.

Note: if you have more than one child, you order their menu items separately.



Step Four

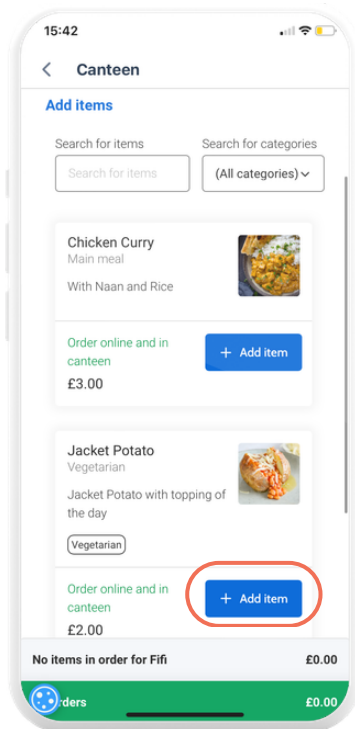
Use the calendar to pick the dates you wish to order and see available menus.

Select the menu and click 'Next' to continue.

How To: Order a Lunch

Continued

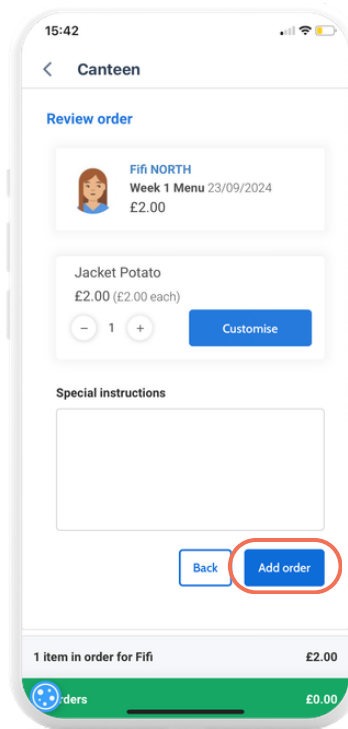
In the Compass School Manager App



Step Five

Use the '+ Add Item' button to select the preferred lunch order

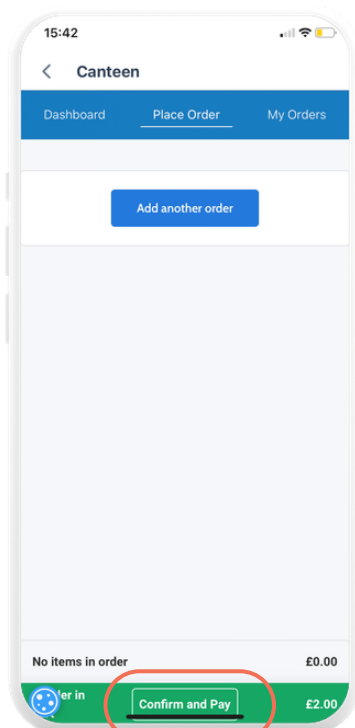
Click 'Proceed to review order' to continue.



Step Six

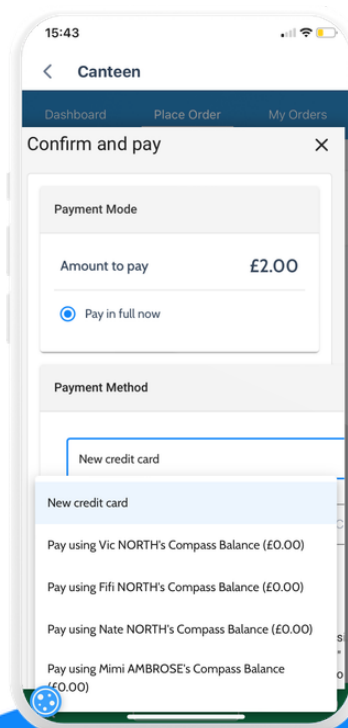
Add special instructions (optional) and customise certain items with add-ons.

Click 'Add Order'



Step Seven

Your order will have been added to your cart. Click the 'Confirm and Pay' action in the green banner at the bottom of your screen.



Select your payment method from the dropdown menu. This could be from your child's Wallet balance, a card saved on file or a new payment card.

Click 'Process' to complete the transaction.

Note: You will receive an email confirmation detailing your order