

 OrderEAT
USER'S GUIDE

REGISTRATION AND LOGIN

1. Download the app.
 2. Input the school's code.
 3. Provide your user information:
 - **Email:** it should be a parent's email address. All diners should be put in the same account.
 - **Diners:** your children's names.
 - **Grade:** select one for each of the students.
 4. We recommend that there is **only one account per family**. If both parents create separate accounts for the same students, the app will run into issues, since it will have different balances and purchase histories for the same children. This may result in a purchase not going through because the system takes an account with insufficient balance.
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ACCOUNT BALANCE

1. You can put money in the account using a debit or credit card. Charges will appear on your card statement as **"MATILDA."**
 2. If the charge is reported to the bank as unknown, the new balance will be removed from the account automatically. The student won't have funds available, and you will have to recharge the account again.
 3. The account balance is **shared amongst all the registered diners**. To have more control, you can set up a **daily spending limit for each student** from your user page.
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ORDERING AHEAD (LUNCH FOR RECESS)

1. Orders should come in **a day in advance**. If you order day of, it will be programmed for the following day.
 2. This only applies for **recess times**.
 3. The student should pick up their order during the selected period. If they don't, **the order is forfeited** with no refunds.
 4. You can't order ahead for the **After-School Program (2:00 to 3:00 p.m.)**. Students can only purchase food directly from the cafeteria with their account balance, since we don't offer a full menu during that time.
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AFTER-SCHOOL PROGRAM MEALS

1. Through the app, you can get **monthly packages**, which you can set up in the **monthly payment** section.
2. You must pay in advance. If you sign up for a monthly package once the month has started, you will be charged **for the whole month without refunds** for the days that have already passed.
3. If you'd like to cancel service for a specific day in the monthly package, you should contact the cafeteria **at least one day in advance**. The money for that meal will be returned to the account balance.

4. You can also acquire individual meals per day with the “**daily meal/after-school meal**” option (order must come in at least a day in advance). You can schedule these purchases by selecting the dates your child needs them.
 5. **COUPONS:**
 - Includes several meals at a discounted price.
 - Can only be used for the full meal option (not for à la carte purchases).
 - Coupons are valid for about **3 months**.
 6. During the After-School Program there is only:
 - Meal of the day
 - Limited à la carte options directly at the cafeteria**No advance orders from the menu.**
 7. Daily meals are set beforehand, and you can request the monthly meal plan using our contact information. Any change or substitution is subject to availability in the moment and can't be guaranteed.
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HISTORY

From your account, you can see:

- Purchases
 - Money put into the account
 - Orders
 - Balance used by each child
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IMPORTANT NOTES

- Students that don't have a **pre-paid meal, coupon, or balance in their account** will need to pay out of pocket with **cash or card**.
 - We do not **run tabs or accept bank transfers as payment**.
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CONTACT INFORMATION



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