

Tuckshop Online Ordering – FAQ

Why are you offering online ordering?

The Ayr State High School Parents and Citizens association has received valuable feedback from parents over the past year, indicating that it would be preferable to be able to place tuckshop orders in advance. Offering this system to parents/carers/students allows the canteen staff to have predictability in the number of orders received, and ensure that they are prepared and ready for when students begin their lunch breaks.

What advantages are there for registering?

The system that the P&C has partnered with (QuickCliq) offers many new features for the school community, such as:

- Integration with our feeder schools that also use QuickCliq
- Ability to better control your monthly spend.
- Ability to ensure that your student is eating healthy food.
- Several different payment methods.
- A guarantee that food will be available and ready at both breaks, for your student.

Will the tuckshop still be accepting cash payments?

The tuckshop has no plans to discontinue cash payments in the future. The primary difference between online orders, and cash orders is that there is a limited amount of food available for purchase with cash at both breaks. In the past, the tuckshop typically sold out of the most popular items at the first break. Ordering online guarantees that food will be available.

What payment methods are there?

The payment methods available depend on what QuickCliq offer. At this stage, they offer:

- MasterCard/VISA (Debit and Credit)
- PayPal
 - o PayPal can be tied to other payment methods such as Direct Debit, etc.
- Direct Deposit

As the school realises a number of our parent/carers would like to participate in this system using CentrePay, a process is being developed through our Business Manager (Priscilla Viero) to facilitate this. Contact the school for further information.

How can I register?

Simply go to <https://www.quickcliq.com.au/>, click "Sign Up", and then add a new student by selecting "Ayr State High School" from the dropdown. A detailed set of instructions is available on the school website.

I (as a parent/carer) and my student wish to both be able to submit orders. Is there a way to do this?

Yes! The preferred way is to create a QuickCliq account for yourself (parent/carer), and then to create another account for your student. In each account, follow the 'Add a Student' process. There is no requirement that "each student is attached to only one account".

For example, two accounts ("Kathy Blobbs" and "Joe Blobbs") can both have a student named "Billy Blobbs" attached to them. When the tuckshop receives the order, it will display correctly.

Is there a cut-off time for ordering online?

The cut-off time is 8:30AM day-of-collection. After this, you will be unable to place an order for that day.

How far in advance can I order?

At this stage, there are no restrictions to how far in advance you can order. It is possible to place an entire term's worth of orders, and then simply set-and-forget! Keep in mind, that events on the school calendar may fluctuate (days where the tuckshop doesn't operate). In the event that an order is placed for one of these days, it will be refunded by the tuckshop.

What is the process for collecting food ordered online?

At the tuckshop, a separate line has been formed for students collecting orders that have been placed online. Students simply line up at the window, and provide proof of identification to the tuckshop staff to collect their order.

What types of identification are acceptable?

It is *preferred* that any type of photo identification be produced in order to collect tuckshop orders.

This can be:

- School ID Card
- Drivers License (Learner/Provisional)
- Proof of Age Card

What if my student doesn't collect their order?

At this point in time, the policy adopted by the Parents and Citizens association is that students maintain a level of responsibility for orders that are placed by them. Any refunds are processed on a case-by-case basis, and should be organised through the tuckshop depending on the specific circumstances at play.

Can I cancel orders?

Yes. You can cancel orders up until the 'cut-off' time for that specific day. A full refund will be deposited in your QuickCliq account.

Ayr State High School



What happens if an item I've ordered is not available on the day?

In the unlikely event that an item you've ordered on the day is not available, the tuckshop will arrange a like-for-like replacement with an item of equivalent value. We anticipate situations such as this to be rare, such as if there is an issue with one of our suppliers.

Who do I contact for billing enquiries?

For general billing questions such as issues with processing payments, etc – please contact QuickCliq as per the details on their website. The tuckshop has a limited amount of control regarding these issues.

Who do I contact if I have an issue with my order?

For questions relating to the actual delivery of food, please contact the tuckshop via the school office.

