Monte Cashless Canteen & Flexischools

FREQUENTLY ASKED QUESTIONS

Q: How do I register an account with Flexischools?
A: Simply visit www.flexischools.com.au and click on the Register button. Enter your email address and follow the instructions that are sent to you. If you have experienced any difficulties, please contact the Flexischools Help Desk directly on 1300 361 769.

If you already have an existing Flexischools account (from another school) you can simply add another student to this account.

Q: Are there any fees for over the counter purchases in the Canteen using your Student Card?
A: NO. Over the counter cashless purchases incur no fees. Only Lunch Orders placed online incur the 25c fee per order. Lunch orders must be placed online.

Q: Can Canteen purchases still be charged to my School Fees account?
A: NO. All canteen purchases must be made through an established Flexischools account.

Q: Can I top up funds to my account without incurring any fees?
A: YES. Use the Bank Transfer method to add funds to your Flexischools account without any additional fees. Please note Bank Transfers can take up to 5 days to be credited to your account. Credit Card top-ups are immediate, but incur a 29c fee per top-up transaction.

Q: Can I limit how much money my daughter can spend on her Student Card each day?
A: YES. You can set a DAILY SPENDING LIMIT on your daughter’s card. Within your Flexischools account via the Flexischools website you can limit expenditure by clicking on the PROFILE link under your daughter’s name in the My Students section and set the Daily Spending Limit for your daughter at the bottom of the Personal Information tab.

Q: Does the College recommend setting a Daily Spending Limit?
A: YES. Even if you are comfortable that your daughter does not need a limit imposed on her, we still recommend that you set a daily spending limit to avoid situations where the funds on the account may be spent inappropriately or before the College is notified that her card has been lost.

Q: What is a typical Daily Spending Limit?
A: Common daily limits are $8, $10 and $12. If your daughter uses the Canteen at Breakfast, Recess and Lunch, you may need to set a higher limit. Some families have chosen a very small limit of $3.00 to only allow their daughter to buy a drink or an ice cream. It is up to you and you can change the daily limit at any time.

Q: Does the Daily Spending Limit include the cost of an Online Lunch Order?
A: NO. If your daughter has a $10.00 daily spending limit and you place an Online Lunch Order that costs $7.00, your daughter will still be able to spend $10.00 over the counter at the Canteen in addition to receiving her $7.00 lunch order.

Q: Does any unspent Daily Spending Limit carry over to the next day?
A: NO. The daily spending limit is the same each day, irrespective of how much may or may not have been spent the day before.
Q: I have setup a Flexischools account so I can place Online Lunch Orders for my daughter, but I don’t want her to be able to use the funds in the account to make purchases over the counter in the Canteen with her Student Card. Can I do this?
A: YES. If you want to PREVENT your daughter from being able to make cashless purchases over the counter using the funds you have put in your Flexischools account for online lunch orders, you can do this by setting a Daily Spending Limit of $0.01. Within your account via the Flexischools website - click on the PROFILE link under your daughter’s name in the My Students section and set the Daily Spending Limit for your daughter at the bottom of the Personal Information tab. NB: Leaving the Daily Spending Limit as zero implies NO DAILY LIMIT, so make sure you set a daily spending limit of at least $0.01 if you wish to prevent over the counter purchases.

Q: If there are no funds (or insufficient funds) on my account, can my daughter still use her Student Card to make purchases in the Canteen?
A: NO. The system will not allow a purchase to proceed if there are insufficient funds available on the account as the balance cannot go into negative. The College recommends you utilise the automatic direct debit option to prevent this from occurring. If a student has no lunch and no funds on her Student Card, your daughter will need to speak with the Canteen Manager who will make other arrangements. This may result in a charge on your Term Fee Statement.

Q: I have two daughters at the College. Does each daughter need a separate amount of money attached to her card?
A: NO. Your Flexischools account has just one balance and purchases made by either daughter will reduce that balance. It is therefore possible for one daughter to spend all of the available funds and the other spend nothing, however, you can set a Daily Spending Limit individually for each of your daughters (and the limits can be different for each daughter) to limit this possibility.

Q: My daughter has lost her Student Card. How does she get a replacement?
A: If your daughter does lose her card, she should immediately visit iAssist who will organise a replacement Student Card and invalidate her lost card.

NB: You will not need to add a new Student Number to your daughter’s profile within Flexischools as each card has a unique card (serial) number which the College will automatically update within the Flexischools system.

Q: If my daughter loses her Student Card, can someone else make purchases on my account?
A: NO. Only the card owner can use the card (not her sister or her friend). Staff and volunteers in the canteen will always check the photo on the card and computer screen matches the student trying to use it, so ideally, no-one else will be able to use the card, however, as an added layer of security, we recommend you always set a Daily Spending Limit to minimise any unauthorised spending should the card be lost. Each card has a unique card (serial) number, which means it cannot be used once it has been invalidated by the College.

Q: Can my daughter make purchases without her Student Card?
A: YES. Students should carry their Student Card with them at all times, however if for an unforeseen circumstance your daughter does not have her card available, the only way purchases can be made is by canteen staff / volunteers manually entering your daughter’s details and confirming her identity via the photograph stored in the system. This manual process is time consuming and is discouraged due the large volume of purchases made over the counter in the canteen each day.

Q: Can I use my smartphone or tablet to place an online order?
A: YES. There is no need to download a special app to place an online order using your smartphone or tablet. All you need to do is visit www.flexischools.com.au and login using your username and password.