HOW TO USE FLEXISCHOOLS FOR DAILY LUNCH ORDERS

Accessing FOOM
Each morning the day's orders are processed through the FlexiSchools Online Order Management System (FOOM).

Click on the FOOM icon on the desktop

From here you can see the orders specifically for today. You can then:
- Print Labels to the Thermal Label Printer
- Cancel Individual Orders that are not Wanted
- Review the List of Items Ordered
- Print the Class List to an A4 Printer
- Review Today's Sales

Also, you will need access to www.flexischools.com.au with a specific username and password to let you edit the menu and see past and future orders.

Getting Help

If you have issues with FOOM and/or printing today's orders you can
get the following help:

- **Printer Troubleshooting** – there should be a laminated document near the printer which lists some simple steps that you can run through
- **No Labels Printing** – if the labels were not printing and you could not find the solution on the laminated sheet refer to the document "How to Fix my Label Printer"
- **School IT** – if the issue is local (such as a Proxy error) your onsite ITstaff at school should be able to help
- **FOOM New Version** – you should ensure you are on the most current version of FOOM – check you have downloaded one in the last term, or contact FlexiSchools Customer Services help@flexischools.com.au to request the new links to be sent to
- you
- **FOOM Installation** – you will have previously received the
- Installation Pack, which included the CD for FOOM, the printer drivers, and Installations Documents. Please refer to these if you need to re-install the FOOM
- **Online Help –** there are useful tips an hints on the website, specifically at http://www.flexischools.com.au/support

Here you can find information on fixing the printer, managing your financials, managing late orders, cancelling orders, printing orders in advance, editing the menu, recipes, POS questions, and much more.

- **Customer Services** – we are available 8am-5pm AESDT to help with queries.
- **Teamviewer** – the FlexiSchools Customer Service Team may use. Teamviewer to enable us to get real-time access to your computer to help fix your issues. The link is in the Help menu in FOOM

Daily Operations

Today's orders arrive via FOOM. Follow these steps each day:

1. Login to FOOM
2. Print the Labels
3. Review the Items Report
4. Print the Class List
5. Check the Sales figure

Note: Your specific details are saved in the FOOM application, so you do not need to login (to FOOM or Proxy), select your printers, or specify your preferences.

Parents can cancel their orders themselves until you have received them via FOOM.

You can print the labels at any time and should run the last print 5-10 minutes after your cut-off time. Normally, late orders will only appear on the screen if you have agreed to accept them.

You can cancel orders here if students are off sick, and these orders will not be charged to parents' accounts.

1. Login to FOOM
Click on the FOOM icon on the desktop

From here you can see the orders specifically for today.

2. Printing off the Thermal Labels for Today's Orders
The Orders tab shows you the orders for today. You can sort on any column by selecting the column heading (such as Customer or Class) and review any particular order by selecting the appropriate row. The details of the selected order appears in the right-hand window. To print all the orders click Print Labels:
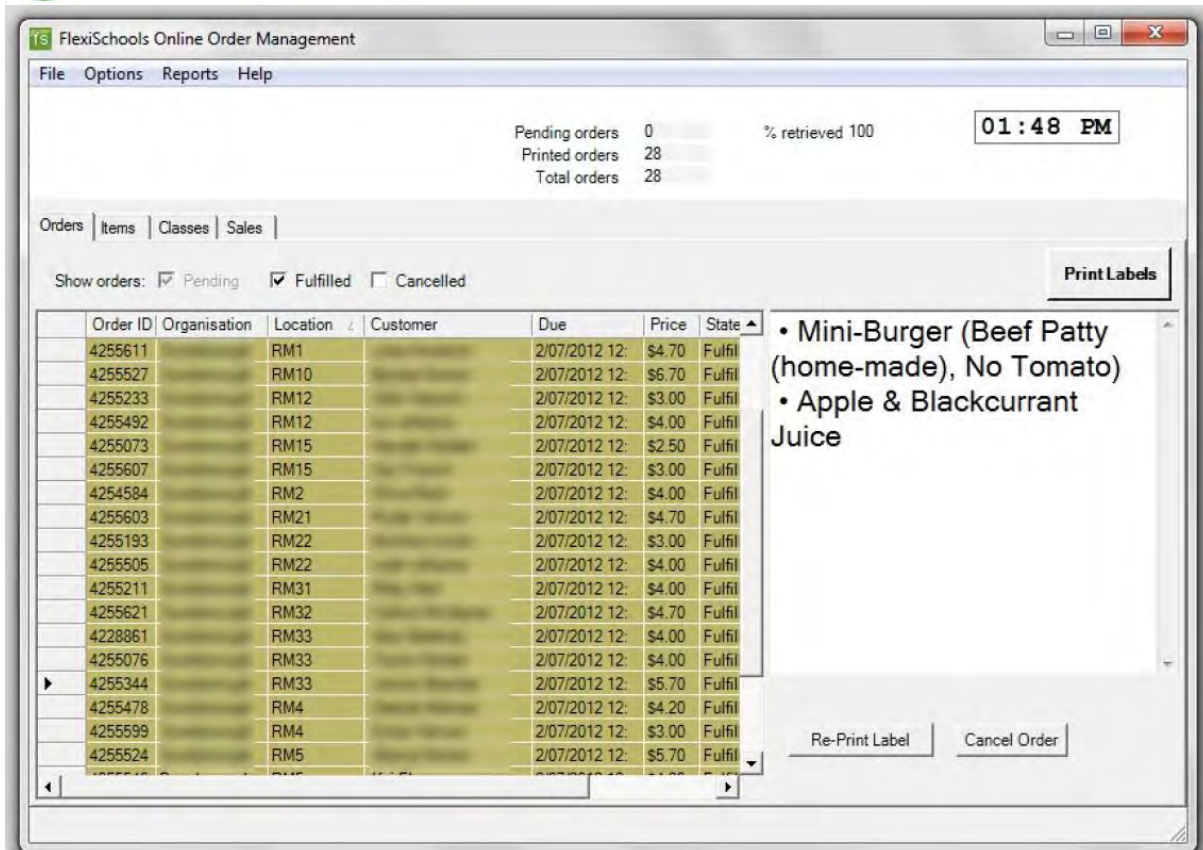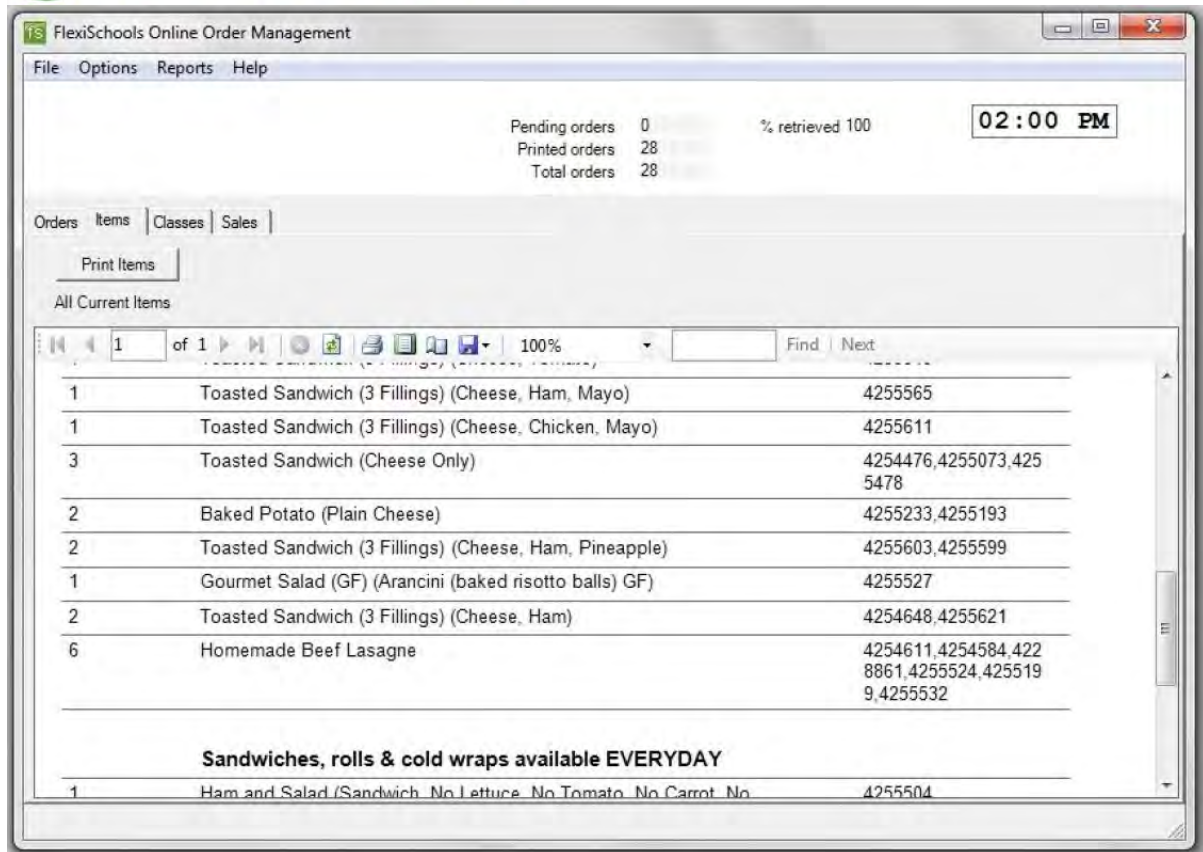
While looking in the right-hand window for a specific order you can use the buttons on the bottom right to Re-Print the Label (if you need a second copy), or Cancel the Order that is not needed today and ensure that the parent's account is not charged for that order (and hence you are not paid for it).

3. Review the List of Items Ordered
FOOM immediately shows you a consolidated view of what items have been ordered, similar to a tally sheet. Click the Items tab to see this:

The list can be viewed on screen, or printed to the report printer.

4. Print the Class List
Similarly, you can go to the Class tab to see who has ordered what in
each class by going to the class tab:
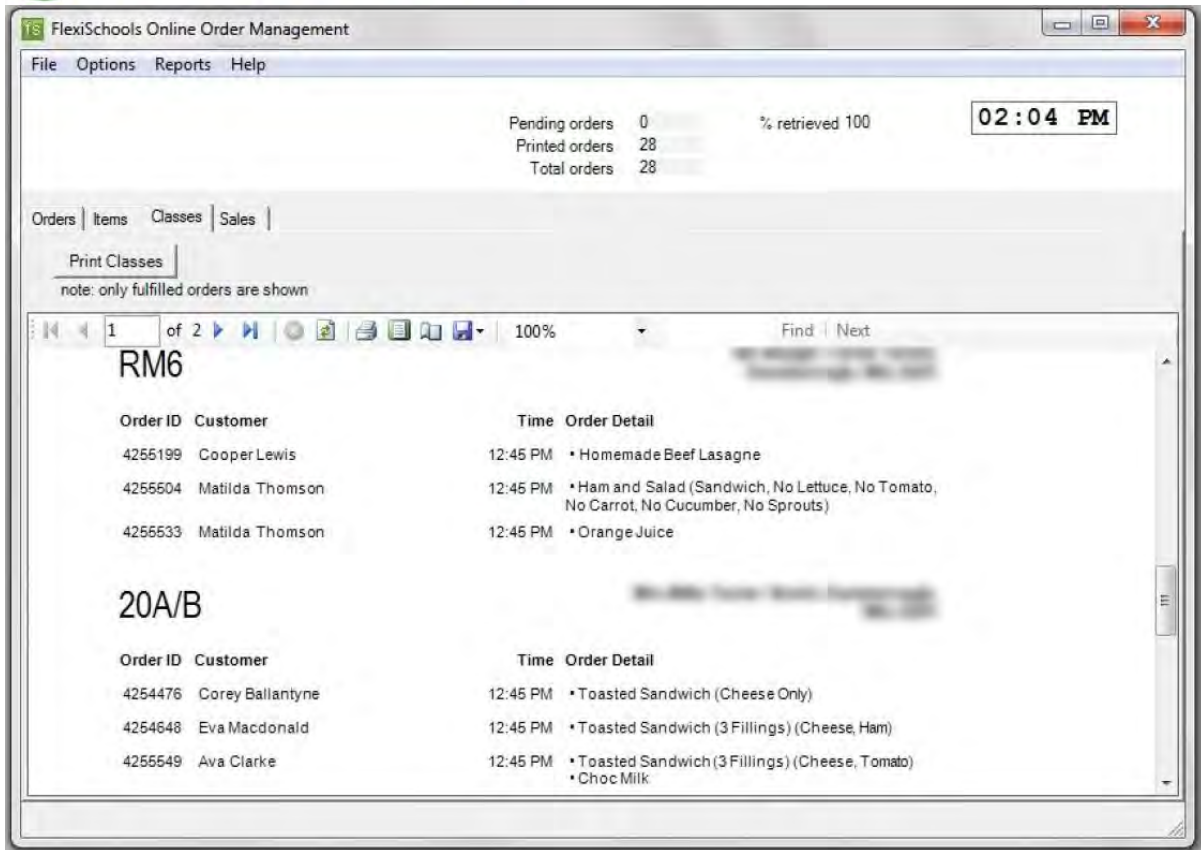
Again, this can be reviewed on the screen, or printed to the report printer.

5. Review Today's Sales
Also, you can review the consolidated sales figures in the Sales tab:

Reprint Missing Labels

If you change the roll in the middle of printing you should check that all the labels come out. There is a sequential count in the bottom right of the label which gives the sequence number:

In rare instances you may miss one, in which case you can work out from the other numbers which label is missing and use the Report called Reprint Missing Label:
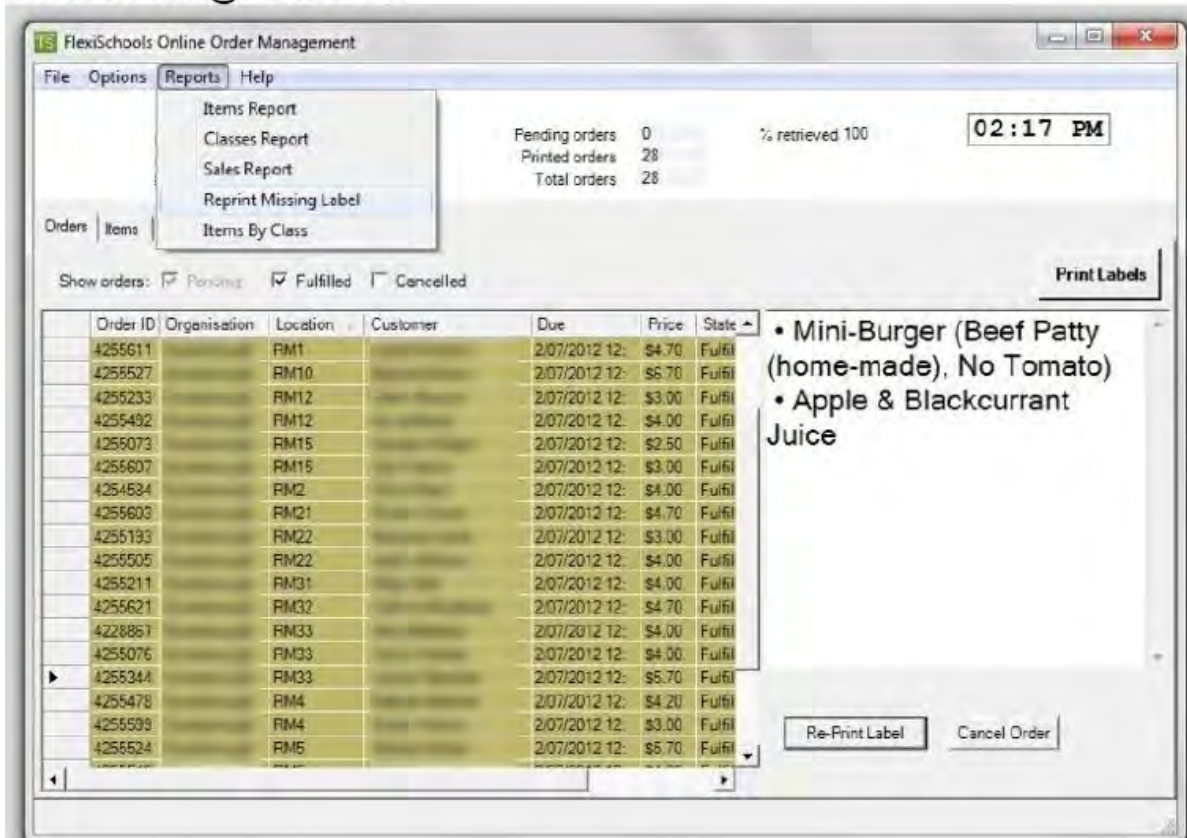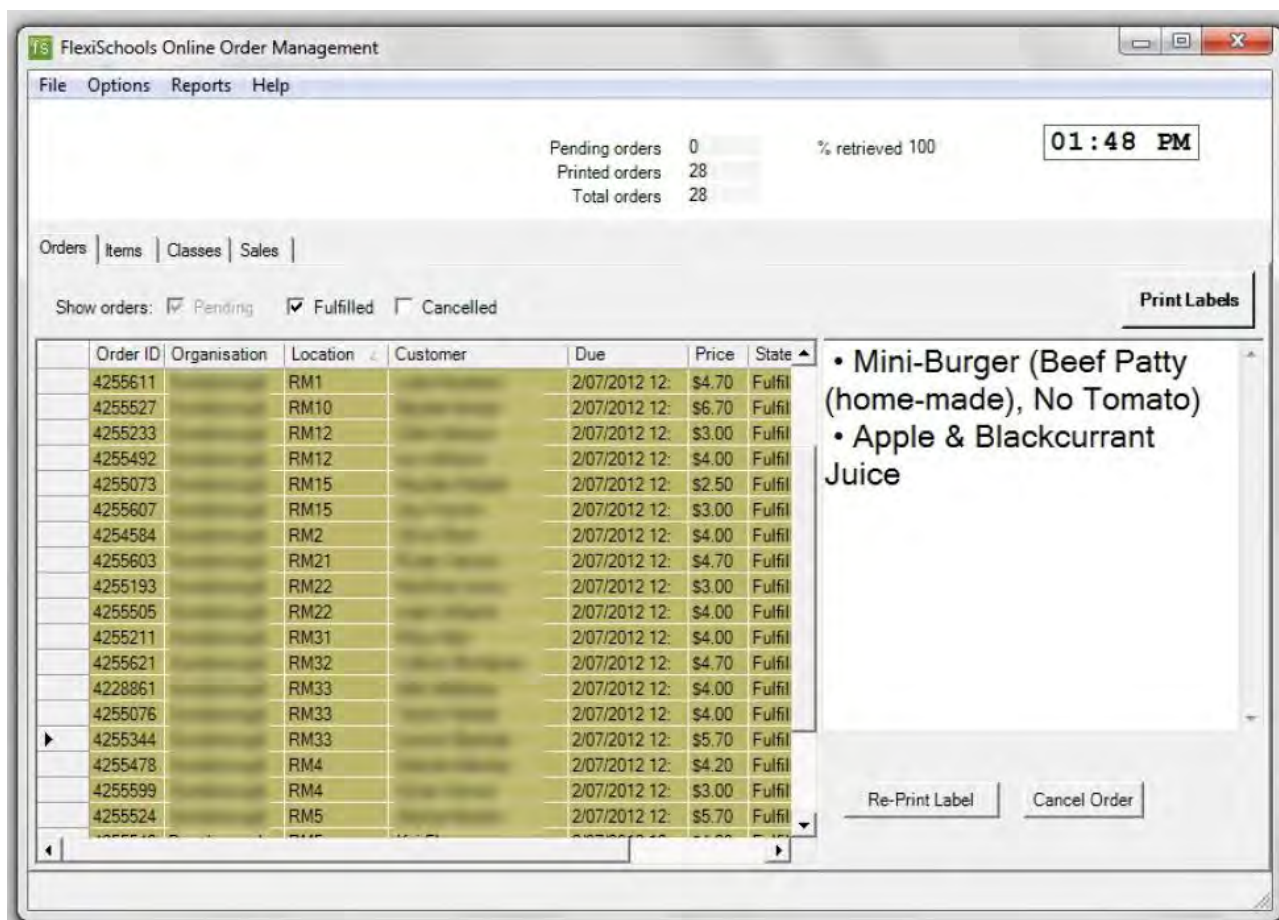
Then you will be prompted for the label number:

Website Access
You can access the FlexiSchools website directly from FOOM using the link below our logo:

You will need login to www.flexischools.com.au with a specific username and password to let you edit the menu and see past and future orders:

Login with your designated username and password that you set up and select the Supplier Admin tab on the top right:

For help call the Customer Services Team on 1300 361 769