



ONLINE MEAL ORDERING

A parent's user guide to ordering on our
online orderingsystem.

Published August 2021.

Need to reach us ?

facilities.victus@nexus.edu.sg

To serve you better please always
include your child's full name and class
on all communications.

VICTUS CATERING CANTEEN

FAQ

MY CHILD IS IN NURSERY UP TO YEAR 2 HOW DO I PRE-ORDER SCHOOL MEALS?

If your child is in Nursery up to year 2 inclusive, your pre-order account has already been created please skip to page 3 to follow the process.

MY CHILD IS IN YEAR 3 AND ABOVE HOW DO I PRE-ORDER SCHOOL MEALS?

You have 2 options:

- 1) Your child can make their way to the canteen at level 5 and order a la carte at the counter, payment must be made with an Ezlink card.
- 2) Still prefer to pre-order meal? Not a problem, please register for us to create a pre-order meal account. It may take up to 48 hours for us to create these accounts. [PRE REGISTER HERE](#)

Ensure you have the child's learner code at hand and the correct classroom to allow us to dispense the meals properly.

WHERE DO THE PRE-ORDER MEALS GET DELIVERED?

- 1) For Nursery to Year 2 the meals will be delivered to the classroom
- 2) For children in Year 3 above the meals are ready for self collection at the canteen level 5 near the cashier.

WHAT MEALS DO YOU OFFER?

For pre-order meals we offer Western, Asian, vegetarian and kids friendly menu.

For Children of Year 3 and above you will have an additional selection at the canteen.

- Daily – Grab & Go counter
- Tuesday – Flavors of India
- Wednesday – Pasta station
- Thursday – South Asian Delights
- Friday – Fun Fridays

Take note we celebrate Meatless Mondays



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IF YOUR CHILD IS IN NURSERY UP TO YEAR 2 INCLUSIVE, YOUR PRE-ORDER ACCOUNT HAS ALREADY BEEN CREATED:

Step # 1 Please proceed to our ordering site

<http://orders.victuscatering.asia> or
<http://nexus.orders.victuscatering.asia>

Step # 2 Select your school

Step # 3 Use your child's **Learner code** this code can be found in the **Nexus parent portal** ID as user ID and Password to login
Example: your child's **Learner code 000600999**
use the same learner code for ID & Password

Where do I find my child's learner code?

Please access the Nexus parent portal:

1

2

3

4

Learner Details	
First Name	John
Middle Name	
Surname	Smith
Preferred Name	John
Admission Number	123456789
Family Number	
Learner Code	913320209
Gender	Male

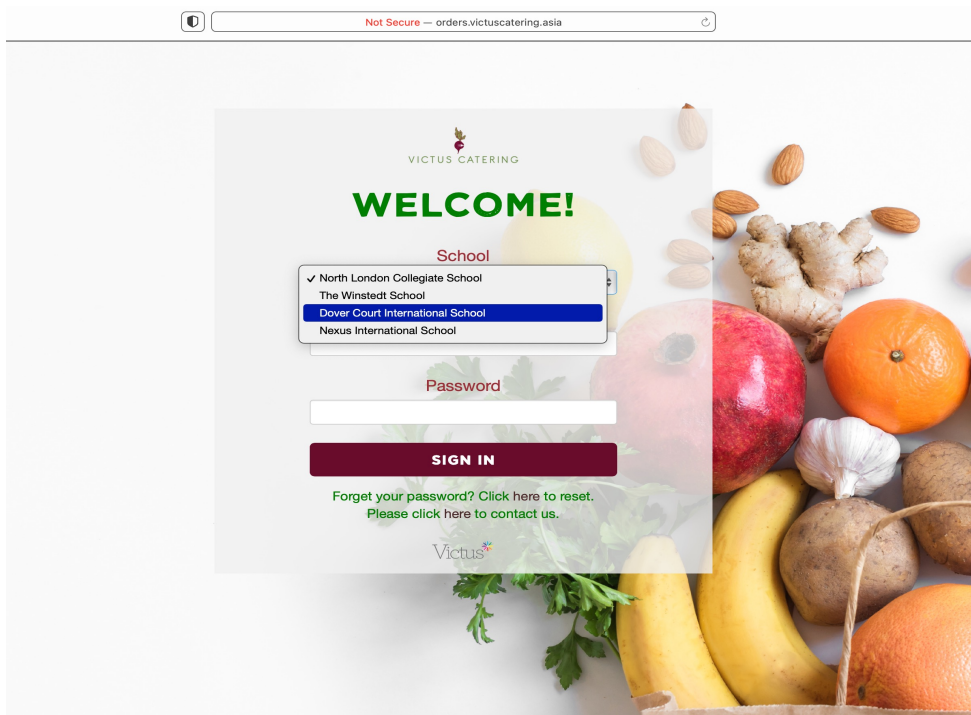
VICTUS CATERING CANTEEN

OUR ORDERING SITE:

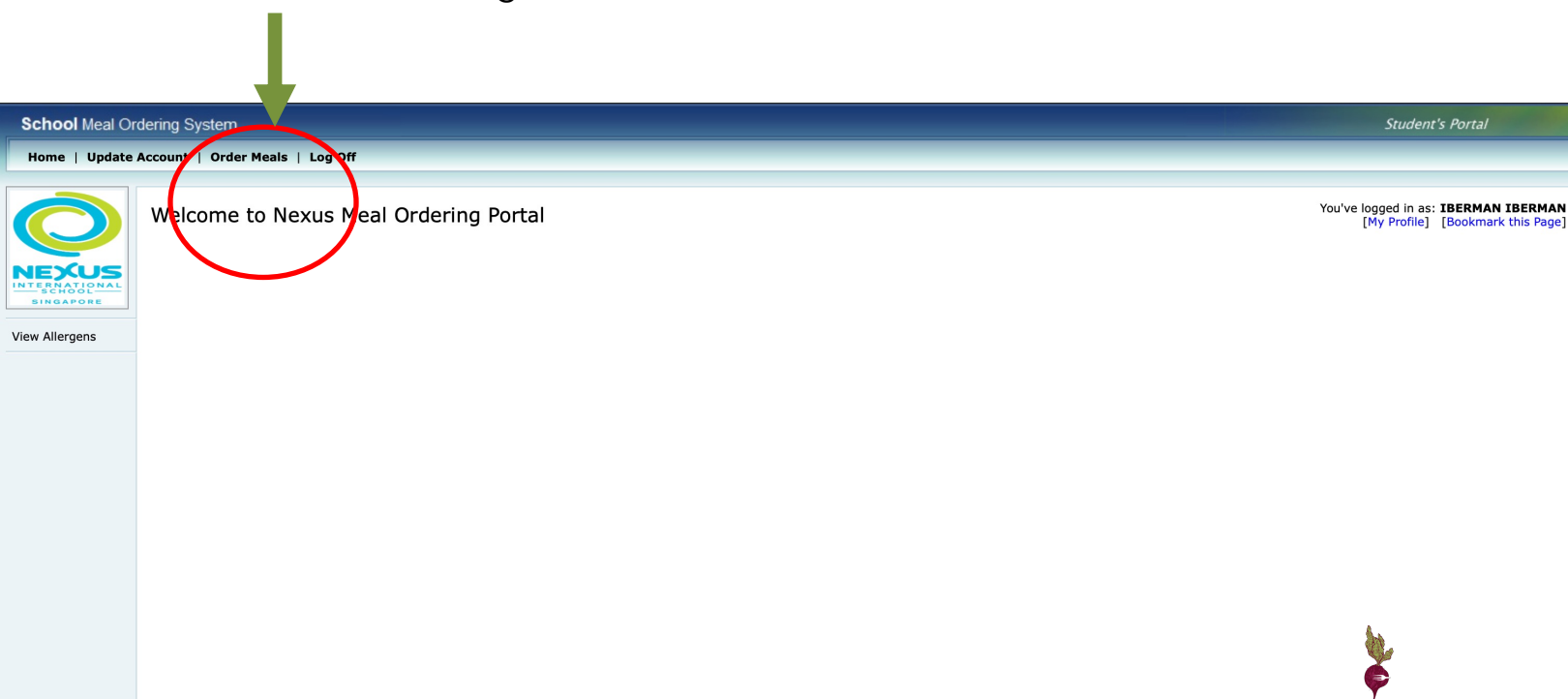
<http://orders.victuscatering.asia> or <http://nexus.orders.victuscatering.asia>

Choose your school, enter USER ID and PASSWORD

Example: your child's Learner code 000600999
use the same number for ID & Password



Step #4 Once you have logged in select Order Meals at the top Parents can pay and order their child's meals in advance. To do so, select "Order Meals" from the top menu and "Meal Ordering" from the side menu



CANTEEN WEBSITE FOR PARENTS

Step #5 Select the dropdown menu bar and choose Order Meals



Step #6 Choose the day you wish to order and click "add Lunch Menu"

	Monday	Tuesday	Wednesday	Thursday	Friday
Wk 1	01 Feb	02 Feb	03 Feb	04 Feb	05 Feb
Wk 2	08 Feb	09 Feb	10 Feb	11 Feb	12 Feb
Wk 3	15 Feb	16 Feb	17 Feb	18 Feb	19 Feb
Wk 4	22 Feb	23 Feb	24 Feb	25 Feb	26 Feb
Wk 5	01 Mar	02 Mar	03 Mar	04 Mar	05 Mar
	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00
	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00
Wk 6	08 Mar	09 Mar	10 Mar	11 Mar	12 Mar
	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00
	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Lunch Add Lunch Menu Selected Meals Qty Total [No Meals] 0 \$0.00
Wk 7	15 Mar	16 Mar	17 Mar	18 Mar	19 Mar
	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00	Recess Add Recess Menu Selected Meals Qty Total [No Meals] 0 \$0.00
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Lunch 10-08-2021

(A)Japanese beef curry, sweet potato, carrot, rice (G) \$5.00 - 0 +	(W)Roasted BBQ chicken, glazed carrots, baked potato (G) \$5.00 - 0 +	(V)Palak paneer, dhal makhani, biryani rice (D)(G) \$5.00 - 0 +	(KF)Egg mayo sandwich, cherry tomato, pretzel (D)(G)(E) \$5.00 - 0 +
Milo \$1.50 - 0 +	Homemade Chocolate Chip Cookie (D) (E)(G) \$2.50 - 0 +	Ribena Light \$2.50 - 0 +	

Step #7

Choose your meal

- Add a dessert
- Add a milo or a Ribena light

Save your choice

You may add a beverage or dessert to your order.

Save changes

CANTEEN WEBSITE FOR PARENTS

PAYMENT

Once you have finalized your orders, proceed to your PayPal or PayNow checkout.

Do have your phone ready, and your banking APP ready to scan the PayNow QR code.

PayNow is the default payment option, you may select PayPal if you wish.

You may use your **PayPal** account or proceed as a guest through credit card payment, take note a processing fee is added to PayPal payments.

School Meal Ordering System

Home | Update Account | Order Meals | Log Off

Meal Ordering

Select year and month: Year 2021 | August

Display Current Menu

Legend

- Green Payment has been made
- Red Payment has not been made

Victus Catering strongly recommends that you pre-order your child's food if they have any food allergies. No cancellations, Meals can be reallocated to another day but must be done so 1 day before on the day of unavailability.

Select Payment Mode: **PayNow**

Monday Tuesday Wednesday Thursday Friday

Wk 10	05 Apr	Mon	06 Apr	Tue	07 Apr	Wed	08 Apr	Thu	09 Apr	Fri
Wk 11	12 Apr	Mon	13 Apr	Tue	14 Apr	Wed	15 Apr	Thu	16 Apr	Fri
Wk 12	19 Apr	Mon	20 Apr	Tue	21 Apr	Wed	22 Apr	Thu	23 Apr	Fri
Wk 13	26 Apr	Mon								

Charge: \$1.50
Credit: \$0.00
Total: \$2.05
Processing Fee: \$0.55

PayPal Checkout

* Processing fee of 3.20% will be charged for meals paid using PayPal. An additional \$0.50 will be charged for orders below \$40.00.
* Please allow cookies and ensure you do not close or logoff from school meals
* Please disable all pop up blockers before clicking on the PayPal/Confirm Order button
* Please note that no changes to selected options are allowed once payment is completed

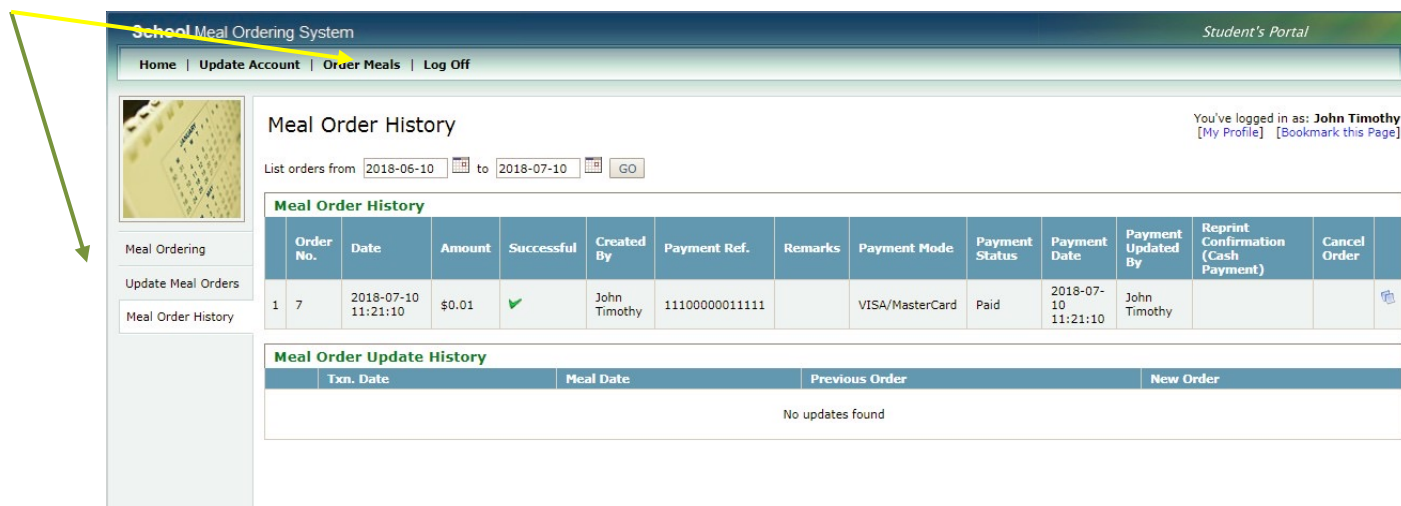
Ordering - after a successful order, you should receive an email confirmation. You can also double check your order via the order history (see page 7).

If for some reason you do not see your order, please contact us at facilities.victus@nexus.edu.sg your payment confirmation and order items with dates. We will verify it via our backend.

ORDER HISTORY

To view your order history, select "Order Meals" from the top menu followed by "Order History" from the side menu.

Press the 'detail' button to view in more detail.




School Meal Ordering System Student's Portal

Home | Update Account | **Order Meals** | Log Off

Meal Order History You've logged in as: **John Timothy**
[\[My Profile\]](#) [\[Bookmark this Page\]](#)

List orders from to

Meal Order History													
	Order No.	Date	Amount	Successful	Created By	Payment Ref.	Remarks	Payment Mode	Payment Status	Payment Date	Payment Updated By	Reprint Confirmation (Cash Payment)	Cancel Order
1	7	2018-07-10 11:21:10	\$0.01	✓	John Timothy	11100000011111		VISA/MasterCard	Paid	2018-07-10 11:21:10	John Timothy		

Meal Order Update History			
Txn. Date	Meal Date	Previous Order	New Order
No updates found			

Need to make a change in your order?

Select "Update Meal Orders" from the top menu followed by "Order History" from the side menu.

Then press "Edit Lunch Menu"

POLICIES

Cancellations of prepaid meals is **NOT** possible - you may instead reallocate a meal's value to another day.

To reallocate a meal, set the unwanted meal to [No Meal] to have the value of that meal become available as credit.

Head to the day on which you would like to have the meal instead, and select a new meal. The credit from the unwanted meal will be deducted, and click "update order" to save this change.

Place your order for the next day by 10 PM the evening before.

Re-allocate your meal to another day before 7.30 AM on the day.

PERSONAL ACCOUNT MANAGEMENT

Whenever there is a need to change any information, parents can update their child's account information in "Update Account", selected from the top menu.

Update Account

Account Details	
User Type:	Student
Login Name: *	1000121212323232
New Password: *	<input type="password"/>
	<input type="password"/> (Confirm Password)
(*) Required fields.	
<input type="button" value="Update Account"/>	

Email Address	
Email:	<input type="text"/>
	<small>In the event that you forget your user name or password, login details will be sent to this email address.</small>
(*) Required fields.	
<input type="button" value="Update Particulars"/>	

Please make sure you have entered your email address to ensure that you receive

Order confirmation
Or can reset your password when needed.