VICTUS
CATERING

ONLINE MEAL ORDERING

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

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.

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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.
o   Daily – Grab & Go counter
o   Tuesday – Flavors of India
o   Wednesday – Pasta station
o   Thursday – South Asian Delights
o   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:

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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
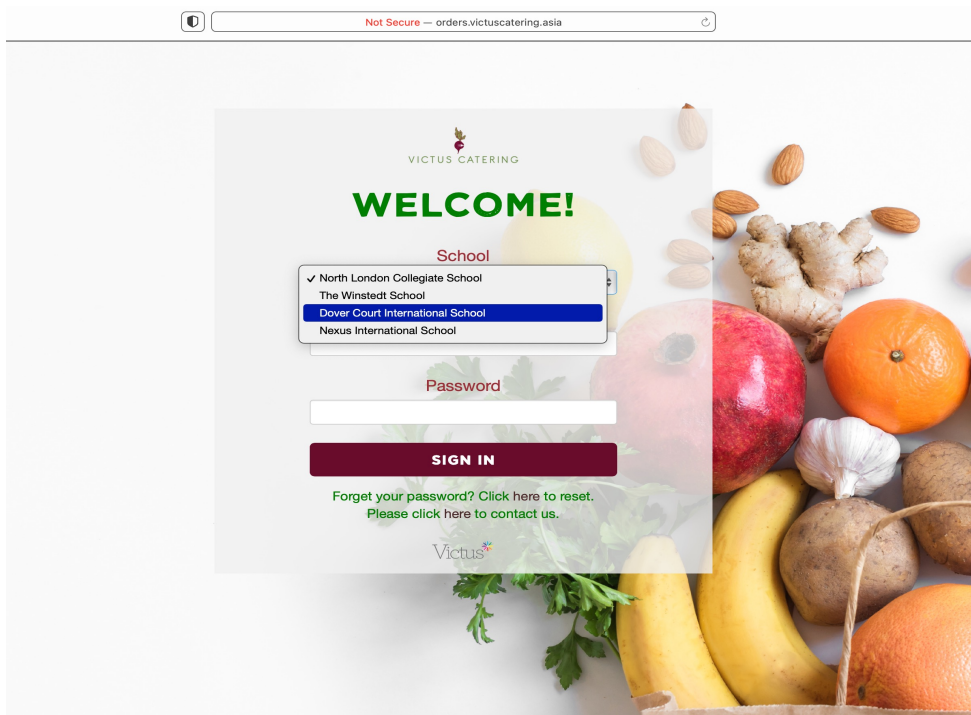
Step #4 Once you have logged in select Order Meals at the top Parents can pay and order their child's meals in advance. To do so, select "Order Meals" from the top menu and "Meal Ordering" from the side menu
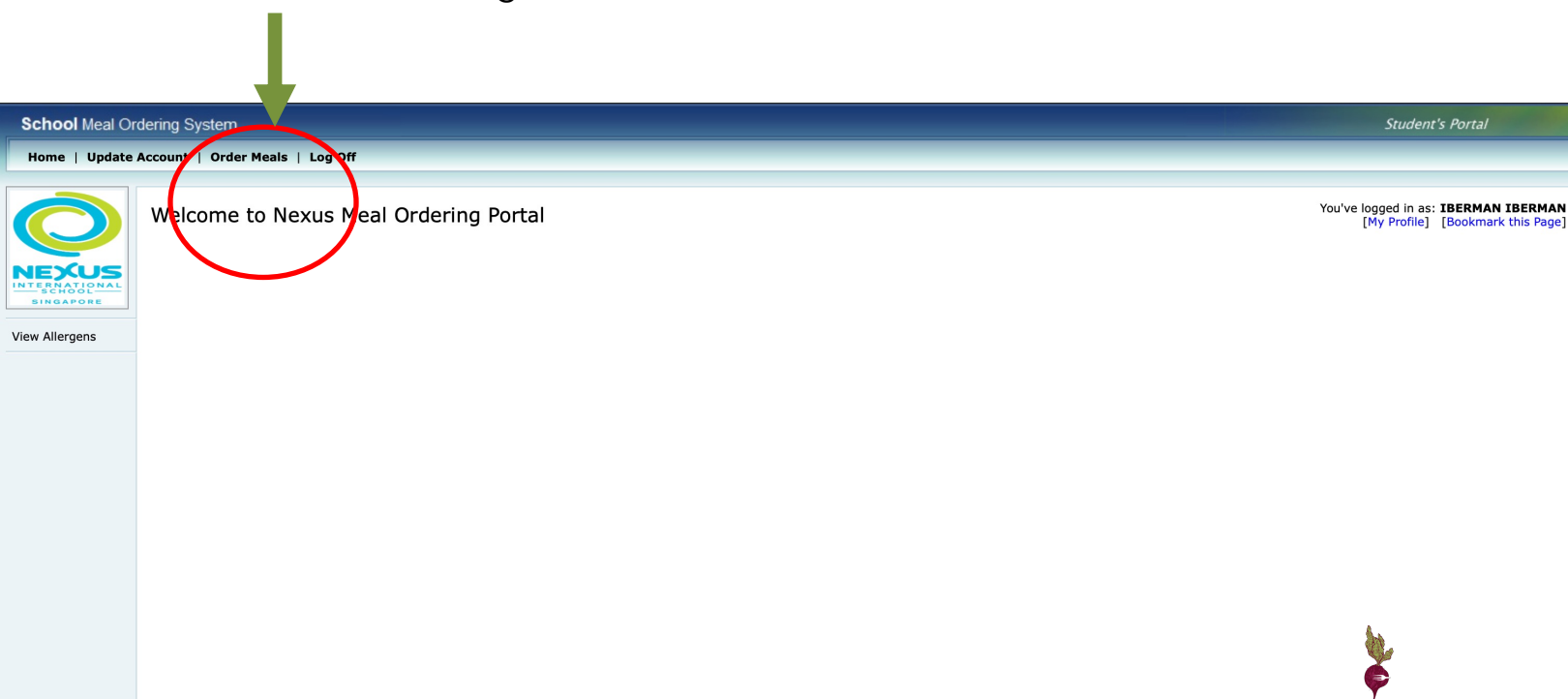
Step #5 Select the dropdown menu bar and choose Order Meals

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

Step #7

Choose your meal

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

You may add a beverage or dessert to your order.

Save your choice

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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.

Select your payment method here, the default is PayNow

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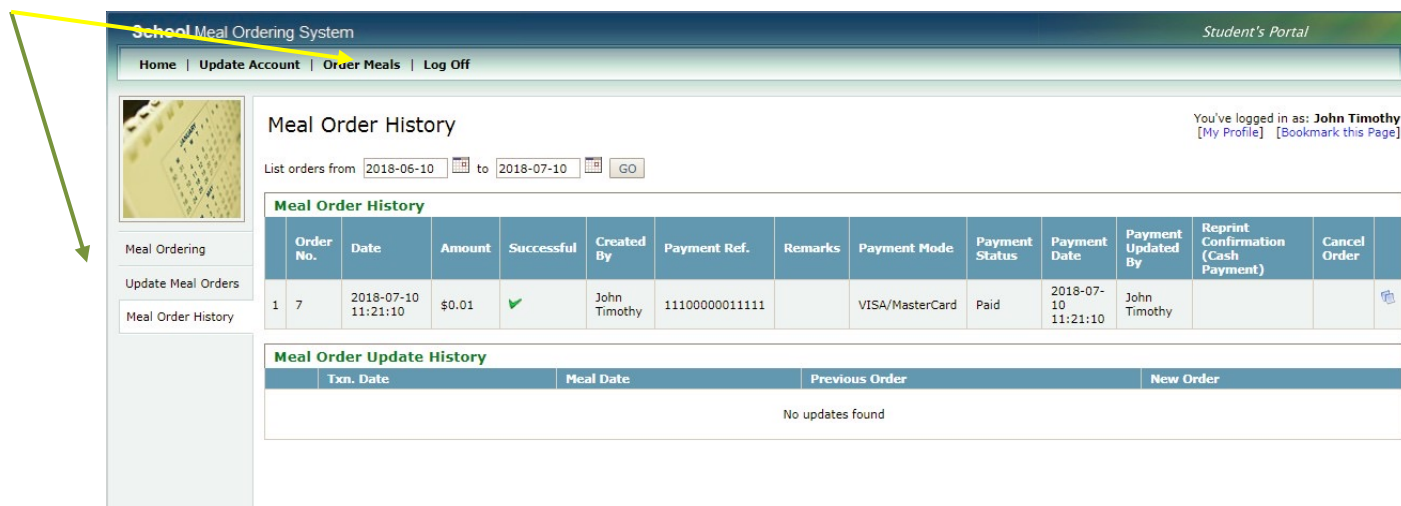
Ordering - after a successful order, you should receive an email confirmation. You can also double check your order via the order history (see page 7).

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.

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ORDER HISTORY

To view you 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.

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.

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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.

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

Order confirmation
Or can reset your password when needed.

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