



FAQs Flexischools @ Coolock Canteen

Do I keep money in my account or pay in each time?

Load money into your Flexischools account wallet using Electronic Funds Transfer (EFT), credit or debit cards or PayPal.

There is no charge for using EFT, however the funds are not available for a few days. You will receive a notification when you are able to make an order.

You can top up funds immediately using credit or debit cards or PayPal, however this does incur a surcharge which is calculated and displayed while topping up. The flat fee and percentage surcharge are charged by financial institutions for accepting those payment methods.

Does it cost to add funds to my account?

It's free if you use EFT, however it takes a few days for the funds to be available. Be sure to enter the unique reference/description provided when transferring funds to Flexischools.

What if I need to add money quickly to my account?

You can top up funds immediately using credit or debit cards or PayPal, however this does incur a surcharge which is calculated and displayed while topping up.

Can I set up automatic top ups?

Yes, but you can only make your top up automatic if you use a credit or debit card or PayPal (which incurs a fee).

What if my child is unexpectedly absent after placing an order?

Orders can be cancelled before 9am and funds credited back to your account. Cancellations cannot be accepted after 9am.

What is the cut off time for placing an order?

Orders must be placed by 9am on the day of the order.

Can I have more than one student on my account?

You can add multiple children to your account, but you need to place orders for each one separately. If one child leaves the school, you can just remove that child from your account.

Can two parents set up an account for the same student?

Yes. You can have the same student set up multiple times, such as from different households. The two accounts are independent and no details are shared between them.

Is St Mary's Canteen going to join the program?

This is not currently planned, however we will continue to review.

Is cash being phased out?

No. Students will still be able to purchase from the canteen using cash. Flexischools orders will have a priority pick up period of approximately ten minutes at the beginning of the break and then students can access the canteen for non Flexischools orders.

What happens if the student doesn't get what they ordered?

If an item isn't available or can't be substituted, the account will be refunded. If there is a problem with the order, the student should speak to the canteen staff.

If I don't have the Flexischools App on my phone, can I still use the program?

Yes, place orders, top up your account, check your balance by logging in on the Flexischools website.

Where can I find out more about Flexischools?

[Canteen ordering system at Coolock](#)

[Download the Flexischools flyer](#)