



#2 – 969 West First Street
North Vancouver, BC V7P 1A4
Office 604.770.3160
Email service@foodiekidsinc.com

FOODEAZE.CA by FOODIE KIDS

INSTRUCTIONS

We're happy that you are joining us on our new ordering platform. This document contains the basic instructions on how to use the system. If you have any questions, please don't hesitate to contact us at support@foodeaze.ca

PLEASE NOTE A CHANGE TO THE CUT OFF DATES AS OF SEPTEMBER 29

CUT-OFF TIMES FOR ORDERS:

The cut-off time for all orders for the week is the PREVIOUS Wednesday at midnight. The web site will automatically cut off those dates. There are no exceptions.

CANCELLATIONS:

Cancellations are possible until Wednesday, 4PM for any orders for the following week. Please send an email to support@foodeaze.ca with the Name of the Child, School, Division and the exact items you wish to cancel. If we don't receive the correct information, we can not cancel the order. We will refund your money for the cancelled order through PayPal. Any cancellations for any reason past the cut-off are, unfortunately, not possible and there are no exceptions.

FIRST TIME USERS:

1. Go to the site at <https://www.foodeaze.ca>
2. Click on the 'Create Account' link at the top right-hand corner
3. Please enter the required information making sure your email address is correct
4. You will be sent a verification email link to verify your email address
5. After you have clicked the link in the email, you have been registered and are automatically logged in
6. When you are on your profile page click on 'Book Order' on the right-side menu
7. You will be prompted to a child before you can continue. You can add one or more children to your profile
 - a. Please enter the name of the child
 - b. Select the school the child attends – type in the first few letters of the school and it will appear



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- c. Once you have selected the school, the available grades will appear, select the correct grade for the child you are adding

You are able to add children that go to different schools in your profile but of course the schools have to be registered with Foodeaze.ca

RETURNING USERS:

1. Click on 'Login' at the top right-hand corner of the screen
2. Use the email and password you used to register in the steps above
3. If you have forgotten your password, we will send you a reset link by clicking on 'Forgot Your Password? Recover Account' link
4. After you have logged in, you will be directed your profile page. Click on the 'Book Order' link on the left-hand side to be directed to the page that shows the children you have registered.

BOOKING ORDERS

1. A 'Book Order' button will appear next to the child's name.
2. To begin placing an order, click on the Book Order button
3. You will be directed to the menu page where it will prompt you to select the dates you wish to order for.
4. The highlighted dates (bold) are available dates for ordering from the school that the child attends
5. You can select one or more dates at the same time
6. Click on 'Select Date' under the calendar after you have made your date selection
7. You will now be presented with the menu
8. Only those items that are available for the dates you have selected will be presented
9. To narrow down your search, use the filter option to the left of the screen to display only those items from a certain category
10. Under each menu item you will see an 'Add to Cart' button for each date you have selected if the menu item is available for that date.
11. Click on the 'Add to Cart' button for the date you wish to add the menu item
12. The button will change color and it will indicate that you have added that menu item to your cart for that date.
13. If you wish to add another of the same menu item for that same date, simply click the button again and one more of the same menu item will be added to the shopping cart (the quantity of the menu item you have added to the cart will appear next to the shopping cart icon on the button)
14. If you made a mistake and want to reduce the quantity of the menu item, you can do so in the shopping cart overview page.
15. You can go to the shopping cart overview by clicking on the 'Cart' link at the top right-hand corner of the page.



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16. If there are more than 10 menu items available based on your dates and filter criteria, the page will show only 10 menu items at a time. At the bottom of the page there are navigation buttons for you to go to subsequent pages of available menu items

*TIP: Use the category filtering option to the left-hand side to narrow down the menu items. It is a very handy way to find what you are looking for.

DATES AND DATE SELECTION FUNCTIONALITY:

1. You can select one or more dates at once
2. After selecting the menu items for the date(s) you have initially selected, you can click on 'Select Date' on the left-hand side and select alternate dates to continue adding more lunch orders.
3. Although you can select multiple dates, a great way to add orders for multiple dates is to:
 - a. Select one date at a time
 - b. Select the menu items for that date and add them to the cart
 - c. Click on Select Date again
 - d. Select the items you wish to order for that date
 - e. Repeat

ADDING ANOTHER ORDER FOR ANOTHER CHILD

If you have more than one child registered on the system and you wish to place an order for more than one child at the same time, please do the following:

1. Select the first child and follow the process as described above
2. When you are done adding all dates for the first child, click on the 'Add another order' button at the top of the page
3. You will be re-directed to the child overview page
4. Select another child and add dates and menu items for that child

CHECK OUT PROCESS:

1. When you are ready to complete your order and pay, you can click on the 'Cart' button at the top right-hand corner of the page
2. You will be presented with an overview of what you have ordered.
3. The order will be organized by child first, then by date
4. If you wish to make any changes to the quantities of the items you have added to your cart, you can increase or decrease the quantities here
5. If you wish to delete an item from your cart, you can click on the red button next to the item in your cart and it will be removed



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6. If you wish to add a new item to the cart, please click on 'Add another order' and you will be redirected to the child overview screen where you can select a child to add more items for and go through the same process as described above to add more items.
7. The items that are in your cart will be preserved throughout this process
8. When you are ready to place your order, click on 'Pay with PayPal'

PAYMENT:

1. You will be redirected to the PayPal web site.
2. If you have a PayPal account and you have used it to pay for goods on the internet before, the web page will prompt you to log-in to your PayPal account.

Follow the normal payment procedures to complete your order.

3. An order confirmation email will be sent to you
4. IF YOU DO NOT HAVE A PAYPAL ACCOUNT, you will be presented with the option of paying with your credit card directly WITHOUT having to create a PayPal account. You may, if you so choose, opt to create a PayPal account but this is NOT NECESSARY to be able to order.
5. Please follow the instructions on the PayPal web site to complete your order
6. You will be prompted to go back to the Foodeaze.ca web site after you have completed your order but you can navigate to anywhere else at this point.
7. If for some reason you did NOT receive an order confirmation within 10 minutes of placing your order, please first check your SPAM folder in your email program. If you still don't see it, please contact us as soon as possible at support@foodiekidsinc.com