



Dear Parents/Guardians,

12th July, 2023

“Online Lunch Ordering” for the next academic year

Starting from the academic year of 2023-2024, lunch orders can be placed online. Parents will find it more convenient and efficient to order meals, make payments, and request refunds, which will avoid any misunderstandings. Please install the corresponding software (App name: Four Seas Murray) on your mobile phone before the summer holiday. Follow the instructions in the "Four Seas Murray Catering Letter to Parents" to install the app and log in for a trial. If you have any inquiries regarding the app, please contact Four Seas Murray Catering at 2454 8993 or WhatsApp via 9864 4384.

The menu for September will be available for parents starting from 23rd August, 2023. Please use the lunch ordering app before the deadline to select meals and submit the payment.

Parents are required to read the following information carefully:

Ordering Method:	The lunch service provider only accepts online ordering during the designated period, late ordering will not be entertained.
Payment Method:	The lunch service provider only accepts electronic payments made in the ordering app. Please refer to the attached list for more details on the accepted payment methods.
Cancellation of Meal Ordering:	If student needs to cancel their lunch order due to absence, parents is required to cancel the order through the app by themselves before 9:30 a.m. on that day. Late cancellations will not be entertained.
Lunch Price:	The monthly subscription price is HKD \$25 per serving, and the direct purchase price at school is HKD \$26.
Teacher in Charge:	For any inquiries about the new arrangements, please contact Ms. Wong or the school office at 2404 5333.
Note:	<ol style="list-style-type: none">1. Parents is required to order, pay, and cancel the lunches by themselves through the "online ordering" system every month.2. The school office will no longer handle the orders and payments on behalf of parents.

Yours faithfully,
Mr. Chan Chun Wah
Principal

Matters concerning lunch arrangement for 2023-2024

Thank you for choosing "Murray Catering Services Co., Ltd." as this year's lunch supplier. We will strive to provide "high-quality, healthy and delicious" school children's lunches and considerate services. To enhance environmental awareness, we will pay more attention to parents' ordering. It is fast and convenient, and can reduce related administrative work.

APP menu: only provide monthly order mode

Choice: 4 types are provided every day (Meal A), (Meal B), (Meal C), (Meal N)

Tableware: For teachers and students who order lunch in September, we will gift a set of environmentally friendly tableware for them to use.

Payment method:

We provide simple and diversified electronic payment methods, such as: TAP & GO, (Fast Speed) FPS, (Credit Card) VISA/MASTER CARD, (Alipay Hong Kong) ALIPAY HK, (Alipay China) ALIPAY CN, (WeChat Pay Hong Kong and China) WECHAT PAY.

Refund method:

Parents can return meals on the mobile APPS before 9:30 a.m., and the balance will be automatically returned to the student's meal ordering account. Overdue will not be accepted, please note.

Special Notes (Important):

The "order deadline" will be displayed in the electronic menu APPS every month. Students who order lunch must order before the deadline, and the mobile phone APPS will automatically stop ordering after the time limit. Please pay attention.

The following is the simple version of the teaching mode of electronic meal ordering, please read the relevant process carefully, if you have any inquiries, you can also call the customer service hotline 2454 8993 或 WHATSAPP 9864 4384。





Login and initial password

The screenshots show the following steps:

- Login:** User enters Username and Password, then clicks LOGIN.
- Change Password:** User enters Old Password, New Password, and Confirm Password, then clicks Confirm.
- Student Profile:** Displays user details: Login Name: 12345678, Class: 5A, School: Hong Kong International School. Includes an 'Order Now' button.
- Available menu:** Shows 'Order available for: Feb Mar Apr May' and a list of menu items like 'Standard Menu 2022', 'Lunchbox Free Reminder', and 'Festival Selections'.
- Menu summary:** Shows 'Sept 2022 (Full Month)' with 'Menu Days: 12', 'Total Fees: \$30 x 20', and 'Order cut-off day: 2022-07-03'.

You will receive a login and an initial password for your children from school or catering company.

You have to change from the initial password to a new password upon your first login.

Student profile: name, login name, class and school
Notice board
Message & payment history, shopping cart, order history and credit

Available menu

Menu summary including number of meal day, fee per meal and deadline



Ordering & Payment History

Choose meals and pay in shopping cart.

The screenshots show the following steps:

- Choose Meal Selections:** User selects meals for Sept 2022 (e.g., Japanese Pork Noodles, Baked Tuna Platter).
- Summary:** Shows the selected meals and their prices for the month of June.
- Shopping Cart:** Displays the total amount of \$1,100 and various payment options like 16124, 16119 App, VISA, and MasterCard.
- Payment Success:** Confirms the order with a 'Thank you for ordering' message and a 'Back to Home' button.