



DOVER COURT
INTERNATIONAL SCHOOL
A NORD ANGLIA EDUCATION SCHOOL

The Parents' Guide to

The Canteen Meal Ordering Platform

Operated by:

MYCELIUM
CATERING

Powered by:



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Meal Ordering Platform

Please visit <https://www.cliqueorder.com/myc> to:

- Add credits into the student's e-wallet
- Pre-order meals for your child
- Cancel pre-ordered meals

Pre-orders must be made by 1200 (noon) the day before. Cancellations must be made by 0745 of the day of the meal.

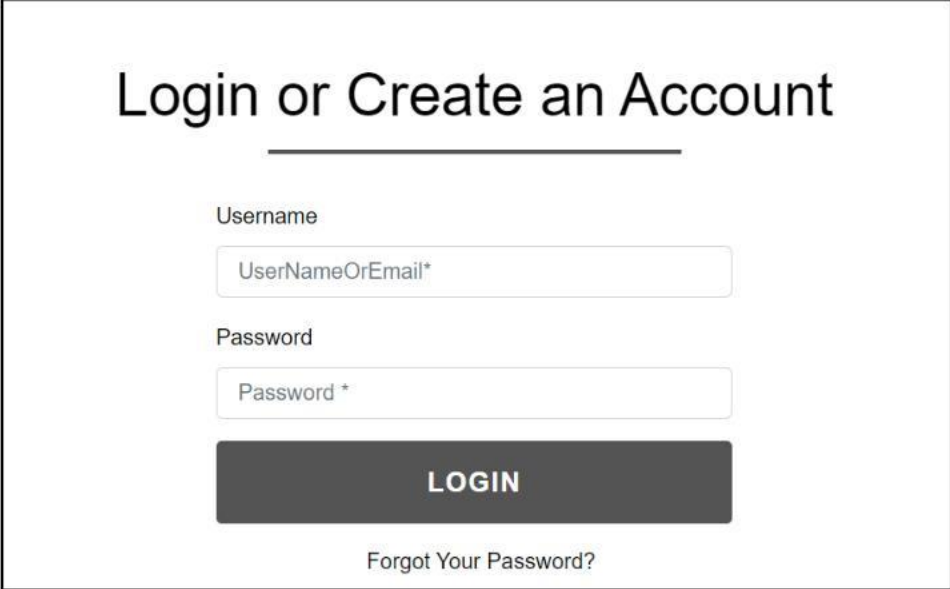
For more information on our refund policy, please visit the terms and conditions [here](#).

Scan this QR code
to visit the site:



How To Login

1. Go to <https://www.cliqueorder.com/myc>
2. Enter registered **EMAIL** and **PASSWORD** to log in.
Login will be based on the following:
 - * **Username:** Registered email with school
 - * **Default password:** 123qwe
3. Upon **FIRST** log in, all users are required to reset their password.



Login or Create an Account

Username
UserNameOrEmail*

Password
Password *

LOGIN

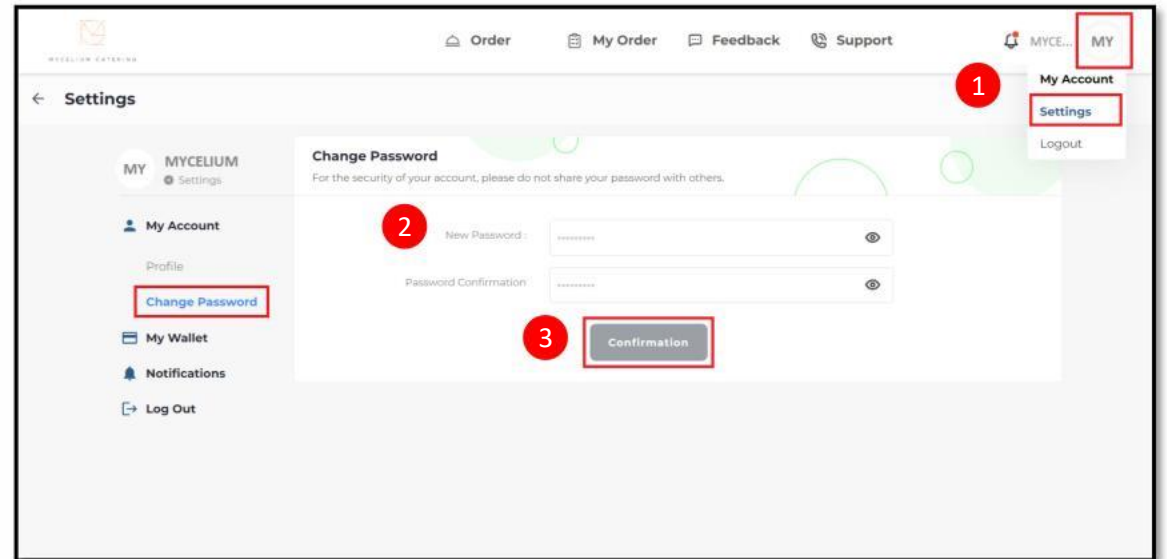
[Forgot Your Password?](#)

* Picture shown is for illustration purpose only.

Use a supported web browser like Chrome or Firefox – other web browsers may not display the website accurately.

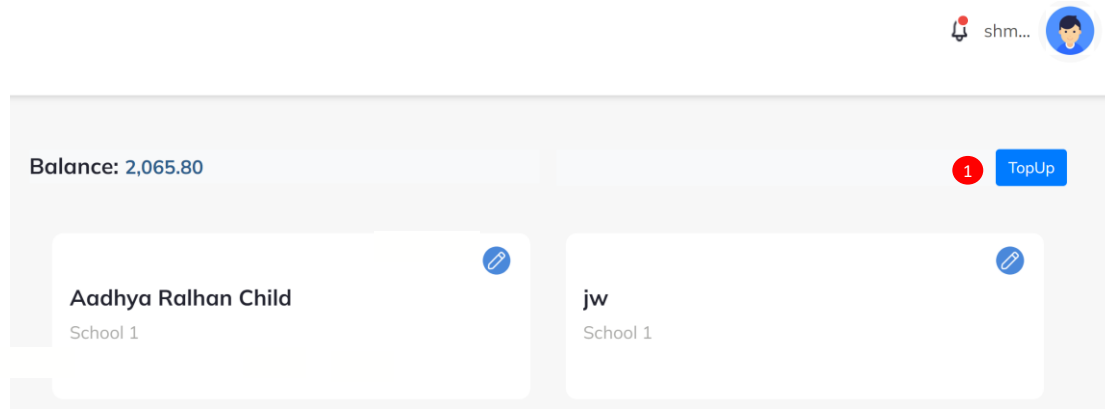
How To Reset Password

1. You may change your password in **SETTINGS** > **CHANGE PASSWORD**.
2. Enter your new password & re-enter in below field.
3. Click on **CONFIRMATION** to proceed.

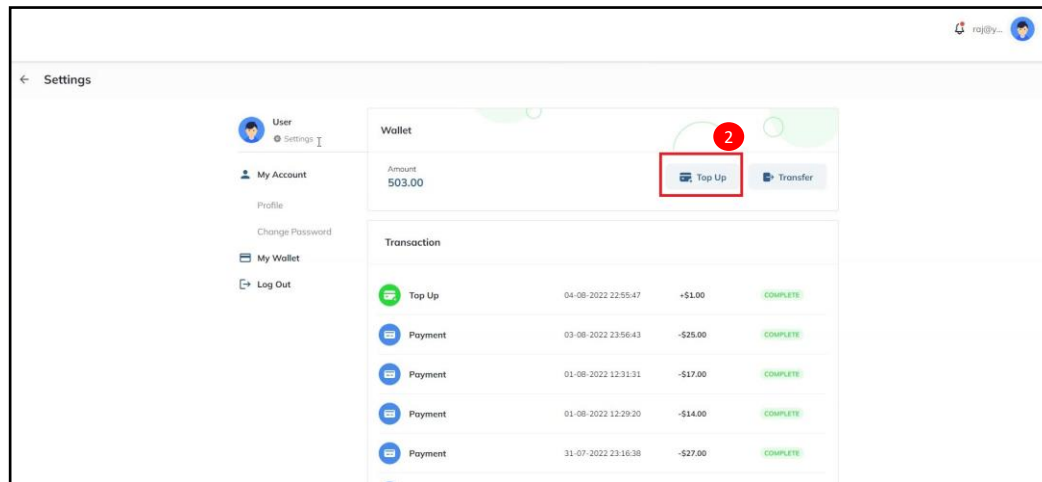


* Picture shown is for illustration purpose only.

How To Add Money Into The E-Wallet

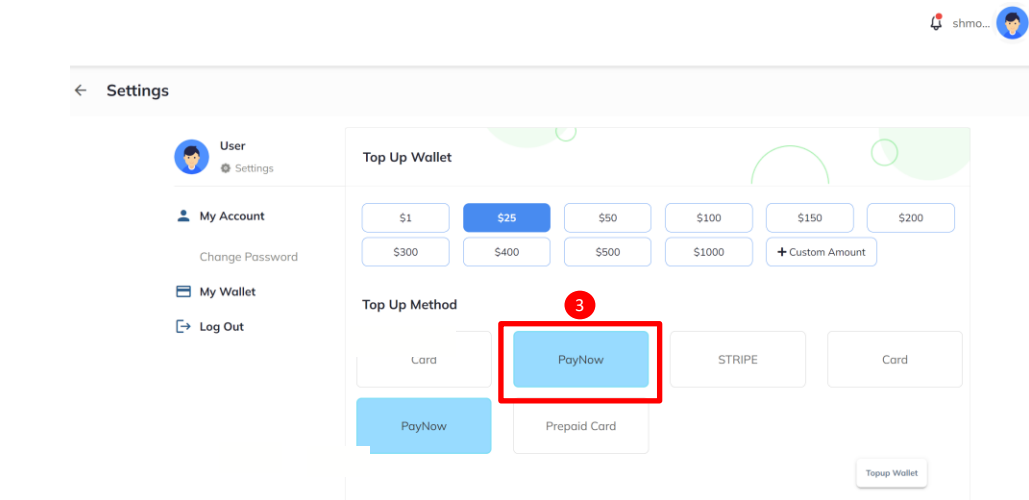


1. Click on **TOP UP** button on Student Dashboard.



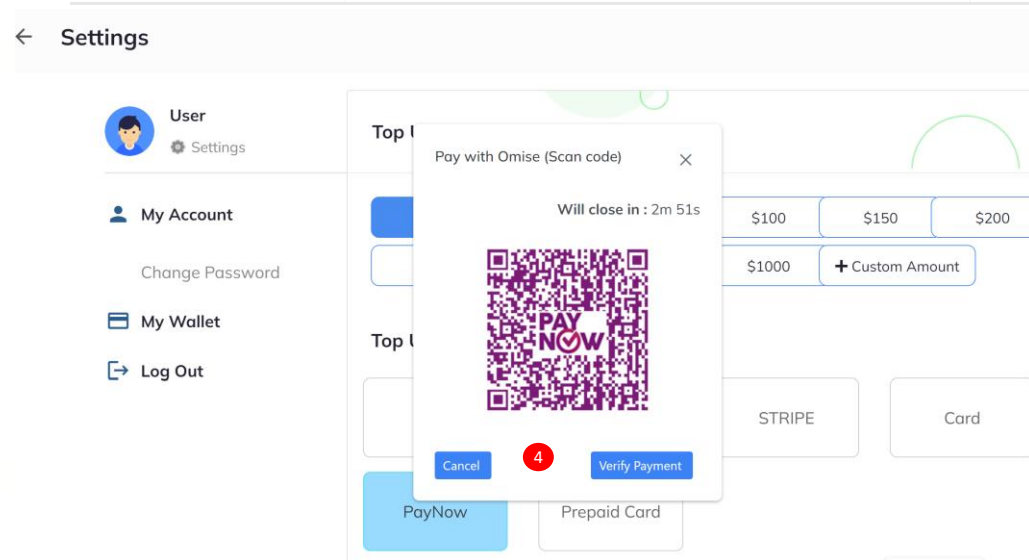
2. Click **TOP UP** on this page.

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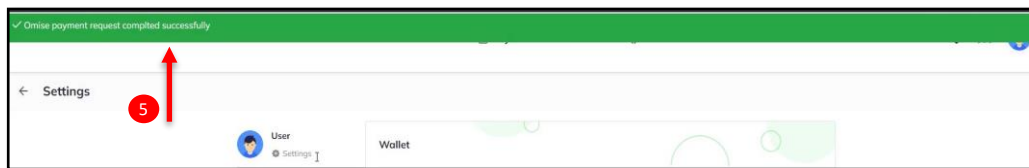
3. Select the **amount** you want to top up & click **PayNow*** as your top up method.

**There will be a 1% merchant fee for transactions imposed by the payment system provider.*



4. You will proceed to the **PayNow* QR Code**, scan the code with your banking app to make payment. Once payment has been successfully transferred, the popup screen will automatically close.

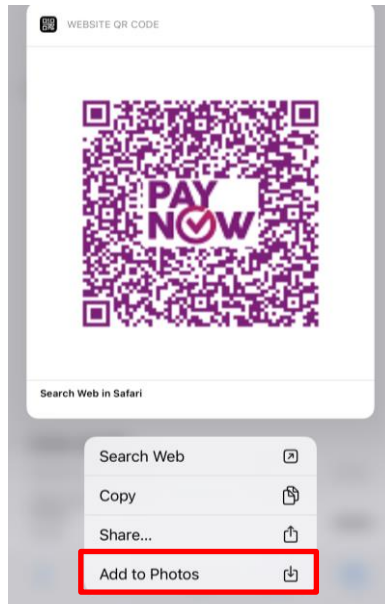
5. You will see a notification at the top once your top up is successful.



6. If the amount / value is not credited in the e-wallet, please contact us at catering@dovercourt.edu.sg.

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Instructions to PayNow (via Mobile):



1. **Click and hold** the PayNow* QR code image > **Add to Photos** to save the QR code.

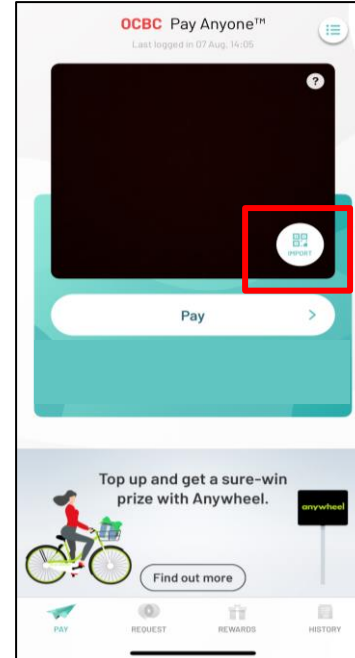
FOR EVERY TRANSACTION, A UNIQUE QR CODE WILL BE GENERATED.

* There will be a 1% merchant fee for PayNow transactions imposed by the payment system provider.

EXAMPLES:
(but not limited to)

OCBC Pay Anyone

DBS/POSB Bank



2. Open your local bank app and use the scan QR code. You may scan the QR code displayed or import the image of the previously saved QR code.

Other Payment Methods:

PayNow to Company UEN

If you are unable to scan the PayNow QR Code on the website, you may directly transfer the monies via PayNow to **UEN 202107831M**. We will require 2 working days to update the e-wallet.

Please ensure that you include your **account's USERNAME** under the "UEN/Bill Reference No" field.

Bank Transfer

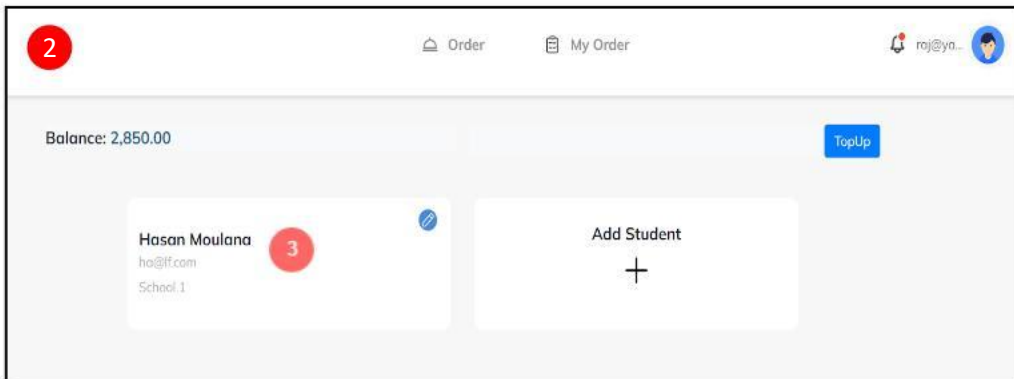
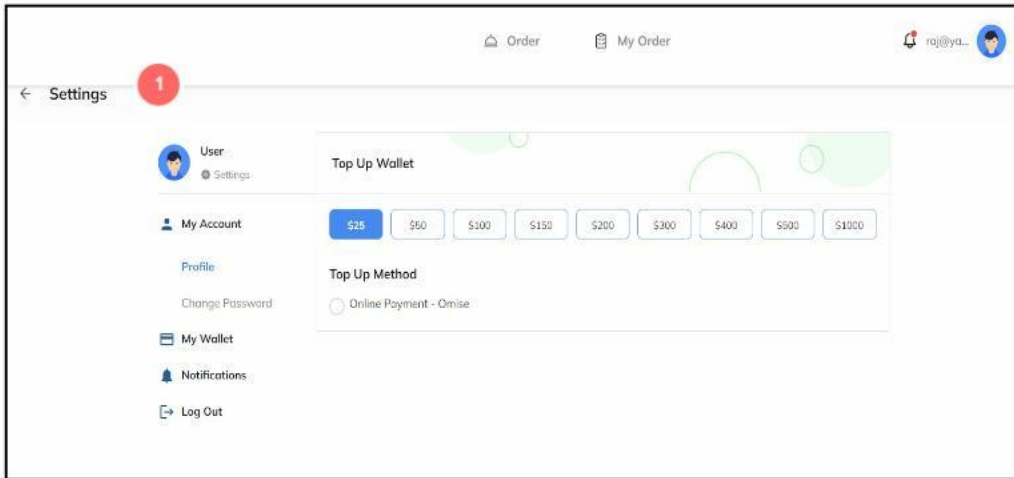
For bank transfer, please use the following details:

Company Name:	Mycelium Catering Pte Ltd	Bank Address:	OCBC Bank 65 Chulia Street, OCBC Centre, Singapore 049513
Bank Account No:	601550742001	SWIFT Code:	OCBCSGSG
Bank Name:	Overseas-Chinese Banking Corporation Limited Singapore		
Bank Code:	7339		
Branch Code:	601		

Please include your **account's USERNAME** in the "**Remarks**" section or any similar field. Once transfer is completed, please email a screen capture of the successful transaction to catering@dovercourt.edu.sg.

How To Pre-Order Food

After you have added credit into your E-Wallet, you may begin to pre-order food. Please note that pre-orders must be made by 1200 (noon) the day before.

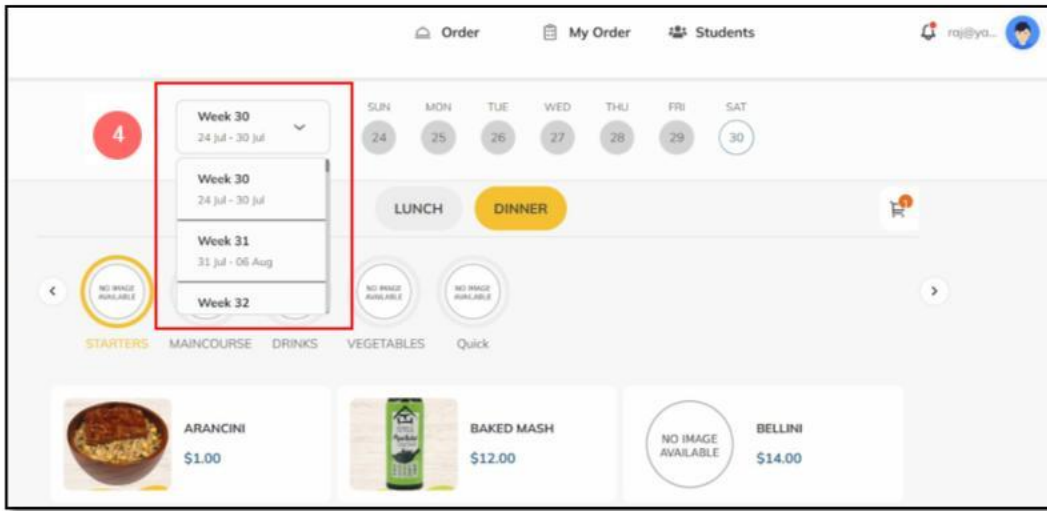


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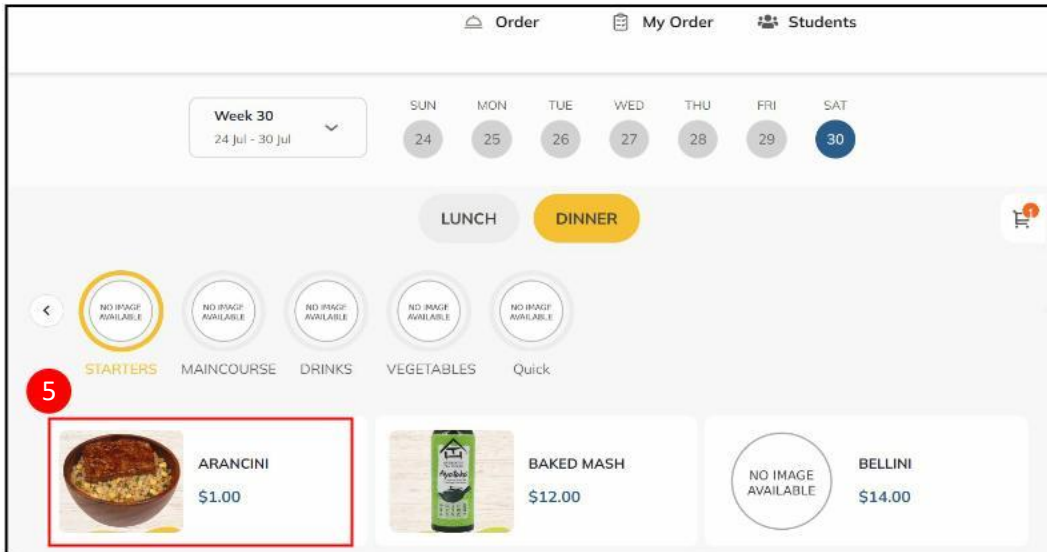
1. Click **Settings**.

2. You will be directed to the **Student Dashboard** where you may select your child's account.

3. Click on the **child's account** and you will be redirected to the Meal Order Page.

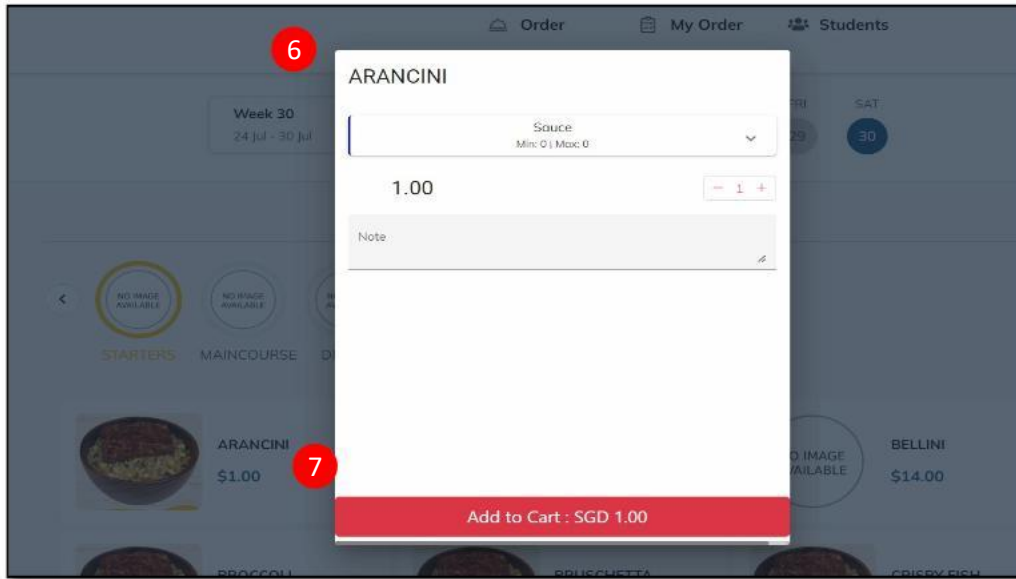


4. Click here to select the date that you wish to place an order for.



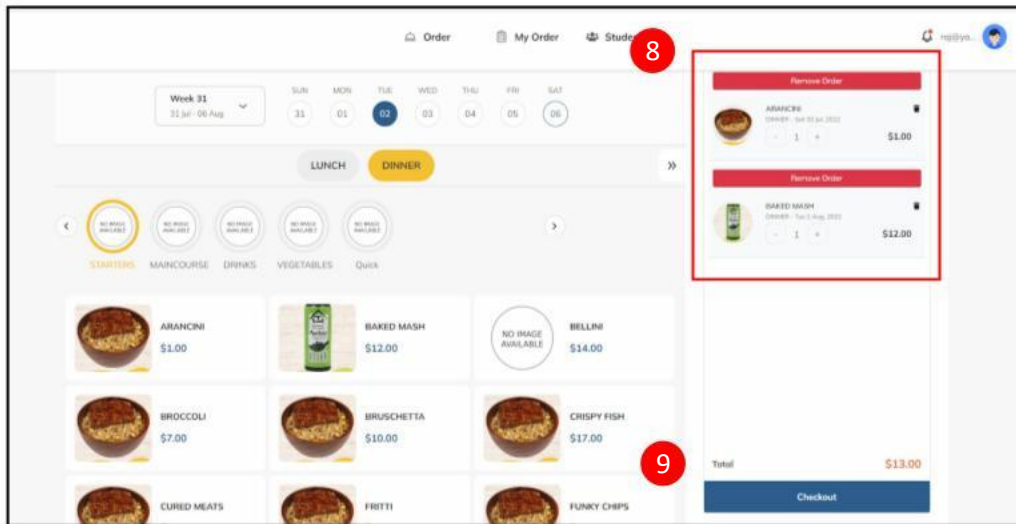
5. Click on the meal item.

* Pictures shown are for illustration purpose only.



6. A pop up will appear where you may increase or decrease the order quantity.

7. Click **ADD TO CART** to add the meal item into the cart.



8. You may add orders for multiple dates.

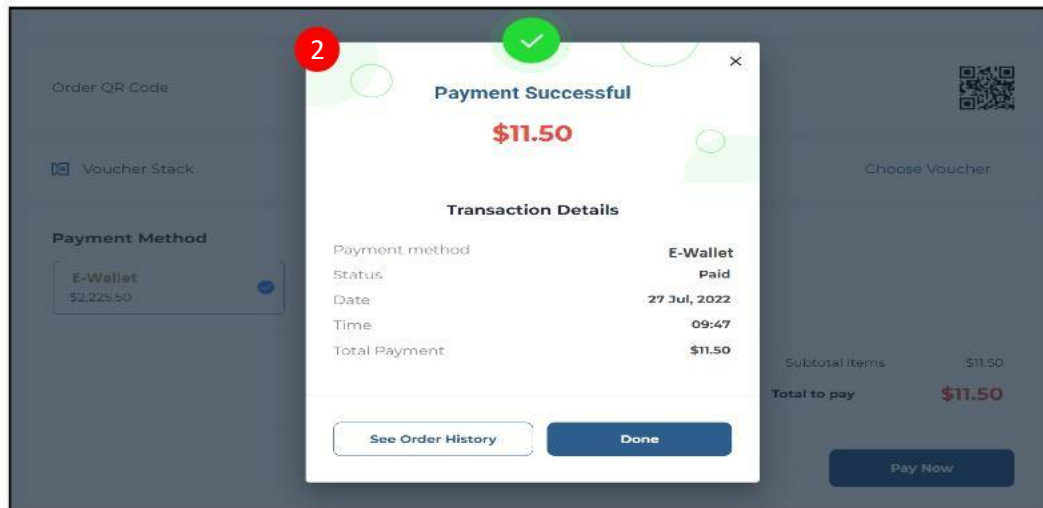
9. Review your orders and click **CHECKOUT**.

* Picture shown is for illustration purpose only.

How To Checkout & Pay



1. After clicking **CHECKOUT**, you may check your order again. After that, click **PAY NOW** with wallet credits.



2. Once on this page, your order is complete.

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How To View Order History

Order History (Table View) Order History(Calendar View)

Filter by Order date

Date	Amount	Status	Action
Friday, July 7, 2023	\$22.00	Paid	Remove Detail
Thursday, July 6, 2023	\$63.80	Paid	Detail
Monday, June 19, 2023	\$22.00	Paid	Detail
Friday, June 16, 2023	\$31.90	Paid	Detail
Wednesday, April 26, 2023	\$31.90	Paid	Detail

1. Go to **MY ORDERS** and you may view your order history.
2. These are your orders. To see the details of an order, click **DETAIL**.

Order History (Table View) Order History(Calendar View)

Previous Today Next Jul 2 - Jul 8, 2023 Month Week Day

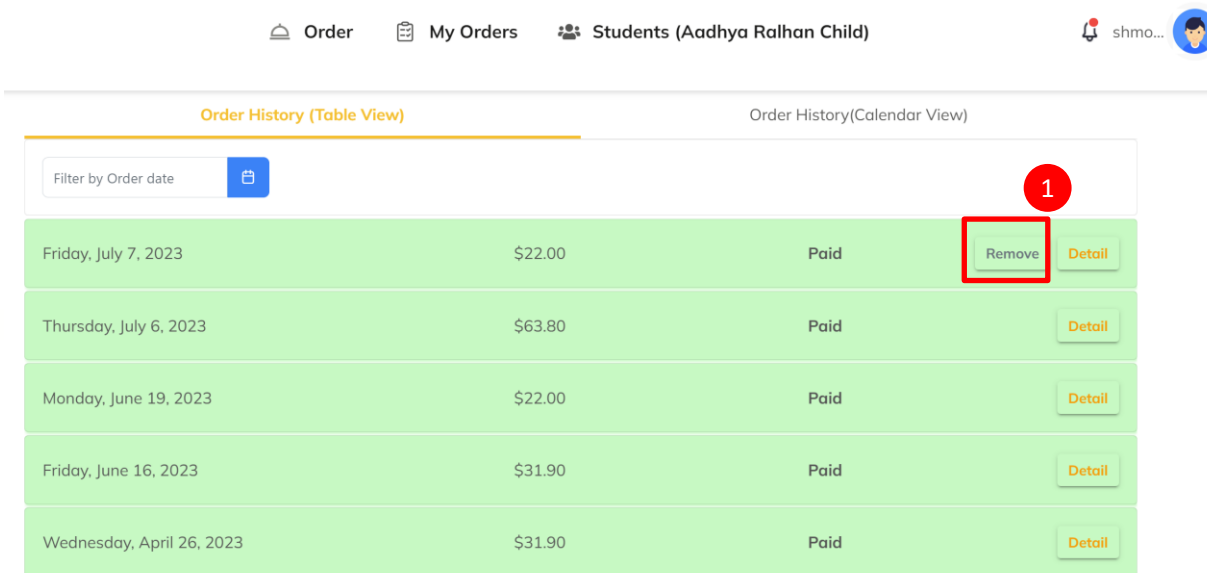
	Sunday Jul 2	Monday Jul 3	Tuesday Jul 4	Wednesday Jul 5	Thursday Jul 6	Friday Jul 7	Saturday Jul 8
12 AM					FRIED RICE Price: 31.90 Quantity: 2 Sub total: 64	BURGER Price: 22.00 Quantity: 1 Sub total: 22	
1 AM							
2 AM							
3 AM							
4 AM							

3. You may also view your order history in a calendar view (either by Month/Week/Day), where you will be able to see what has been ordered for a particular date.

* Pictures shown are for illustration purpose only.

How To Cancel or Refund Order(s)

Please take note that cancellations must be made by 0745 of the day of the meal. Any cancellations made after the cut-off timing will be unsuccessful.



The screenshot shows the 'My Orders' page for a student named Aadhya Ralhan Child. The page displays a list of orders in 'Table View'. The first order, dated Friday, July 7, 2023, for \$22.00 and marked as 'Paid', has a 'Remove' button highlighted with a red box and a red circle containing the number '1'. Other orders are listed below it, all marked as 'Paid'.

Order Date	Amount	Status	Actions
Friday, July 7, 2023	\$22.00	Paid	Remove, Detail
Thursday, July 6, 2023	\$63.80	Paid	Detail
Monday, June 19, 2023	\$22.00	Paid	Detail
Friday, June 16, 2023	\$31.90	Paid	Detail
Wednesday, April 26, 2023	\$31.90	Paid	Detail

1. On **MY ORDER** page under Order History (Table View), select the order to cancel or refund. Those without the **REMOVE** option means that you are unable to cancel or refund as it is after the cut-off timing.
2. The amount will be credited into your E-Wallet.
3. Parents will receive an email regarding transaction details.