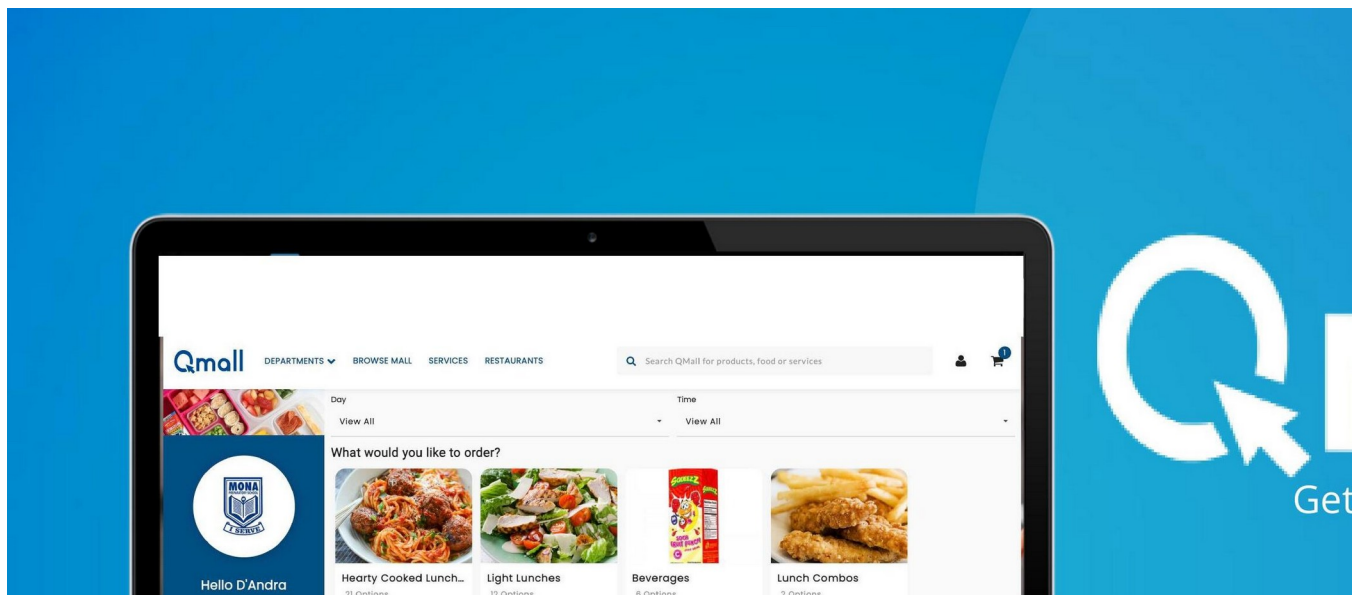




QMall Parent Guide

How to create an account, add your child and order from the Mona Preparatory School canteen



Online canteen ordering with QMall

Prepared for Mona Prep parents and guardians

Express Canteen Services Ltd. has partnered with QMall to provide a convenient way to manage your child's canteen orders online. Follow this guide from account setup through checkout.

Customer support Sunita Fraser • sunita.fraser@aiswebnet.com • 876-220-2987

BEFORE YOU BEGIN

Getting started

Have your email address, mobile number, child's class information and credit or debit card ready.

- 1 Start at shopqmall.com** Go to <https://shopqmall.com> in your web browser to create your parent account first.
- 2 Create your parent account** Register with an email address you can access, then verify the account from the confirmation email sent by QMall.
- 3 Add a payment method** Open your account, select Payment and enter your credit or debit card details.
- 4 Add your child** Open Members and create a member profile for each child who will receive an order.
- 5 Choose and pay** Select menu items, assign the order to the correct child, choose the delivery date and complete checkout.

Important information

QMall is open for online ordering from 4:00 pm to 10:00 pm on weekdays. Orders for Tuesday through Friday must be submitted by 10:00 pm the night before. All orders for Monday must be submitted by Friday at 10:00 pm. Complete checkout and select Place Order before the applicable deadline.

Canteen opening hours and cash transactions

- 7:00 am — The canteen opens for breakfast.
- 8:30 am — Cut-off time for face-to-face cash transactions.
- 11:30 am — Cash transactions resume for lower school at lunchtime.
- 12:15 pm — Cash transactions resume for upper school at lunchtime.
- 4:00 pm — The canteen closes.
- Use the child's full name and correct class so the canteen team can identify the order.
- Review the child, item, quantity, size and scheduled date before payment.
- Screens and button positions may change slightly as QMall updates the platform.

After creating your account, use this link when logging back in

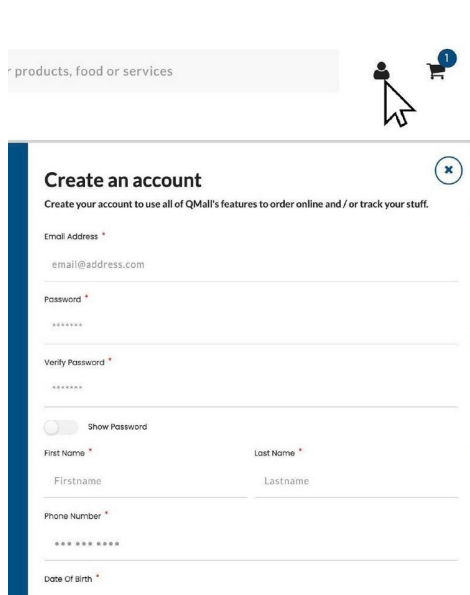
<https://shopqmall.com/store/monaprep>

STEP 1

Create and verify your account

You only need to create the parent account once. After that, use Log In whenever you return.

- 1 Open the account menu** Start at <https://shopqmall.com> and select the user icon near the top-right of the page.
- 2 Enter your details** Complete the required fields, create a password and select Create Account.
- 3 Check your email** Open the QMall confirmation email and select the verification link. If the link is not clickable, copy it and paste it into a new browser tab.
- 4 Log back in** After creating and verifying your account, visit <https://shopqmall.com/store/monaprep> to go directly to the Mona Prep canteen. Select Log In and enter the email address and password used during registration. Use this direct link for future visits.



products, food or services

Create an account

Create your account to use all of QMall's features to order online and / or track your stuff.

Email Address *

email@address.com

Password *

Verify Password *

Show Password

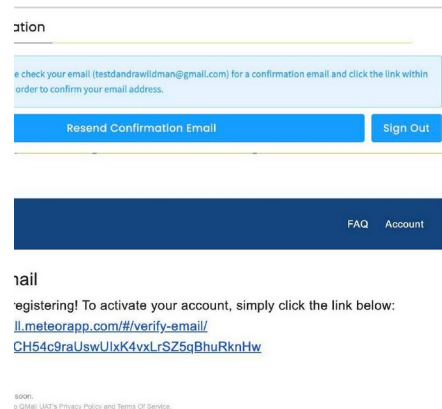
First Name * Last Name *

Firstname Lastname

Phone Number *

Date Of Birth *

Enter the requested account information.



tion

Please check your email (testdandrawildman@gmail.com) for a confirmation email and click the link within order to confirm your email address.

Resend Confirmation Email Sign Out

FAQ Account

mail

registering! To activate your account, simply click the link below:

<https://meteorapp.com/#/verify-email/CH54c9raUswUlxK4vxLrSZ5qBhuRknhw>

BOOK

© QMall UK's Privacy Policy and Terms Of Service.

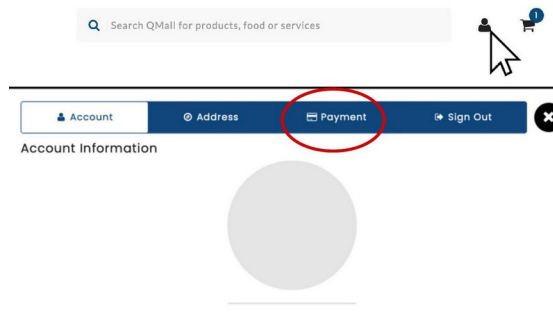
Use the email link to confirm the account.

STEP 2

Add a payment method

Add a credit or debit card to the parent account before placing an order.

- 1 Open your account** Select the user icon, then open the Payment tab.
- 2 Add the card** Select Add New Payment Method and enter the required card and billing details.
- 3 Save the card** Select Save Payment Method and follow the payment verification instructions shown on screen.



Select the Payment tab in your account.

 A screenshot of the QMall payment verification screen. At the top, there is a navigation bar with three tabs: "Address", "Payment", and "Sign Out". The "Payment" tab is selected. Below the navigation bar, the "Details" section is visible. It includes a "POWERED BY" logo for "FIRST ATLANTIC COMMERCE". Below the logo, there are two logos: "VISA SECURE" and "mastercard ID Check". The screen contains several input fields for card details, including a card number field, an expiration date field, and a security code field. A small note at the bottom states: "nation process your card will be charged JMD\$1.00, which is immediately refunded afterwards."

Complete the card details and save.

Card verification

QMall may apply a small random verification charge between \$1.00 and \$3.00. Retrieve the exact amount from your bank statement and use it to confirm the card. The verification charge is refunded after confirmation. The supplied QMall instructions also indicate that purchases below JMD \$25,000 may proceed without completing this verification step; follow the instructions displayed on your account.

STEP 3

Add your child as a member

Each child must be added as a class member before you can assign an order to them.

- 1 Open the Mona Prep store** Visit <https://shopqmall.com/store/monaprep> to go directly to the Mona Prep canteen store.
- 2 Open Members** From your account area, select Members, then select Add Member.
- 3 Complete the child's profile** Enter the child's full name and choose the correct Mona Prep class from the drop-down list.
- 4 Save the member** Select Save Member. Repeat the process for each child you need to add.

The screenshot shows a form with the following elements:

- A text input field labeled "Last Name" with the placeholder text "Lastname".
- A text input field with the placeholder text "ail.com".
- A dropdown menu labeled "Member's ID" with the selected value "00001111".
- A blue button labeled "Save Member" with a document icon.
- A blue button labeled "Cancel" with a left arrow icon.
- A mouse cursor is pointing at the "Save Member" button.

The screenshot shows a form with the following elements:

- A text input field labeled "First Name" with the placeholder text "Firstname".
- A dropdown menu with the following options: "Grade 3", "Grade 01", and "Grade 2".

Enter the student details, select the correct class and save the member.

Use the same member profile for future orders. If your child's class changes, review and update the member information before ordering.

STEP 4

Choose items and schedule the order

Use the Mona Prep menu to choose what your child will receive and when the order should be prepared.

- 1 Browse the menu** Select a category or menu item, then open the item you want to order.
- 2 Order for** Choose the correct child from your saved members.
- 3 Schedule** Select the date on which the meal or item should be delivered.
- 4 Quantity and size** Choose the required quantity and size, where applicable, then add the item to the cart.

Fru-Juice
MD\$200.00, SOLD BY Test Canteen

Order for:
Lisa Jones ▼

Quantity: 72 In Stock Size: SMALL ▼

Canteen Schedule:

- ▶ Wednesday, Oct 11 2023
- ▶ Thursday, Oct 12 2023
- ▶ Friday, Oct 13 2023

Choose the child, scheduled date, quantity and size before adding the item to the cart.

For more than one child, check the selected member carefully for each item before adding it to the cart.

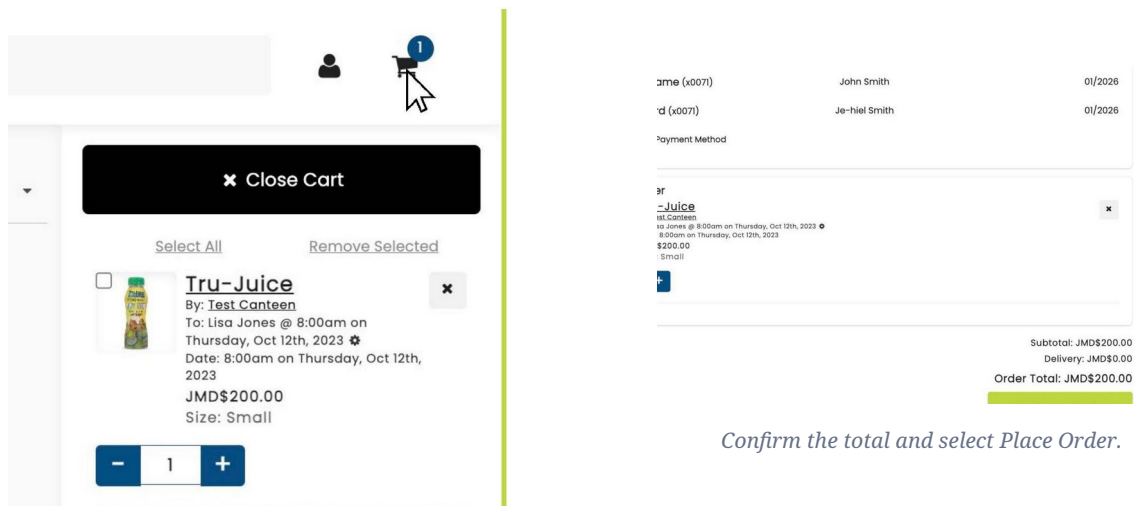
STEP 5

Review the cart and place the order

Check every detail before payment. This is your opportunity to correct the child, date, quantity or item selection.

QMall ordering hours are 4:00 pm to 10:00 pm on weekdays. Submit Tuesday through Friday orders by 10:00 pm the night before. Monday orders must be submitted by Friday at 10:00 pm.

- 1 Open the cart** Select the cart icon at the top-right of the page after you finish choosing items.
- 2 Review the order** Confirm the child, menu item, quantity, size, scheduled date and total.
- 3 Proceed to checkout** Select Checkout when the cart is correct.
- 4 Pay** On the review page, select the saved payment method and then select Place Order.



Review each item in the cart.

Confirm the total and select Place Order.

Keep the order confirmation for your records and check that the order appears in your account history.

HELP AND SUPPORT

Before you contact support

These quick checks resolve the most common account, payment and ordering issues.

Issue	What to check
No confirmation email	Check the spam or junk folder, confirm the email address entered and use Resend Confirmation Email if available.
Cannot log in	Confirm the email address, check the password carefully and use the password reset option if needed.
Card will not verify	Check the exact small verification amount on the bank statement and enter it as instructed by QMall.
Child or class is missing	Open Members, confirm that the child was saved and verify that the correct Mona Prep class was selected.
Order details are wrong	Return to the cart before payment and correct the child, date, size, quantity or item.

QMall customer support

Sunita Fraser

Email sunita.fraser@aiswebnet.com

Telephone 876-220-2987

When requesting assistance, include the parent account email, the child's name and class, and a brief description or screenshot of the issue. Do not send a full card number, security code or password by email or message.

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