



SHA TIN  
JUNIOR SCHOOL

# DCK Catering Ordering App (User Guide)

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# Meal Ordering System (Guide)

Our Meal ordering mobile application “DCK” has been available on App Store or Google Play.

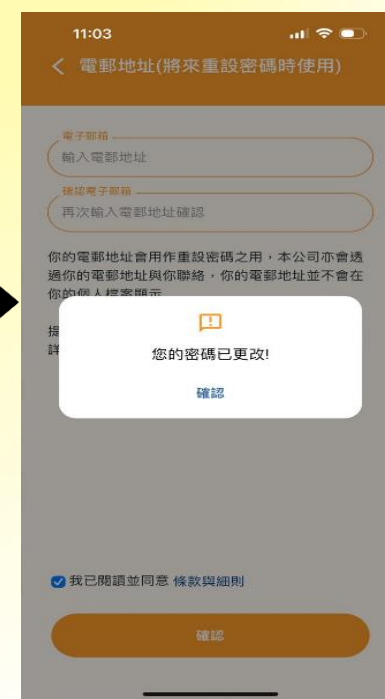
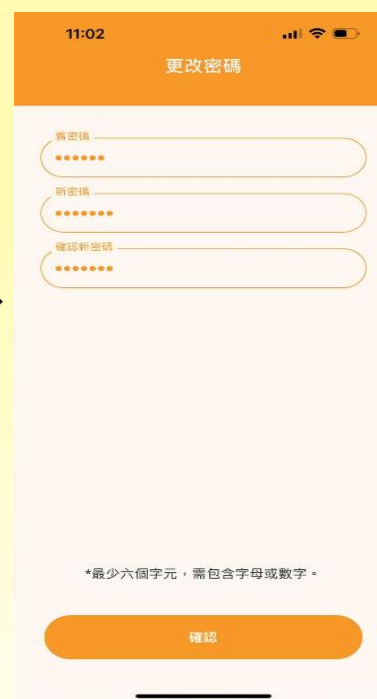
Parents can now effortlessly and quickly order meals, apply refunds, review your ordering record, received latest information and pay online with various payment methods.

## Ordering Method

- DCK will uploads online order menu on a monthly basis
- The ordering periods start from 11<sup>th</sup> of every month until the 17<sup>th</sup> of the month
- Parents will order and make payment through the App

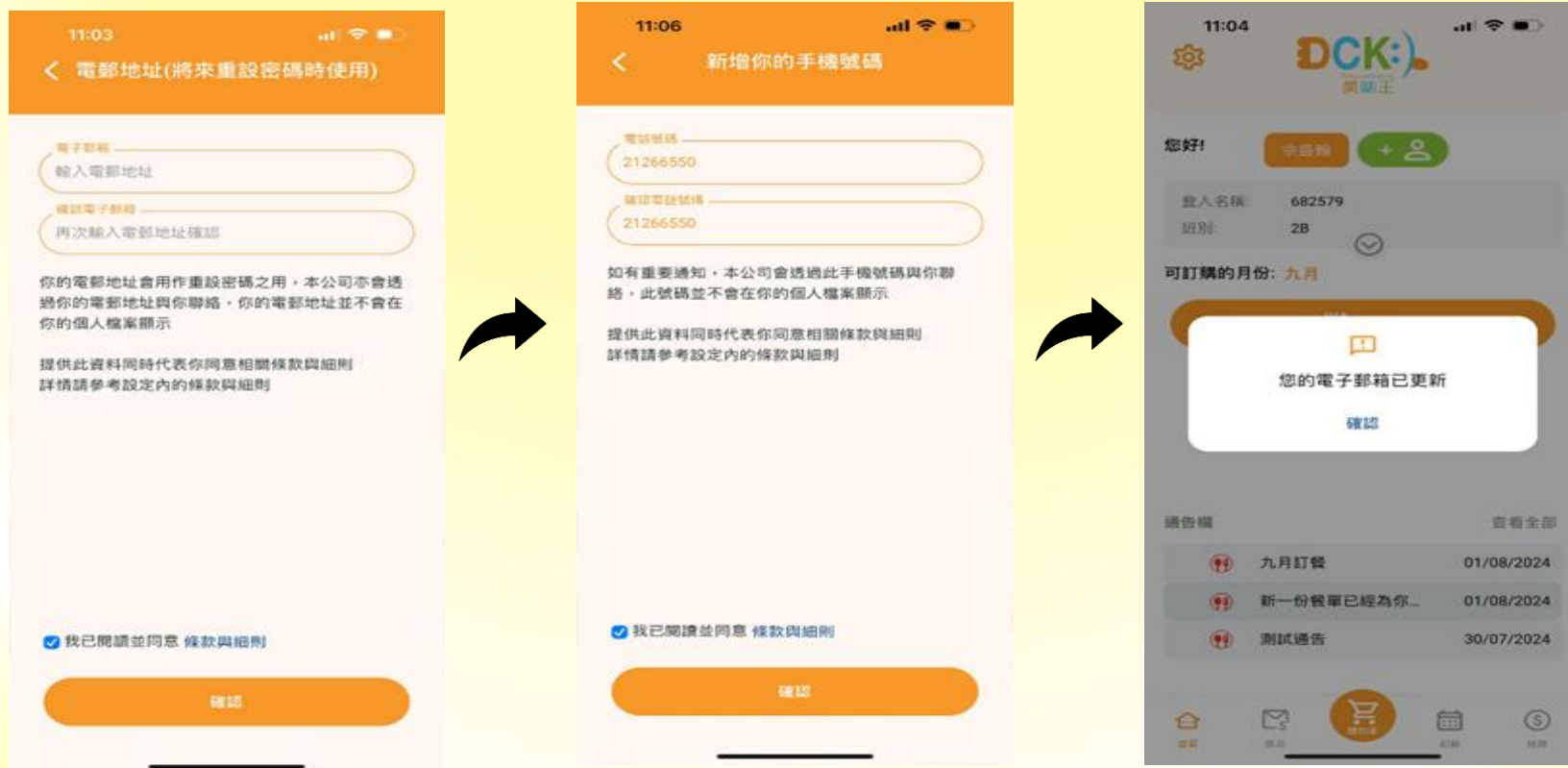
# Meal Ordering System (Guide)

1. Download “DCK” on App store or Google play
2. Log in details for your first time log in
3. Change the new individual Password immediate



# Meal Ordering System (Guide)

Input your phone number and email address for verify re-set password when forgot



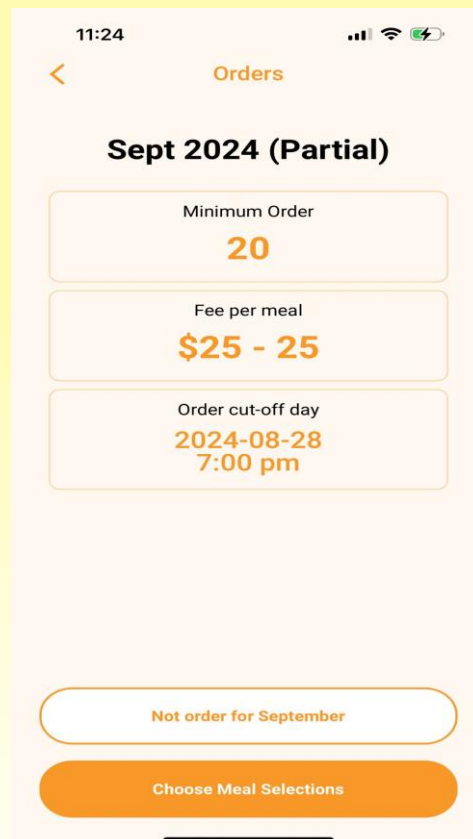
The process consists of three steps:

- Step 1: Email Address Verification**  
 Title: 電郵地址(將來重設密碼時使用)  
 Fields: 電子郵箱 (輸入電郵地址), 確認電子郵箱 (再次輸入電郵地址確認)  
 Text: 你的電郵地址會用作重設密碼之用。本公司亦會透過你的電郵地址與你聯絡。你的電郵地址並不會在你的個人檔案顯示。  
 Text: 提供此資料同時代表你同意相關條款與細則。詳情請參考設定內的條款與細則。  
 Checkbox: ☒ 我已閱讀並同意 條款與細則  
 Button: 確認
- Step 2: Mobile Number Verification**  
 Title: 新增你的手機號碼  
 Fields: 電話號碼 (21266550), 確認電話號碼 (21266550)  
 Text: 如有重要通知，本公司會透過此手機號碼與你聯絡。此號碼並不會在你的個人檔案顯示。  
 Text: 提供此資料同時代表你同意相關條款與細則。詳情請參考設定內的條款與細則。  
 Checkbox: ☒ 我已閱讀並同意 條款與細則  
 Button: 確認
- Step 3: Confirmation and Notifications**  
 Title: 您的電子郵箱已更新  
 Button: 確認  
 Section: 通告欄 (查看全部)  
 List:
 

通知	日期
九月訂餐	01/08/2024
新一份餐單已經為你...	01/08/2024
測試通告	30/07/2024

# Meal Ordering System (Guide)

1. Select ordering meal
2. Ordering Overview: It will display the number of available days, the fee per meal and the cut-off date





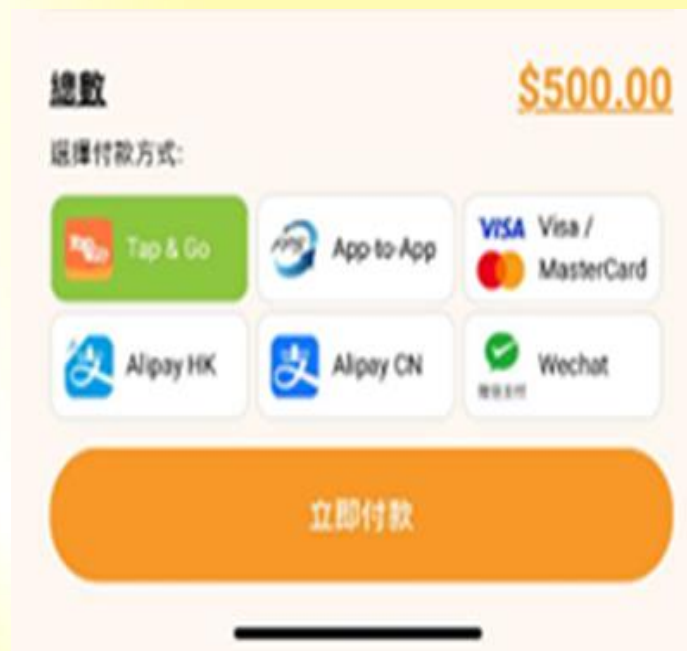
# Meal Ordering System (Guide)

1. Parents can select 1 meal out of 4 options a day
2. You can submit the choices after all meals are selected



There is a small button next to the meal choice for you to read the meal information including nutrients, ingredients and calories etc.

# Payment Methods (Guide)

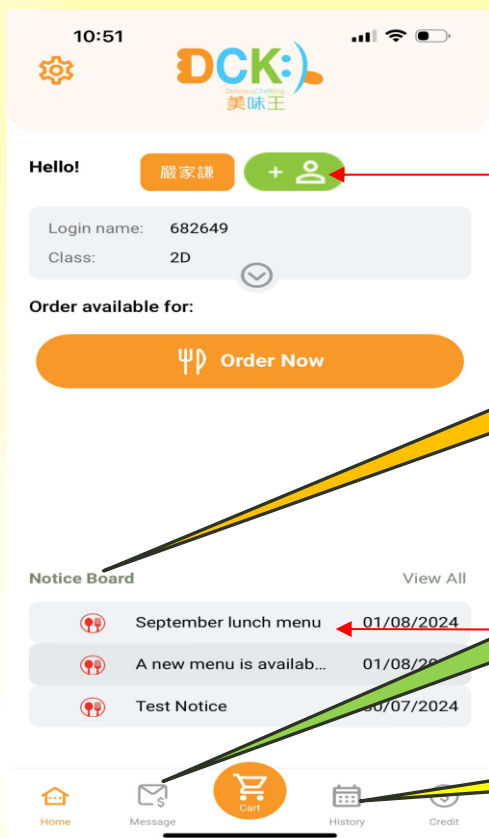


Payment methods:

(more option will be coming soon)

1. Total amount of meals will be calculated by the system and the balance will be automatically deducted if your previous refund had been approved
2. Payment Methods  
(Alipay HK 、 WeChat Pay 、 Visa 、 Master 、 Tap&Go 、 FPS )

# Meal Ordering System (Guide)



Notice Board

Messages & Payment History

Order History

Parents please sure the student name is correct before placing order especially for parents who have more than one child in school in order to avoid placing wrong order for your children

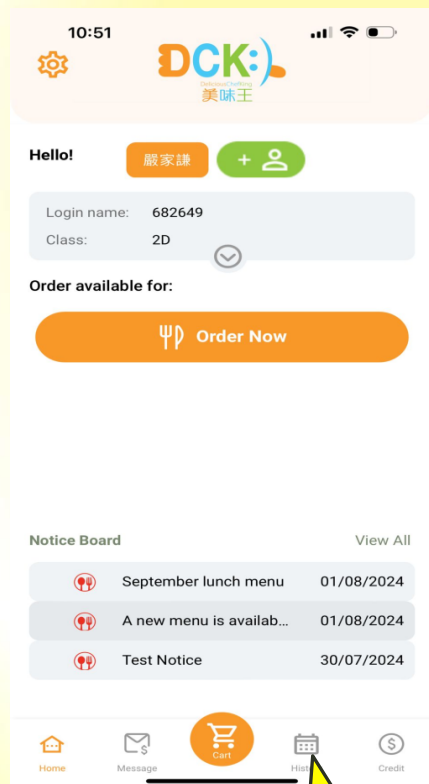
A notification will be made when a new menu is available to order



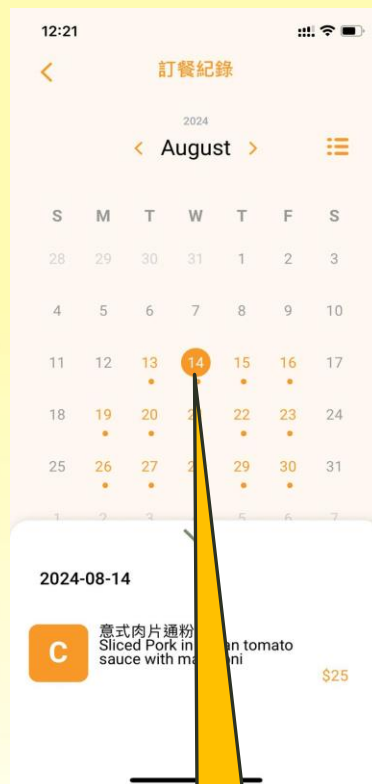
# Cancellation of Order

- In the event of bad weather ( typhoon or rainstorm) on meal day, if EDB or School announced class suspension by 7:00am, lunch boxes will be not delivered and full refund will be arranged
- For any other cancellation due to personal reasons or sick leave, parents shall cancel through DCK ordering App before 8:30am and a refund will be processed

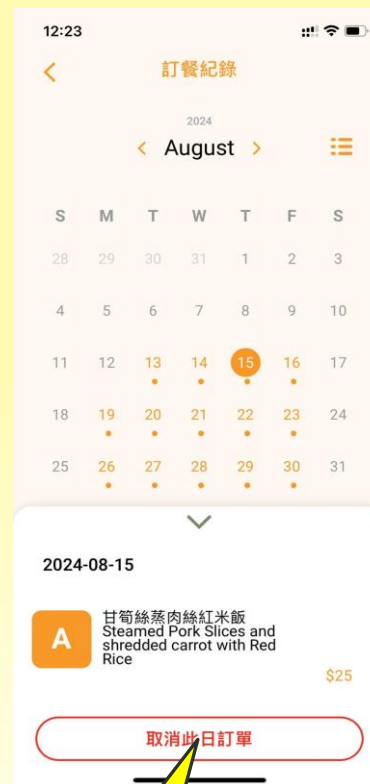
# Meal Ordering System (Refund)



Order  
History



Select  
day



Confirm  
day



Confirmed

# Thank You

Please contact us 2461-9932 or 2126-6552 in office hours  
if you have any queries