



MEMO

The objective of this memo is to share with the parents how the application is working to avoid any misunderstanding or inconvenience.

The application is made available with Oryx school in order to allow parents to order meals online.

➤ Application Access:

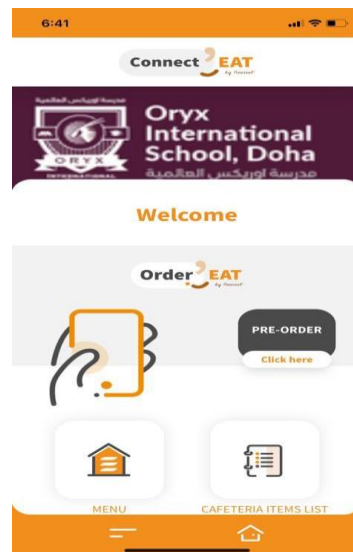
There are 2 possibilities of using Connect EAT:

■ Mobile

Scan the QR code and follow the on-screen instructions to install the application.



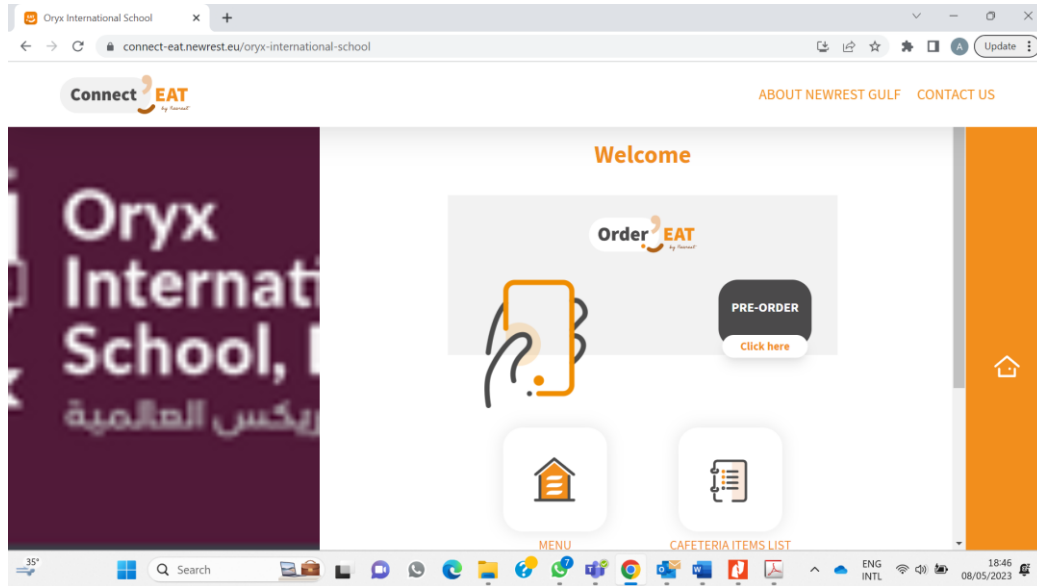
After
Scanning



■ Computer

Connect to the link below.

<https://connect-eat.newrest.eu/oryx-international-school>



After
Navigation

➤ Process:




The following information should be taken in consideration during the order:

■ Menu

There are 3 options made available based on the school facilities and they specified as below:

- ✓ **FS Children:** Cold Pack Meal
- ✓ **1st – 11 Years:** Cold Pack Meal
- ✓ **Staff & 6 Form:** Hot Pack Meal

Combos

		
Cold Pack Meal (Kids)	Cold pack Meal (Year 1 -11) Cold Cut , Sandwich / Wrap , Fruit Cut , Dairy Product & Dessert	Hot Meal (Staff & 6 form) (Starter, Protein , Accompaniment, Bread & Dessert)

**Made sure the right meal is selected for your child based on his age
The detailed menu for each category is accessible in the application**

■ Order

- ✓ Click on the icon PRE-ORDER:



- ✓ Select the delivery date and service time:
The cut off is fixed every day at 03 PM
After this timing, no order can be done for
The next day

When would you like to order?

05/10/2023

Service time

Search

- ✓ Click on + of Combo based on the age of you kid
- ✓ Click on SEE MY CART



- ✓ Click on My information:
- ✓ Fill the requested information
- ✓ Validation your information
- ✓ **01 Order = 01 Child**
- ✓ **Same must be repeated for each child if you have more than one order to make**

My order

My cart

Cold Pack Meal (Kids) 1 19QAR

Subtotal 19QAR
Service charge 2.50QAR

My rate advantages

Promotional code [APPLY]

Total 21.50QAR

My delivery

Withdrawal at the cash desk between 08:30 and 18:00 on May 10, 2023

My information

Ines
Amir
3
Arezki
Amir
a.amir@newrest.eu

PAY 21.50QAR

LNHO's first name

Ines

Child's last name

Amir

Allergens

Grade

3

Parent or legal representant's first name

Arezki

Parent or legal representant's last name

Amir

Parent or legal representant's email address

a.amir@newrest.eu

Parent of legal representant's phone number

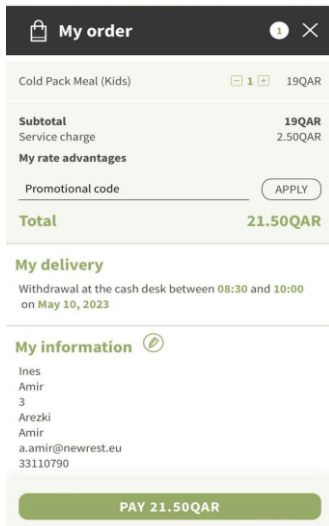
33110790

VALIDATE MY INFORMATION

■ Payment

- ✓ Click on PAY
- ✓ Complete your billing information
- ✓ Select your Card type: **ONLY CREDIT CARD (Visa or Mastercard) accepted.**
- ✓ Validate the payment by entering you OTP received on your mobile or email
- ✓ You bank account should be debited

1



2

Billing Information * Required field

First Name *
Arezki

Last Name *
Amir

Address Line 1 *
[Empty field]

City *
[Empty field]

Country/Region *
[Dropdown menu]

Phone Number *
33110790

Email *
a.amir@newrest.eu

Payment Details

Card Type *
 VISA Visa
 Mastercard

3



Keep your account safe

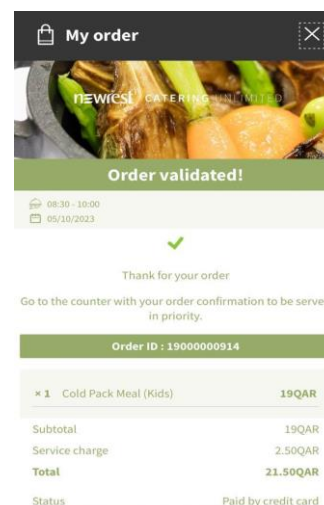
We're almost done. To protect your purchase, Dukhan Bank is asking you to authenticate this purchase. Please select an option below:

- My Mobile Number
- Email

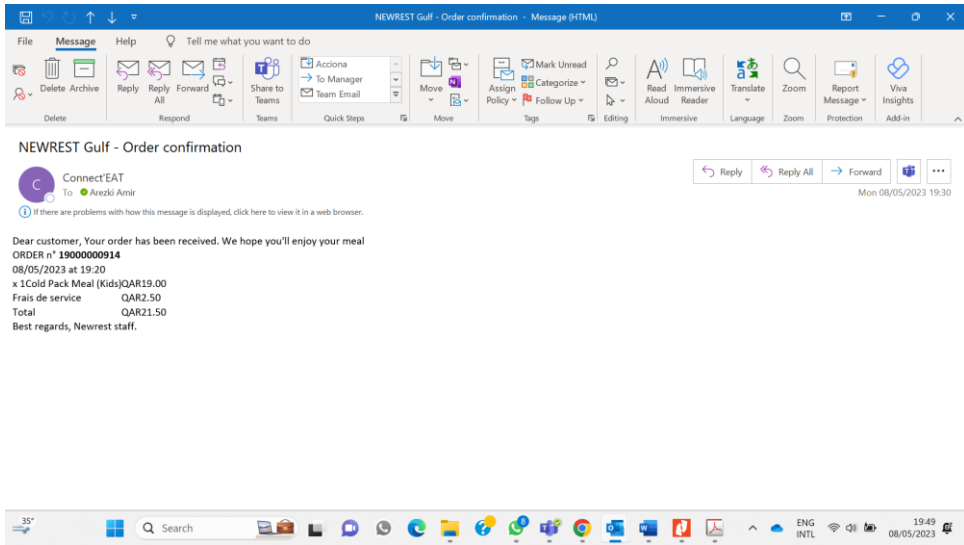
■ Confirmation

You should have 3 types of confirmation if your order passed properly with the right CREDIT CARD, summarized below:

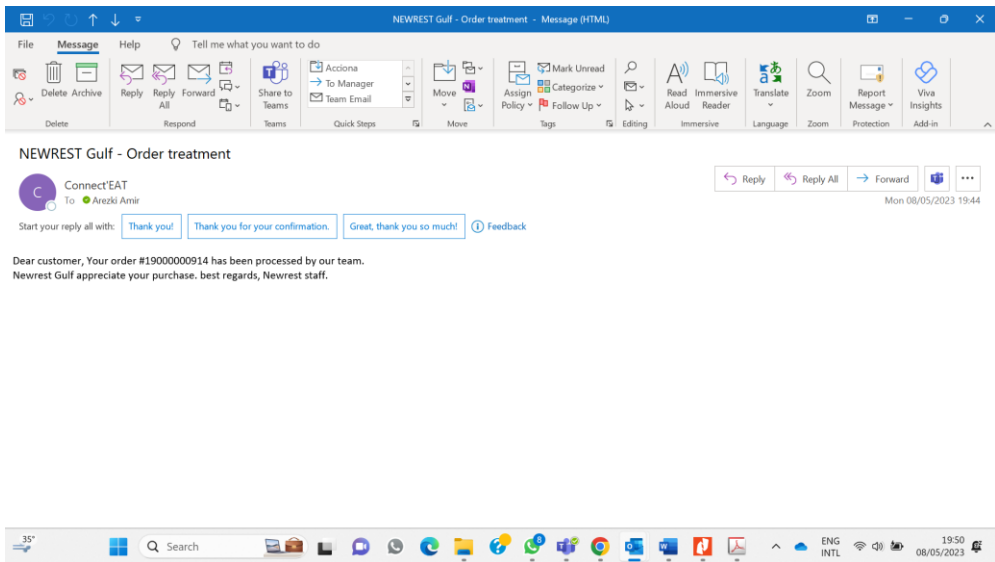
- ✓ Confirmation sample on application



✓ Confirmation by email when the order sent

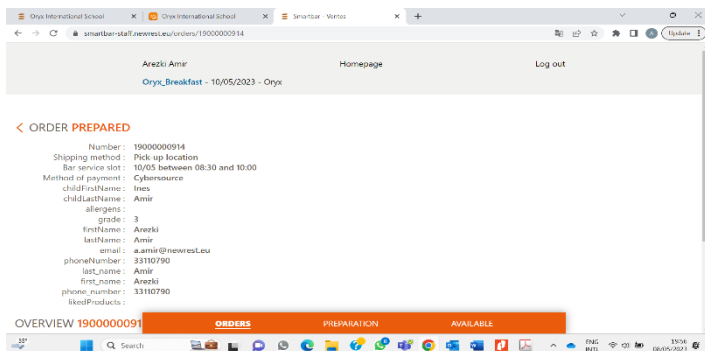


✓ Confirmation by email that the order is been proceeded by catering team



■ Order Received from catering team

See below a screen shoot how the catering team is receiving your order:



A you can notice , the order confirmation is the same in all the 3 confirmation (#1900000914)

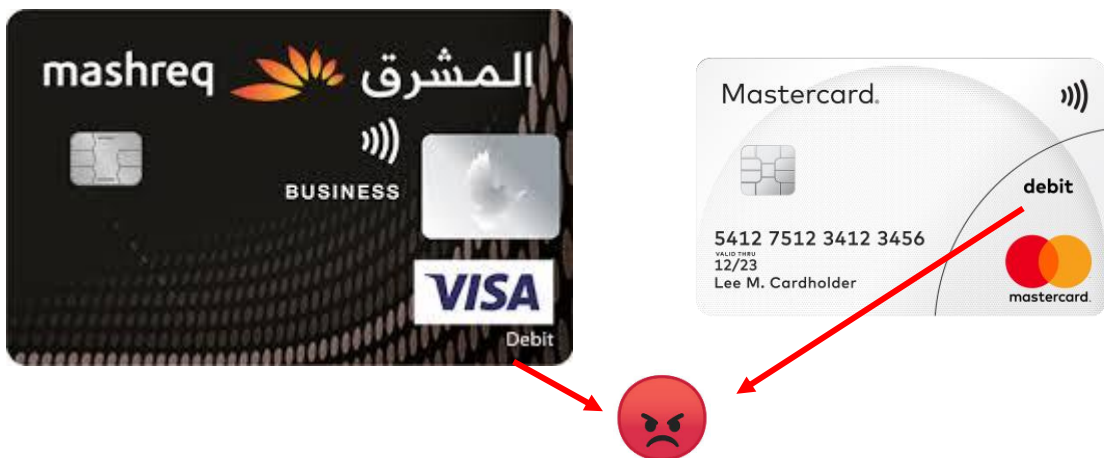
■ **Important Remarks**

Please note the following remarks

- **Only CREDIT CARD** is accepted – see sample below



- **DEBIT CARD** is not accepted – see sample below



The order could be completed in application thru the debit card. you will receive the first confirmation (on the app only) that your order validated BUT, you will never receive the email confirmation and catering team will never receive your order.

We remain available to support you and we hope to see your orders.
We are reachable on blow contacts:

Name	Position	Email	Phone
Rawad Al Joghami	Project Manger	r.aljoghami@newrest-gulf.com	50054375
Sweet Pagapong	Site Supervsior	newrest.oryx@newrest-gulf.com	33760839