

A STEP BY STEP GUIDE TO PAY ONLINE USING KINDO

First time users be sure to create a new account online BEFORE using the APP.

- Go to www.mykindo.co.nz
- Or connect via School website, tab “Payments-Moni utu”
- There are APPs for Apple users & Android (Google Play link)



It's easy, available 24/7 and KINDO is our preferred method of payment. We discourage cash payments & eftpos payments - sorry parents/caregivers.

First time users

Creating an account is easy!

Select [Create an account](#) from one of the options above and the following screen will display:

Account Holder details (Parent info)

Enter in your name, mobile, email and a password.

Delivery details (Student info) You must set up and enter all children's names at Gladstone. To add more students just click on the 'Add New Row' tab.

Tick the box to agree to the 'terms of trade' and then '[Create Account](#)'.

Your family account is now set up. Next time you login, you will only need to enter your email address and password.

Topping up your account

There are a number of ways you can choose to top-up your account, and this can be done either at the checkout, or by selecting the 'top up account' icon.



OPTION ONE

Online topup [Top up now](#)

You can pay-as-you-go using our online top up options – either from the 'top up account' options, OR at the checkout. Funds are available instantly using these payment methods.

POLi – you can use POLi for a quick and instant transfer. Small Fee. ****Most Popular****

Credit or Debit card – payments are processed in real time. **Fee 50 cents plus 2.5%.**
Visa / Mastercard / American Express / China UnionPay available.

Whatever method you use to top up your Kindo account, you can always just top up the funds you need for the day, or top up a bit more and have a balance available for super speedy checkout next time.

OPTION TWO NO FEES

Bank Transfer (allow 2 days)

[Get details](#)

Set up regular payments using Bank transfer, so you'll always have funds available when you need them. **No fees! This is the option if your bank is outside the top 5 banks recognized by KINDO. ASB, BNZ ANZ, Westpac and Kiwi .** Also if you prefer not to use Poli, this option will suit you.

NOTE: However re lunch ordering - Bank transfer is NOT recommended for same day/next day lunch orders, or items that are closing within 48 hours as orders will not be processed until funds have cleared and may get missed!

To view the details for setting up your payments, select the 'Click here' or 'Get details' option. This will give you the bank account details to make the payments into, along with **your member number to be included as the reference.**

Shopping

Add items to your shopping cart, by clicking on your child's initial icon next to the item.

The image shows two overlapping screenshots from the Kindo app. The top screenshot shows a product detail for 'Plain Petita Pita' with a 'Free Range Chicken Petita' option. A red arrow points to a red circular icon with the letter 'J' and a '1' next to it, which is the child's initial icon. Below the product name, the price '\$6.00' is displayed. The bottom screenshot shows a 'cart' view with a 'CHECK OUT' button. A red arrow points to the 'CHECK OUT' button. The cart contains three items: 'Pita Pit Friday Fri 13 Mar' for \$8.50, 'Free Range Chicken Petita (Aioli, NO SALAD)' for 1 unit, and 'Brownie Chocolate Fudge' for 1 unit. The total available funds are shown as '\$19.00'.

When you have finished selecting items for your child's order, you can click on Checkout to make your payment and complete your order. Double check that you have correct date.

If there are *sufficient funds* in your account, you can simply click '**Place order**' at the checkout and you're done! ***You will receive an electronic receipt of your order.***

If you have *insufficient funds* in your account, you will be prompted to '**top-up and place order**' to add funds first before going back and **completing the payment.** Remember this final step or the order will just be sitting in the cart unactioned!

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You will receive TWO electronic receipts. One for your top-up of funds and one for your purchase of the items. Look out for the TWO receipts to be sure you have done it all.

FOR HELP: The KINDO Helpdesk is available to assist you on school days 8am and 4pm.
Or phone KINDO on freephone 0508 4 KINDO (0508 454 636), or email
hello@mykindo.co.nz

SAVE TIME - PAY ONLINE