

GETTING STARTED

SHOULD I REGISTER UNDER MY CHILD'S NAME OR MINE?

* Please register the Main Account under your first child's details. After that, you can add new members by creating sub-accounts if you have more than one child in the school.

CAN BOTH PARENTS ACCESS THE PRE-ORDERING WEBSITE?

* Parents can access the pre-order website by logging in with the child's account details. This means both parents can take turns managing the account, as long as they have the login credentials set up during registration (i.e. Email & Password).

WHEN CAN I START USING THE WEBSITE?

* Website will go live around 15th Decemeber, You will receive a notification via Parents Gateway once the system is active and ready for ordering.

Use the following URLs to access your school's pre-ordering portal:

- * northoaksps.app.terabite.sg
- * casuarinaps.app.terabite.sg
- * chongzhengps.app.terabite.sg
- * outramss.app.terabite.sg

REGISTRATION & ACCOUNT MANAGEMENT

I HAVE MORE THAN ONE CHILD IN SCHOOL. DO I NEED MULTIPLE ACCOUNTS?

* No, you only need one Main Account. Here's how it works:

* Register a Main Account with your first child's details, then create Sub Accounts for other children

★ MAIN ACCOUNT	CHILD 1	For login, account management, ordering, tagging of card
★ SUB ACCOUNT	CHILD 2	For ordering, tagging of card & level (P1-P6, Sec 1-5)
SUB ACCOUNT	CHILD 3	For ordering, tagging of card & level (P1-P6, Sec 1-5)
SUB ACCOUNT	CHILD 4	For ordering, tagging of card & level (P1-P6, Sec 1-5)

CHILD 1



CHILD 2



CHILD 3



MAIN ACCOUNT SUB ACCOUNT SUB ACCOUNT

HOW DO I RESET MY PASSWORD?

* Click "Forgot Password" on the login page and follow the instructions sent to your registered mobile number or email to reset it.

WILMAR WALLET

WHAT IS WILMAR WALLET?

* Wilmar Wallet is a secure online wallet used to pay for your child's pre-ordered meals. It works like a credit system — you top up funds first and then use them to pay for meals conveniently.

DO MY WILMAR WALLET FUNDS EXPIRE OR TRANSFER?

* No, funds in your Wilmar Wallet do not expire. Funds topped up in the main account can be used to pay for meals in sub-accounts. However, credits cannot be transferred between two main accounts.

For Primary 6 and Secondary 4/5 students, an offboarding process for remaining credits will be shared via Parents Gateway at a later date.

HOW CAN I TOP UP MY WILMAR WALLET?

* You can top up easily via PayNow directly on the pre-ordering website.

For your information,
please contact us:

wil-parentsupport@sg.wilmar-intl.com

Your trusted Central Kitchen School Meal Provider



MEAL ORDERING

HOW FAR IN ADVANCE CAN I PRE-ORDER MEALS?

- * You can pre-order meals up to 1 Week in advance.

CAN I CHANGE OR CANCEL MY CHILD'S ORDER AFTER PLACING IT?

- * Pre-orders can be cancelled up to 2 days in advance via the pre-ordering website.

WHAT IS THE CUT-OFF TIME FOR MY ORDERS?

- * The cut-off time is 12 pm, 2 calendar days in advance.
(e.g., order by Monday 12 pm for Wednesday's meal.)

ARE THERE SMALLER OR LARGER PORTION SIZES AVAILABLE?

- * Our bentos comes in 3 sizes – Small, Regular & Large. Students can also get extra portions or snacks from our on-site Daily Favourites station.

WHAT HAPPENS IF MY CHILD FORGETS TO COLLECT THEIR MEAL?

- * Meals will be discarded in accordance with Singapore Food Agency (SFA) guidelines, which require food to be consumed within 4 hours from the time it enters the temperature danger zone.

WHAT IF MY CHILD FORGETS THEIR CARD?

- * Your child can simply provide their full name to our staff for visual verification. If no photo was uploaded during registration, they can approach the general office for assistance.

WILL THERE BE EXTRA FOOD IF MY CHILD MISSES THEIR PRE-ORDERED MEAL?

- * Yes, our on-site Daily Favourites station serves additional meals and snacks.

HEALTH BOOSTER PACKS

WHAT ARE HEALTH BOOSTER PACKS?

- * Daily Health Booster Packs are specially designed nutritious snacks that complement your child's balanced CKMM meal. They provide a mid-day energy boost and support your child's growth and well-being.

WHY WOULD MY CHILD NEED A HEALTH BOOSTER PACK?

- * While CKMM meals are nutritionally balanced, Health Booster Packs offer added support for immunity, focus, energy, hydration, and overall wellness.

HOW DO I ORDER HEALTH BOOSTER PACKS FOR MY CHILD?

- * You can add them as daily add-ons when pre-ordering meals through the website. Simply select the Health Booster option during ordering.

WHEN DOES MY CHILD RECEIVE THE HEALTH BOOSTER PACK?

- * Health Booster Packs can be collected together with the bentos at the collection points.

WHAT THEMES ARE AVAILABLE?

- * We rotate through fun and nutritious themes:
 - * Probiotics Power – Supports digestive health
 - * Calcium Strong – Builds strong bones and teeth
 - * Vitamin Booster – Provides essential vitamins for growth
 - * Eye Health Pack – Helps maintain healthy vision



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PAYMENTS & REFUNDS

HOW CAN I REQUEST A REFUND IF MY CHILD IS ON MC?

- * Please email the MC within 5 working days to wil-parentsupport@sg.wilmar-intl.com. Refunds will be processed within 10 working days.

WHAT SHOULD I DO IF PAYMENT WENT THROUGH BUT MY WILMAR WALLET WASN'T TOPPED UP?

- * Please contact us via wil-parentsupport@sg.wilmar-intl.com with your transaction details.

CAN I PRE-ORDER MEALS DIRECTLY WITHOUT WILMAR WALLET?

- * No, all pre-orders must be made using the Wilmar Wallet.

DIETARY & ALLERGY INFORMATION

ARE VEGETARIAN MEALS AVAILABLE?

- * Yes, vegetarian options will be clearly indicated in the menu, and available everyday.

ARE THE PRE-ORDERED MEALS HALAL-CERTIFIED?

- * Yes, our pre-ordered WK IT bento meals are prepared in our Halal Certified Central Kitchen (Halal Cert No. FPCA25100000099).
- * Please note that Platefull Bento meals are not Halal-certified and are prepared separately from the Halal production line.

HOW CAN I DECLARE MY CHILD'S ALLERGENS?

- * We can accommodate special dietary needs (e.g. dairy, nuts, seafood, etc.) as long as they are indicated in your child's account. This should be set up during the one-time profile setup by going to the Child Account Management page. Under "Banned Item", declare the allergen and save your changes. If you attempt to pre-order a meal containing that allergen, you will receive an alert.



Certificate

The Hajia Ugama Islam Singapore (HUIS) Sherehyantfeetnat

WK FOOD SOLUTIONS PTE. LTD.
(Name of Establishment)

457 JALAN AHMAD IBRAHIM #02-02
WILMAR FOODS
SINGAPORE 639933
(Address of Establishment)

is in accordance to MUIS Halal Certification Conditions.

ماكلو روفو سولوشنس
HUIS of Singapore



FPCA25100000099

FOOD PREPARATION AREA SCHEME

The MUIS Halal Certificate is issued under Section 8(a) of the Administration of Muslim Law Act (Cap. 32).

This Certificate is valid for the period of 12 months from the date of issue.

20231100007001

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TECHNICAL SUPPORT & TROUBLESHOOTING

HOW CAN I SHARE FEEDBACK OR REPORT AN ISSUE?

- * You may reach us via email: wil-parentsupport@sg.wilmar-intl.com.

WHERE CAN I VIEW MY PAST TRANSACTIONS?

- * You may visit the History section to view all transaction details.

WHAT SHOULD I DO IF I NOTICE A FRAUDULENT TRANSACTION?

- * Please report immediately via email (wil-parentsupport@sg.wilmar-intl.com), and our team will assist you promptly.

CAN I GET A CONFIRMATION RECEIPT FOR MY ORDERS

- * Yes, an email receipt will be sent to your registered email after each pre-order.

GENERAL QUESTIONS

WHAT DOES EACH MEAL INCLUDE?

- * Every meal has rice, protein, vegetables, and fruit, in line with Healthy Meals in School Programme standards.

CAN WE OPT OUT OF PRE-ORDERING?

- * Starting 2nd January 2026, the school canteen operations will be managed by Wilmar under the CKMM Model. Under this model, pre-ordering is the default method for securing meals in schools. While an on-site order-and-serve stall will still be available, we strongly encourage parents to pre-order for their children to support a smooth recess service and shorter queue times, giving students more time to enjoy their break

HOW MANY ON-SITE STALLS WILL THERE BE?

- * There will be 2 On-site stalls, The Daily Favourites Stall and Drinks & Snacks Stall

CAN STUDENTS PAY CASH AT THE ON-SITE STATIONS?

- * Yes, cash payments are accepted. However, we strongly encourage digital payments as they provide a faster, safer, and more convenient experience, while supporting MOE's vision of a seamless cashless ecosystem in schools.

IS SMART BUDDY A MUST? CAN WE SKIP IT?

- * To enable pre-ordering, each child's profile must be linked to a unique identifier. This can be either the Smart Buddy device or the Student Smart Card. For Primary 1 students, Smart Buddy is required for pre-ordering because the school only issues out your Student Smart Cards in April. Both Smart Buddy and Student Smart Card can be used for on-site purchases and at the student bookshop.

CAN SMART BUDDY BE USED OUTSIDE SCHOOL?

- * Yes, it's accepted at over 10,000 NETS Merchants islandwide. Learn more here: posb.com.sg/smartbuddy.

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