



User Onboarding Guide

**Terabite CKMM
Meal-Order System**



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Your trusted Central Kitchen School Meal Provider

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Introduction

This CKMM User Onboarding Guide is specifically designed and tailored for the **Parents and Legal Guardians** of students who are currently enrolled in, and actively attending, a school participating in the CKMM program.

The content within this guide assumes that the user is the primary contact responsible for managing the student's CKMM account, overseeing their progress, and facilitating communication between the school and home regarding the program.

It provides step-by-step instructions, essential background information, and helpful tips necessary for these parents to successfully navigate the platform, understand the program's objectives, and actively support their child's educational journey within the CKMM framework.

This guide will walk you through the following essential steps:

- **Terabite System Access and Registration:**
 - Gaining access to the Terabite (CKMM PRE-ORDER System).
 - Completing your registration in Terabite.
- **Account Setup:**
 - Setting up the Main Account (for the first child).
 - Setting up a Sub-Account (for each subsequent child).
- **Wallet and Ordering:**
 - Topping up your Wallet.
 - Placing and checking out your pre-orders.

1. Accessing the Meal Pre-Ordering Portal

There are 2 ways to access the Pre-Ordering Portal

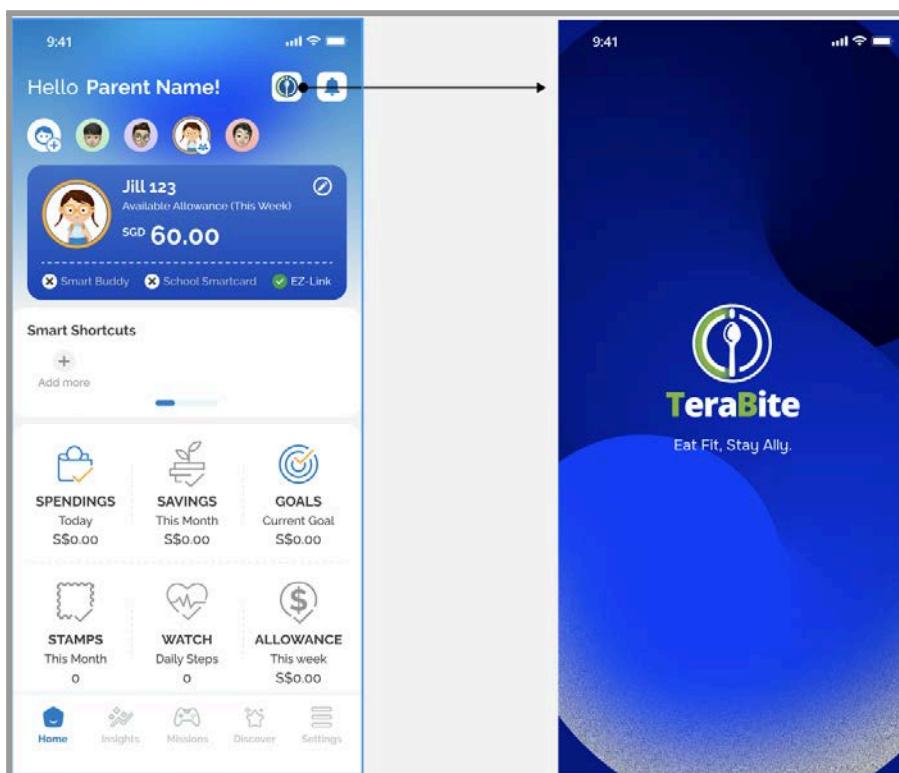
Method 1 : Using the school's OFFICIAL PRE-ORDERING URL

Start by entering your school's **official pre-ordering URL** in your browser.

Tip: You may bookmark the page for quicker future access.

Method 2 : Using the Smart Buddy Mobile Application

- Log-in to Smart Buddy mobile application
 - If you do not have an account or the app
 - Download the App from Apple App Store OR Google Play Store
 - Register an account with the Smart Buddy app.
 - Create a new child profile OR use an existing child profile
 - This child should be **the one studying in the CKMM school**.
 - Enter the credentials correctly and the **school selected is the CKMM school which the child is studying in**.
 - Click on the **CKMM Terabite icon**  to access the meal-ordering system.



2. Create your Main Account on Terabite (CKMM Pre-Ordering)

During the first access to the portal you will need to REGISTER, please enter your credentials carefully and note them as it will be used for access.

When signing up, enter the following details a parent:

- **Email Address** (this will be used for login)
- **Child's First & Last Name** (as per ID)
- **Password** (for future logins)

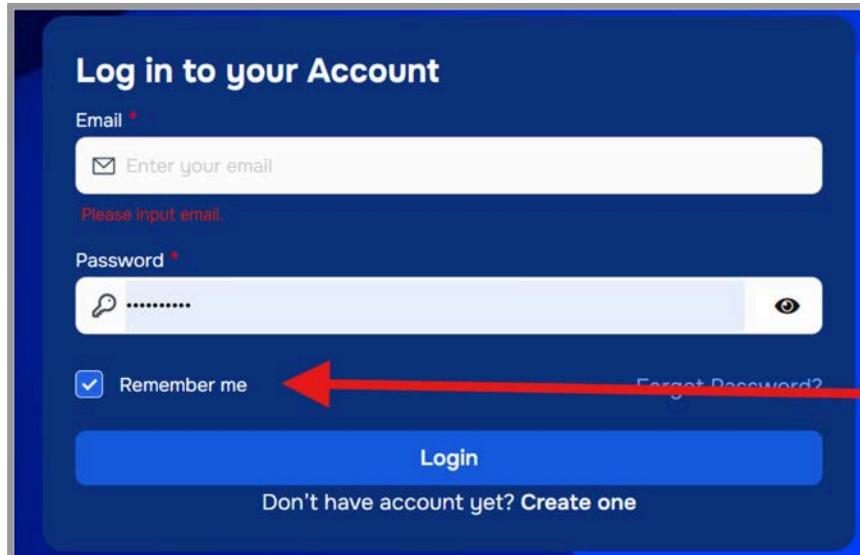
The screenshot shows a registration form titled "Create New Account". It includes fields for Email, First Name, Last Name, Password, and Confirm Password. Each field has a placeholder text and a password strength indicator icon. At the bottom are "Back" and "Register Now" buttons.

Account Activation (Important)

After creating the account, an **activation link** will be sent to your registered email. Please click the link to **verify your email and complete account creation**. You will not be able to log in until this step is completed.

3. Log in to Meal Pre-Ordering Portal

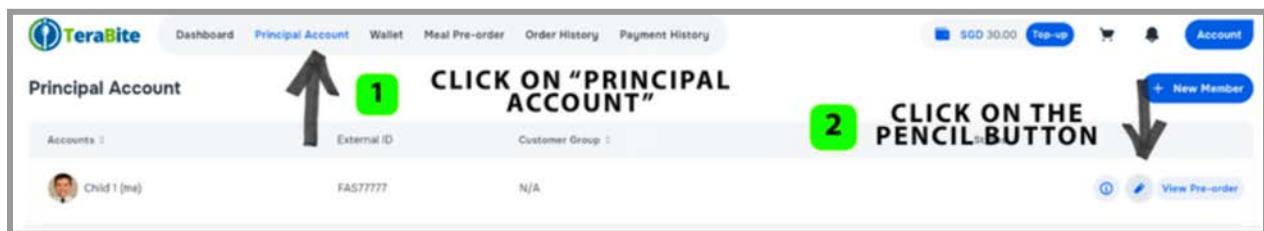
Tip: Select “Remember Me” for quicker future access.



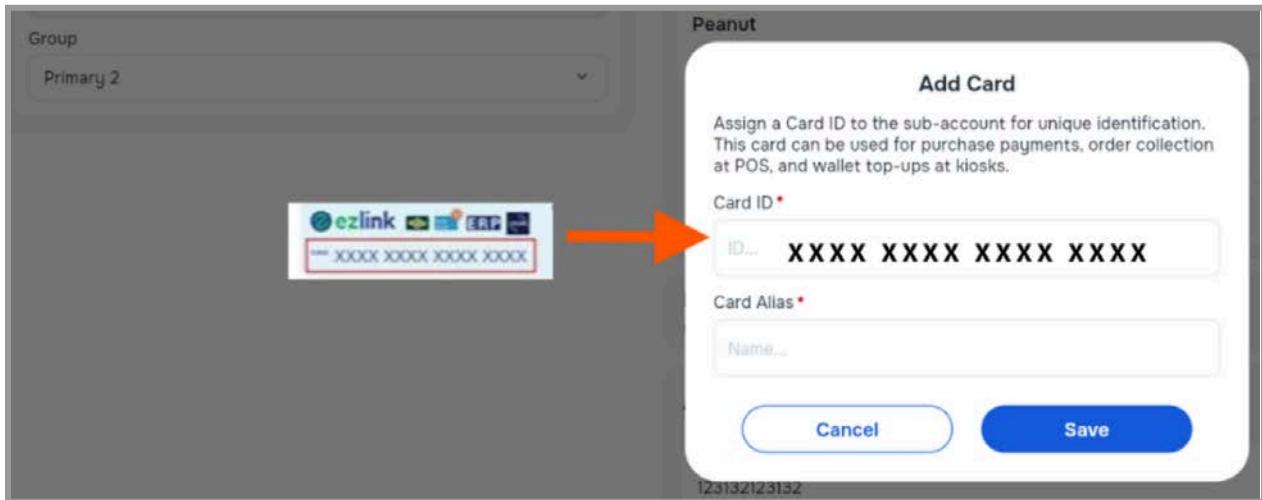
4. Add your child's accounts:

If you have one child in the school:

Step 1: At Homepage, click “Principal Account”, then click on the pencil button



Step 2: Add your child's 16-digit card number



Step 3: Assign level as of 2026 (P1–P6) and “Update Profile”

Principal Account > Edit Information

Edit Information

General Information

ASSIGN LEVEL

1 SELECT GROUP

2

Customer Group

Selected: Secondary 1

Main Group

Primary 1

Primary 2

Primary 3

Primary 4

Primary 5

Primary 6

Secondary 1

Secondary 2

Secondary 3

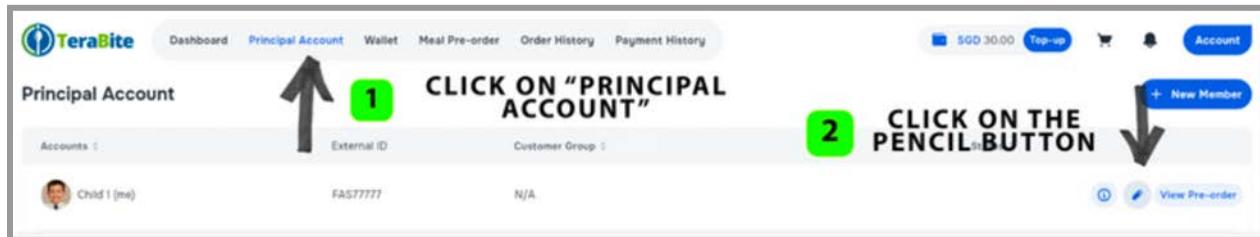
Secondary 4

Secondary 5

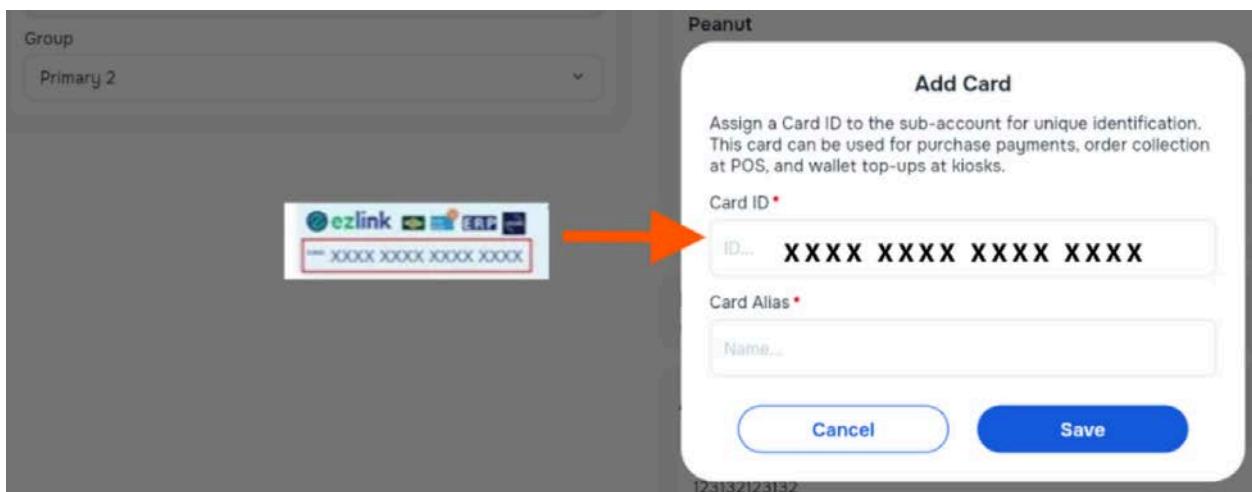
Close Apply

If you have more than one child:

Step 1: At Homepage, click “Principal Account”, then click on the pencil button



Step 2: Add your first child's 16-digit card number (For School Smart Card) OR if you have a Smart Buddy card, enter the 16 digit card number that is printed behind the card.



Step 3: Assign level as of 2026 (P1–P6) and “Update Profile”

Principal Account > Edit Information

General Information

ASSIGN LEVEL

1 SELECT GROUP

2

Customer Group

Selected: Secondary 1

Main Group

Primary 1

Primary 2

Primary 3

Primary 4

Primary 5

Primary 6

Secondary 1

Secondary 2

Secondary 3

Secondary 4

Secondary 5

Close

Apply

Step 4: Add your subsequent children under “**New Member**” and **repeat steps 2 and 3.**

For each child, you will:

- Enter their **16-digit card number** and select their **level as of 2026 (P1–P6)**

The screenshot shows the TeraBite Principal Account interface. At the top, there is a navigation bar with links: Dashboard, Principal Account (which is highlighted in blue), Wallet, Meal Pre-order, Order History, and Payment History. Below the navigation bar, the title "Principal Account" is displayed. Underneath the title, there is a table with three rows, each representing an account. The columns are labeled "Accounts", "External ID", and "Customer Group". The first row contains "Child 1 (me)", "N/A", and "Primary 1". The second row contains "Child 2", "-", and "Primary 1". The third row contains "Child 3", "-", and "Primary 3". Each row has a small circular profile picture of a child next to the account name.

Accounts	External ID	Customer Group
Child 1 (me)	N/A	Primary 1
Child 2	-	Primary 1
Child 3	-	Primary 3

Your setup will look like this:

- **Main Account:** Child 1
 - **Sub Account:** Child 2
 - **Sub Account:** Child 3
- ... and so on.

Note: The E-Wallet functions as a main wallet and can be used to order meals for all accounts.

5. Payment Method (PayNow Only) and Wilmar Wallet

Parents may pay using either of the two options available:

1. Wilmar Wallet (Recommended Option)



- Top up via PayNow
- Minimum top-up: \$25
- Works like prepaid credits
- Can be used for all linked children provided provided the TOP-UP is performed to the Main Account (Child 1)

Note on Wallet Top-Up

It is strongly recommended that only the Main Account wallet (Child 1) be topped up, as this wallet can be utilized by all associated Sub-Accounts. While Sub-Accounts can be topped up, this is not recommended because the use of the Sub-Account wallet is restricted exclusively to that specific Sub-Account.



2. Payment using PayNow

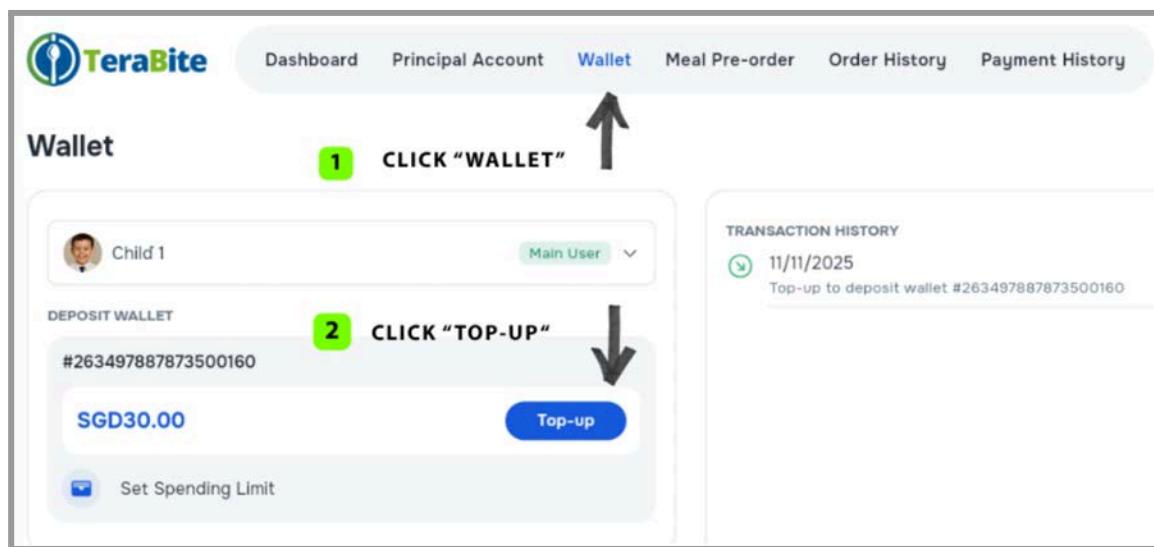
- You may also use Paynow as a method of payment per order.

Important Note (No Refunds / No Cancellations for Paynow per Order)

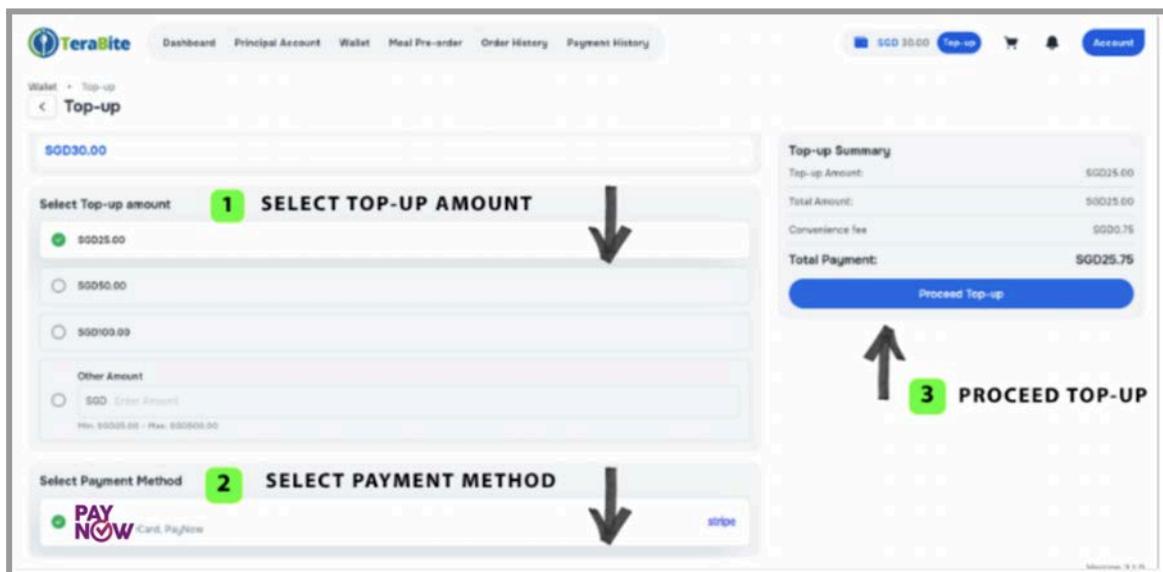
Payments completed via PAYNOW (not Wilmar Wallet) are strictly non-refundable and cannot be cancelled, even if made by mistake.

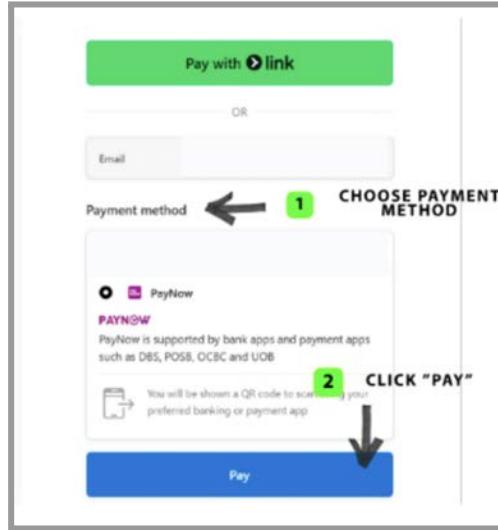
Top-Up Wilmar Wallet

Step 1: Click on “**Wallet**”, then select “**Top-up**”



Step 2: Choose the “**Top-up amount**”, Select “**Payment Method**”, then “**Proceed Top-up**” **Step 3:** Choose **Payment Method**, then click “**Pay**”.





6. How to order Meals

Click on “Meal Pre-order”

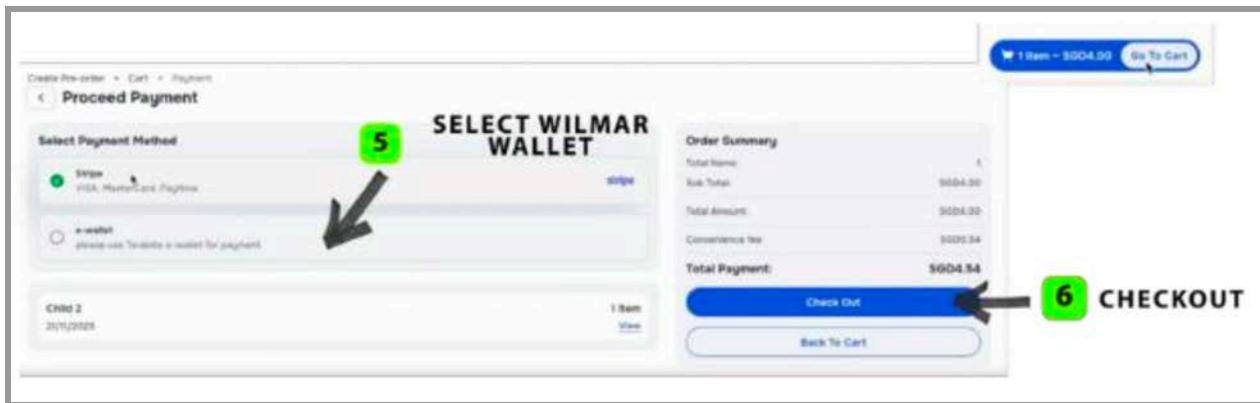
Step 1: Select Account (If you have multiple children)

Step 2: Choose the date

Step 3: After selecting your preferred meal, “Add to Cart”

Step 4: Then, “Go to Cart”

Step 5: Select Wilmar Wallet, then “Check Out”



7. Managing Allergens

Terabite CKMM incorporates a safety feature for managing allergens. The CKMM uses this feature to set restrictions or generate warnings for menu items that contain specified allergens. This is designed to prevent your child from being exposed to allergens in your meal orders.

The information you provide is essential and will serve as the primary source for the system to manage and block these items.

STEP 1 : Select the PENCIL icon in the Principal Account page to manage this profile.

The screenshot shows the "Principal Account" page of the TeraBite application. At the top, there's a navigation bar with links for "Dashboard", "Principal Account" (which is the active tab), "Wallet", "Meal Pre-Order", "Order History", and "Payment History". There are also buttons for "Top Up", "Cart", "Notifications", and "Account". Below the navigation, a blue button labeled "+ New Member" is visible. The main area is titled "Principal Account" and displays a table of accounts:

Accounts	External ID	Group	Status	Action
Blueie Ho (me)	idxxxxxxxx	N/A	In Progress	
Jill Choi	idxxxxxxxx	British School Manila, Grade 4, Class 4A	Active	
Tammy Wong	idxxxxxxxx	British School Manila, Grade 4, Class 4A	Active	

STEP 2: Configure Allergen Settings

For each allergen listed in the CKMM, select one of the following impact levels. This setting applies to **PRE-ORDER MEALS**.

The screenshot shows the 'Edit Information' page for a principal account. On the left, there's an 'Other Information' section with a circular icon and a dropdown menu set to 'British School Manila, Grade 4, Class 4A'. On the right, the 'Allergens' section lists various allergens with 'Warn' and 'Restrict' checkboxes. For Crustaceans (C), Dairy (D), Eggs (E), Fish (F), Gluten (G), Soy (S), and Sulphite (Sp), the 'Restrict' checkbox is checked. A red box highlights the 'Restrict' checkbox for Eggs (E). A blue hand cursor points to the 'Restrict' checkbox for Fish (F).

The information you provide is essential and will serve as the primary source for the system to manage and block these items.

Setting	Description
EMPTY (Default)	This allergen will not be flagged or block the order.
WARN	If the menu item contains this allergen, a warning will appear. The purchaser has the option to override the warning and proceed with the order.
RESTRICT	If the menu item contains this allergen, the menu item will be completely blocked . Overriding the restriction is not possible.

STEP 3 : Select UPDATE PROFILE to apply these settings (IMPT!)

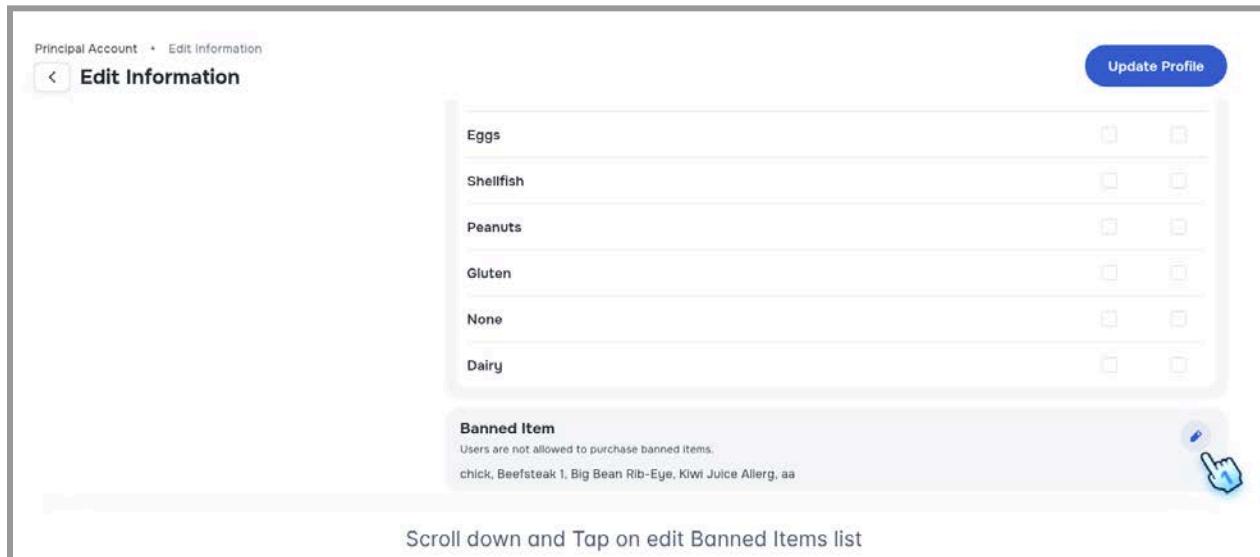
8. Managing Banned Items

Terabite CKMM incorporates a feature for parents to restrict purchase of certain items (by item names or by item name keywords). By setting these items, purchases ONSITE made by this child will be blocked.

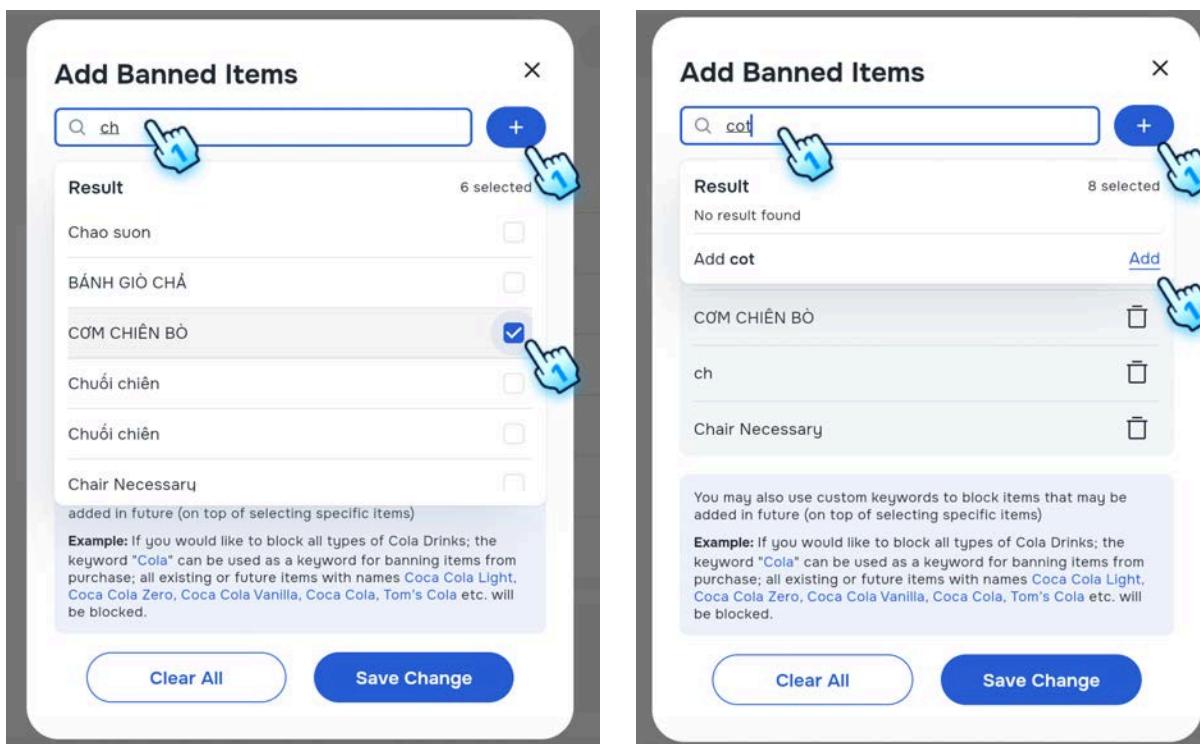
STEP 1 : Select the PENCIL icon in the Principal Account page to manage this profile.

Accounts	External ID	Group	Status	Action
Blueie Ho (me)	idxxxxxxxx	N/A	Active	
Jili Choi	idxxxxxxxx	British School Manila, Grade 4, Class 4A	Active	
Tammy Wong	idxxxxxxxx	British School Manila, Grade 4, Class 4A	Active	

STEP 2 : Scroll down and Tap on edit Banned Items list



STEP 3 : Select the PENCIL icon in the Principal Account page to manage this profile.



Adding Items to the Banned List

There are two methods to add items to the Banned Items list:

1. Search and Select:

- Search for an item by its name.
- Select the desired items from the search results to add them to the Banned Items list.

2. Use a Custom Product Keyword:

- Input a specific keyword (custom product keyword) you wish to ban.
- Tap the "Add" or "+" button to save the keyword.

Note on Custom Keywords:

Custom keywords are a powerful tool for blocking existing items and proactively blocking items that may be added in the future.

- **Example:** To block all types of Cola drinks, use the keyword "Cola." This will block all purchases of items whose names contain the word "Cola," such as Coca Cola Light, Coca Cola Zero, Coca Cola Vanilla, Coca Cola, Tom's Cola, etc.

9. Summary

- You always start by creating a **Main Account** using **Child 1's details**.
- **Additional children** must be added under "**New Member**", where you **link their 16-digit student card** → These become Sub-accounts.
- All children's meal orders are managed under the **same main login**, and the Wilmar Wallet serves as one shared wallet for all accounts.
- **Parents are responsible for Allergens and Banned Items management** if applicable to their child.