



St. Michael's Church of England Primary School



Address: Carlisle Road, Dalston, Carlisle, Cumbria CA5 7LN • Tel: 01228 711544 • Headteacher: Mr C Marsh

9 September 2013

Dear

RE: Childs name **CLASS:**

Please find below a new message from Orian, our School Meals provider.

Our school meals team create a great menu of fresh, home-cooked and nutritionally balanced meals every day including a range of different fresh-baked breads.

We have exciting news about our school meals which we hope will make the process of choosing and paying for a child's lunch at St. Michael's School easier for you as a parent and for the school.

Orian have introduced **Lunch Shop**, which is an online ordering and payment system.

From September 26 this system will be live. Parents and children will go online and choose meals together, in advance from home. You also pay for meals online, which means you won't have to bring cash or cheques into school, you can simply top-up your balance when you need to. Once you have logged in, you will be able to start using the system and getting used to it ready for 26 September.

You will need to keep your balance in credit as meals are paid for at the point of ordering, but as this is done from home, it will be easy to see when your account needs a top up.

The advantages of **Lunch Shop** for children and parents are clear – you can top up your school meals balance whenever is convenient for you using a secure online payment system and there's no need to bring cash or cheques into school and you can choose, alongside your child, what they would like to eat – all meals taken by a child will also be visible on your account so you will be able to see what they ate for lunch that day.

Please find here your unique log-in and password to the system (which you can change in your profile) to be used at www.lunchshop.co.uk

USERNAME:

PASSWORD:

Please note that ALL parents will need to book a meal even if the meal is free.

Children can also choose to have packed lunches brought in from home if they wish – but they cannot 'mix and match' school meals and packed lunches.

Please let the office know if you would prefer packed lunches. It is also fine to start off with the school meals and then switch to packed lunches if your child is not happy.

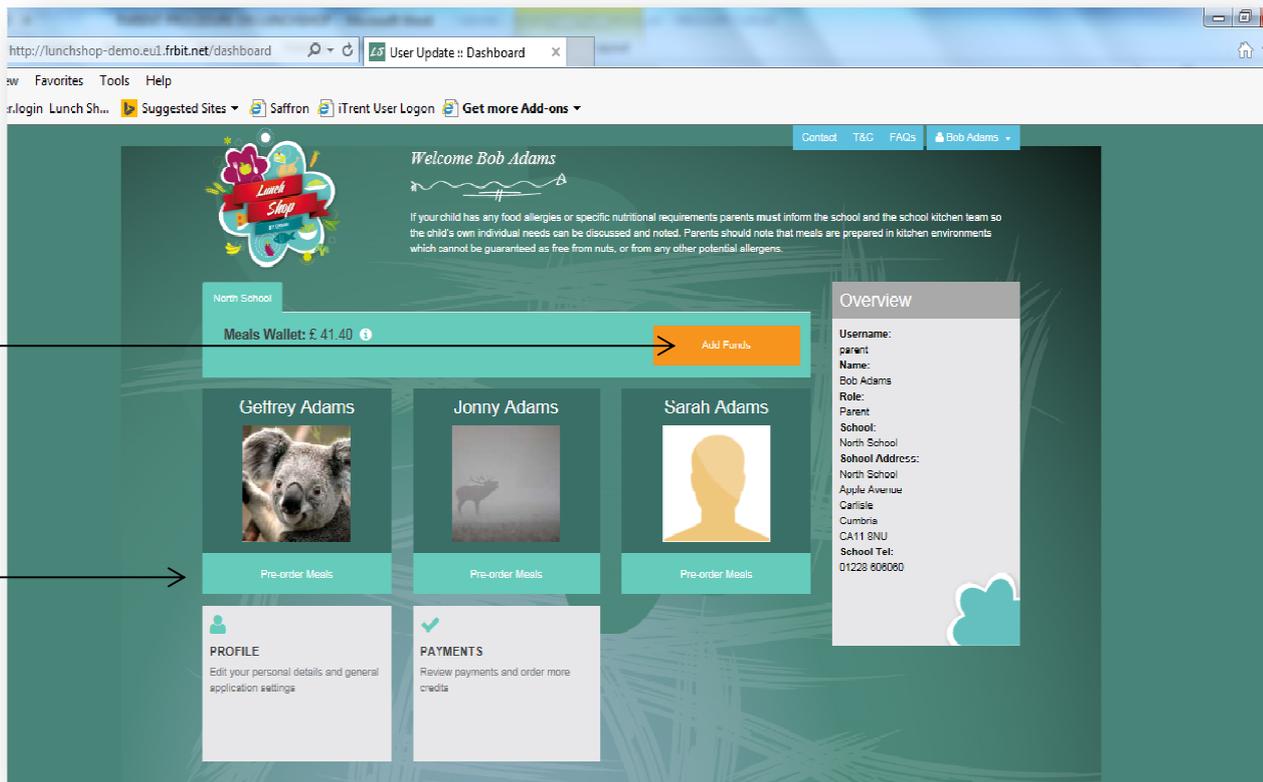
As a school, we now look forward to receiving your orders online. We hope this will be a very useful new addition to our School Meals service.

Yours sincerely,

Mr C Marsh
Headteacher

PARENT PROCEDURE ON LUNCHSHOP

- Log into www.lunchshop.co.uk
- Enter username and password (case sensitive)
- You *may* be asked to update your profile. Please amend as necessary, click 'update' then the 'back' button if it does not take you to the page below.
- Check it is you and your child/children

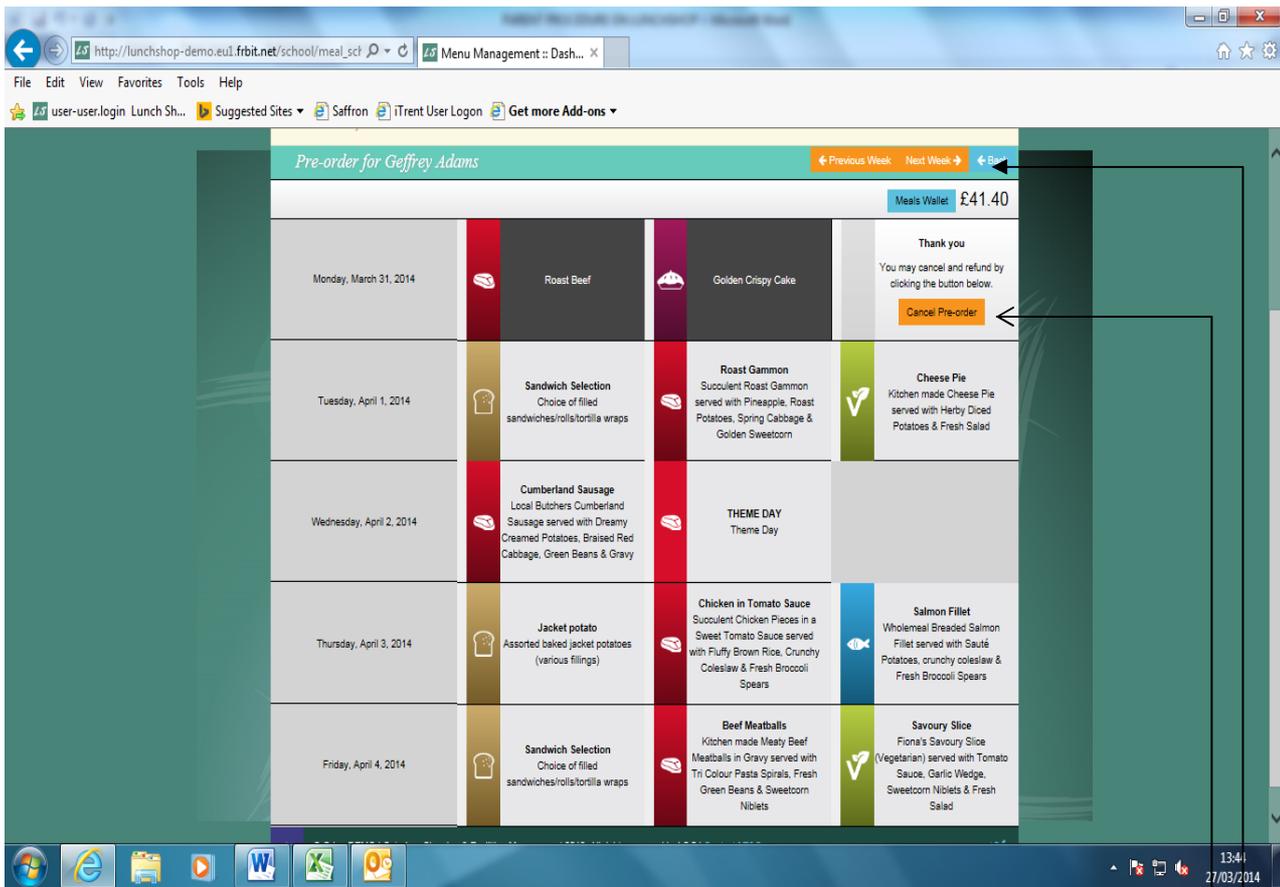


Adding Funds

- Click the orange 'add funds' button
- Enter the amount you wish to credit your account with
- Click 'continue'
- The total amount to be debited from your card will be confirmed here. Follow the instructions on screen to make your secure payment
- To the left of the add funds button is your 'meals wallet' balance

Pre-ordering meals

- Click on 'pre order meals' under the child. You will need to order for each child individually



The above screen will come up showing the meals available for that week.

- Click on the chosen main meal. Once this is chosen, the desserts will appear
- Click on the chosen dessert
- Once chosen the meal choice will be displayed with a dark background and your meals wallet will be debited with the cost of the meal
- Click the 'next week' button at the top of the screen to choose for the following week
- You can cancel this order and start again if you wish by clicking the 'Cancel Order' button. The cost will then be credited back into your meals wallet and then debited again once you have re-chosen
- You may order 2 weeks in advance and look back three weeks previous by clicking the 'previous week' button to see what your child has ordered if they have ordered at school



Profile

This is where you may change your personal details, passwords etc.

Payments

This gives you an overview of your accounts. You can search by transaction type or date. Just make your choice and click search. You can either view online, print out or export to a spreadsheet.

Below is an example of what you would see in the accounts overview:-

Account	Transaction Type	Status	Description	Created On	Date	Amount (£)
Bob Adams	Meal Pre-order (debit)	Complete	Pre-order for Jonny Adams on Mar 31, 2014	1 day ago	Mar 25, 2014	-2.20
Bob Adams	Meal Pre-order (debit)	Complete	Pre-order for Geoffrey Adams on Mar 31, 2014	1 day ago	Mar 25, 2014	-2.20

If you experience any problems please call your school administrator or call Orian on 08454 707010.

TROUBLE SHOOTING - If you are unable to view the menus once you are logged in, then it may be that your internet browser cannot support this application, you just need to download the FREE version of Google Chrome or similar. If you are unable to add funds, please check you have used a 'live' email address.