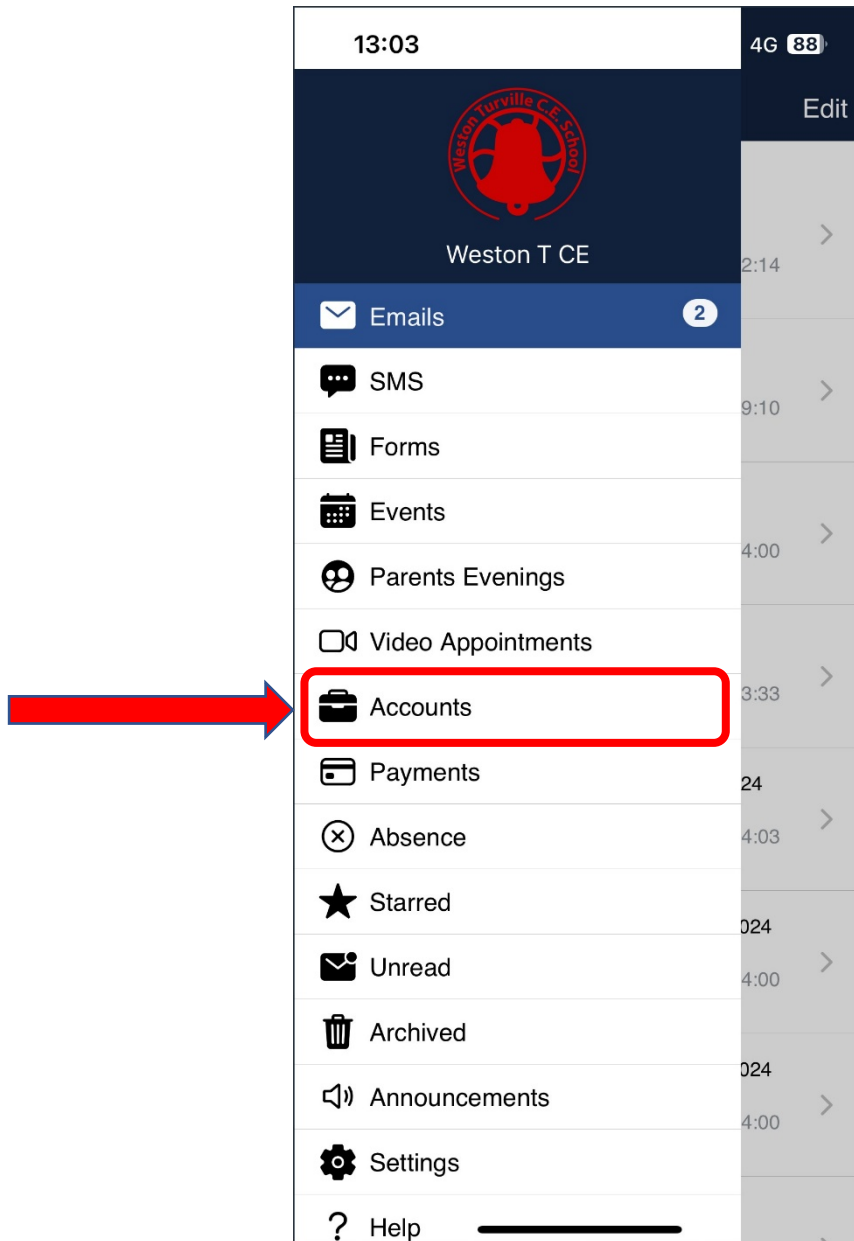


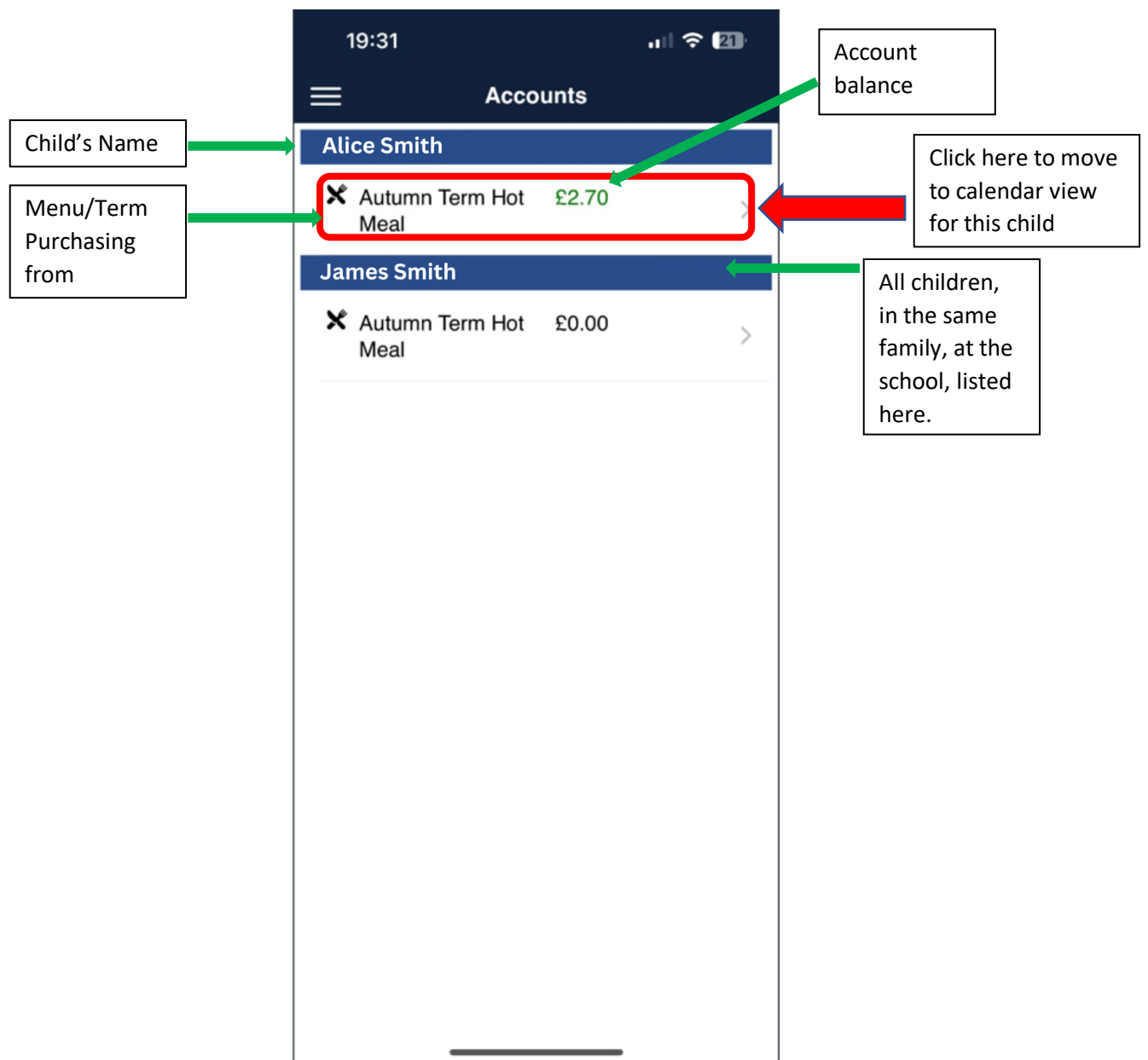
Hot Meals Booking and Payment User Guide

Bookings for hot meals must be made 8 days in advance - This means to order your child a meal for Monday 9th September you must book by Sunday 1st September.

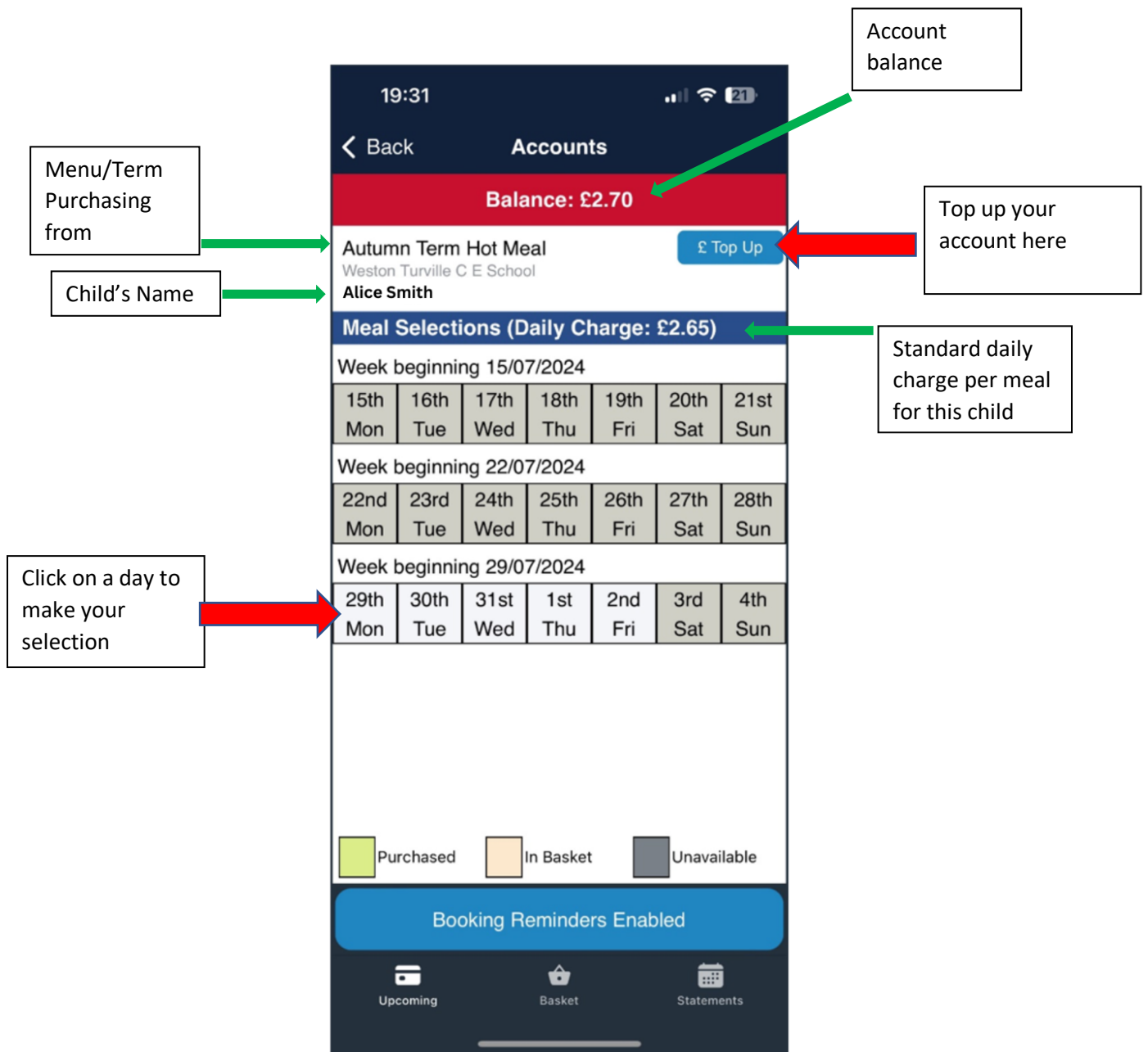
To book your child's hot meals you will need to go to the **Accounts** section of the Parentmail app.



If you click here you should then be able to see you child's name listed under accounts. If you have multiple children at the same school, they should all be listed here.



Clicking anywhere in the box showing the Menu/Term and your account balance will then bring up a calendar view for that child for you to make your bookings.



The calendar view will show you what days you can book for –

- Light grey days are days which are open for bookings and currently have no selection allocated.
- Green days you have already chosen and paid
- Light orange days you have in your basket, pending payment.
- Dark grey days are unavailable for booking, usually because the booking deadline has passed (bookings must be made 8 days in advance)

Clicking on a day in the calendar view will bring up the menu for the week where you can make your selections. At the top of the page, in the red band it will show the total cost of the selections you have made.

The image shows a mobile application interface for selecting meals. The main screen displays a weekly menu for a child named Alice Smith. At the top, there is a header with the time 19:32, signal strength, Wi-Fi, and battery icons. Below this is a dark blue bar with a close icon, the text "Autumn Term Hot M...", and a "Close" button. A red band below the header shows the child's name "Alice Smith" and the total cost "Total £5.30 - Daily Charge £...". The menu is organized by day: Monday 29th July, Tuesday 30th July, and Wednesday 31st July. Each day has a "Main Meal" section with radio button options. On Monday, the selected meal is "Spaghetti Pasta with Tomato & Basil Sauce" (indicated by a checked radio button and a red box). On Tuesday, the selected meal is "Cowboy Beef & Beans with Nachos". On Wednesday, the selected meal is "No Choice". Information icons (i) are present next to several meal options. A callout box explains that clicking the information icon provides details about the meal, such as whether it is vegetarian or halal. A second screenshot shows the "Item Information" screen for the selected meal on Monday, displaying the meal name, allergen details (None), and further information (Halal). Callouts also point to the menu title, the child's name, the total cost, and the selection process.

Menu/Term Purchasing from

Child's Name

Total cost of the meals selected below

Click the tick box next to the meal you would like to book for each day

Clicking on the **i** symbol will give you more information about the meal you are selecting. This states if the meal is vegetarian or halal.

19:33

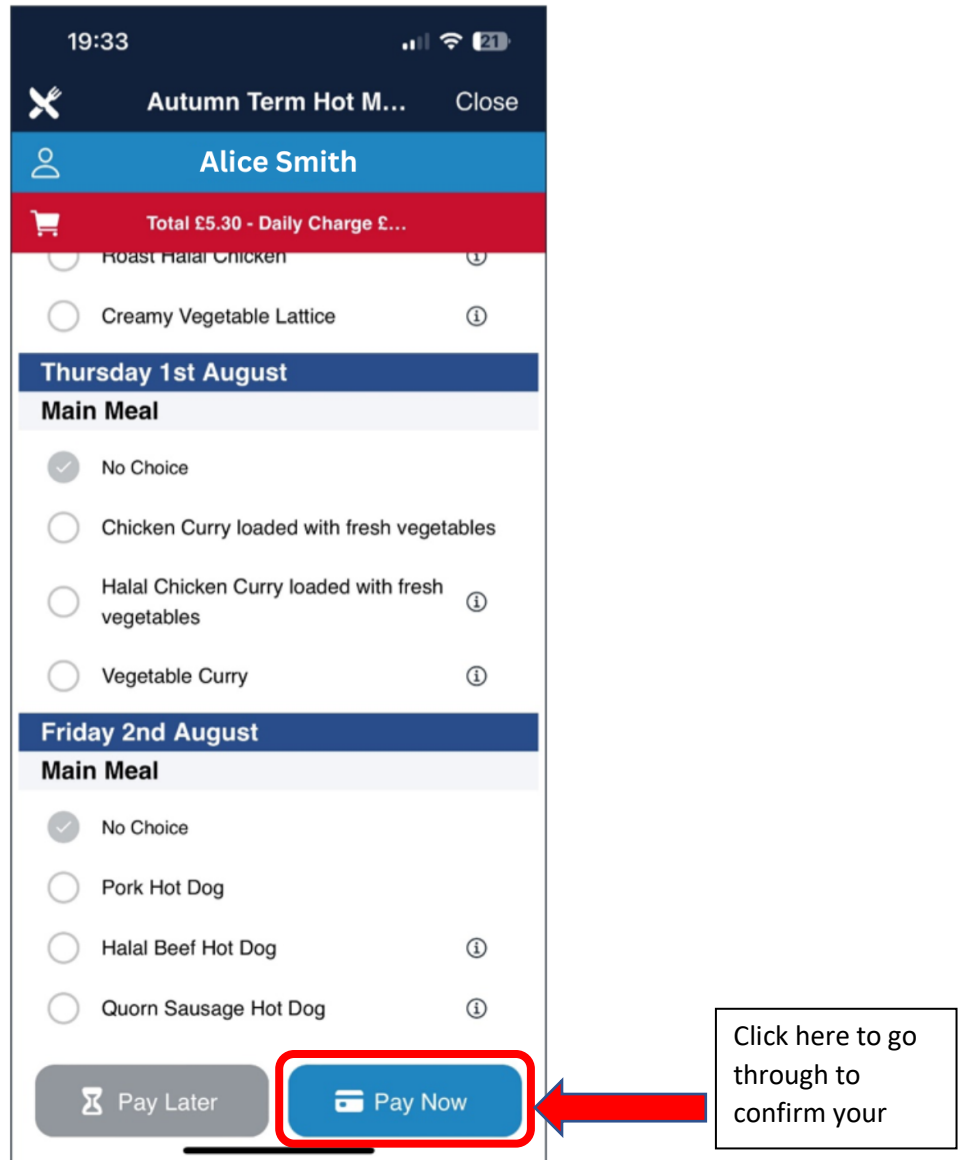
Item Information Close

Spaghetti Pasta with Tomato & Basil Sauce with Chorizo

Allergen Details
None

Further Information
Halal

If you scroll to the bottom of the meal choices page you can then click through to make payment



Once you have made your selections for that week, click the pay now button.



A message will pop up asking you to review your selections, click ok to this. You will then be taken to a summary where you can confirm your choices.

19:33 Autumn Term Hot M... Close

Alice Smith

Total £5.30 - Daily Charge £...

Please review your selections

Monday 29th July

Main Meal

Spaghetti Pasta with Tomato & Basil Sauce ⓘ

Tuesday 30th July

Main Meal

Cowboy Beef & Beans with Nachos

Wednesday 31st July

Main Meal

No Choice

Thursday 1st August

Main Meal

No Choice

Friday 2nd August

Main Meal

No Choice

Back Confirm

Summary of the selections you have made for the selected week

Click back if you need to make any changes to your selections

Click here to confirm your selections

If you are happy with your selections then click the confirm button. If you need to make any changes then click the back button, where you can make any changes.

If you click confirm these items will go into your basket for you to make payment.

This shows the amount being deducted from your account balance.

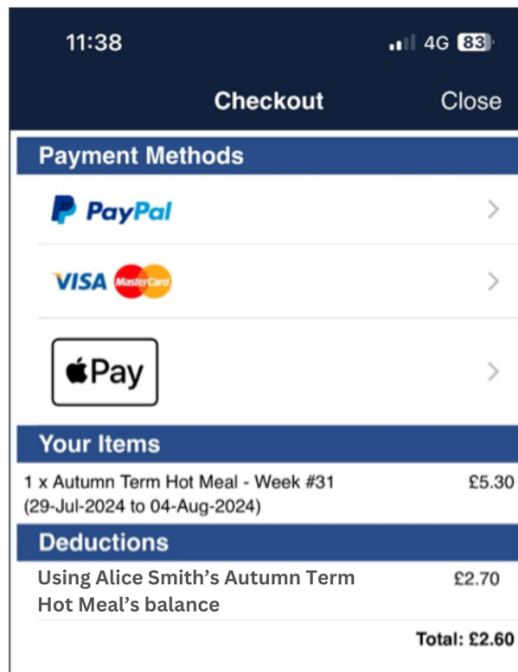
If you need to make selections for another week and would only like to checkout once then you can click close at this point and this weeks selections will stay in your basket to be paid later when you have added you other weeks.

Click here to checkout/go to payment

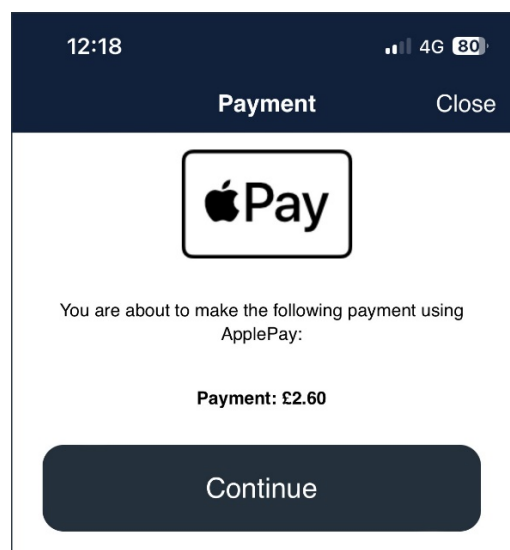
At the checkout stage the system will automatically use your account balance as payment first. If this covers the cost of your selections then there is nothing further to do and you will receive the below message when you click checkout

Done
Your payment has been processed
OK

If there was an outstanding balance after the system had deducted your account balance then you will now need to pay the remaining balance. When you click checkout you will be taken to the payment screen.

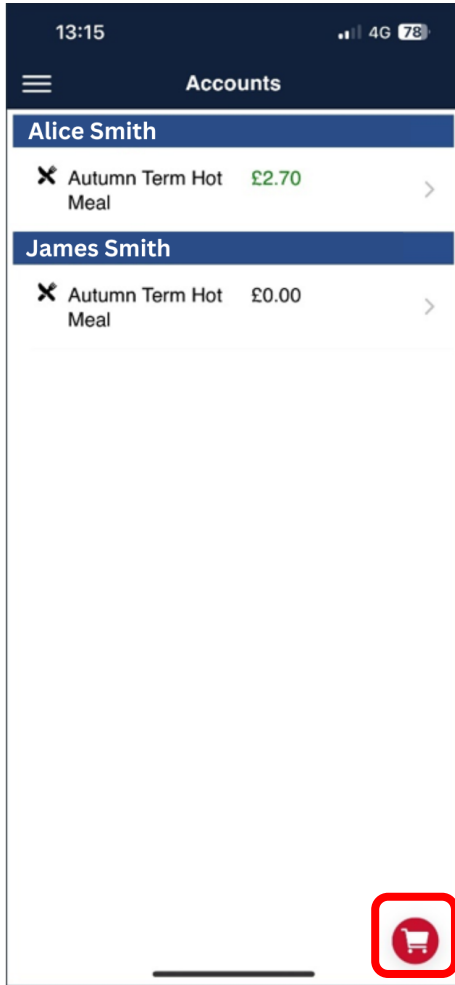


Chose your payment method and follow the onscreen prompts to pay. They will look similar to the below:



Appendix

Once you have added your meal selections to the basket, if you then leave the checkout process, to add selections for another weeks for example, then you can get back to your basket on the account page or at the bottom of the page on the calendar view:



Click here on either tab to get back to your basket to checkout

If you change your mind about a meal selection after you have paid, provided the booking deadline has not passed, you can change your selection.

You can choose another option, or change the selection to no choice. You will need to complete the checkout process again, but the system will process no further payment if the cost is the same. Or, if your new selections cost less, e.g. you change the selection to “no choice”, then you will be refunded the difference onto your account balance.

Change your selection by clicking in the tick box of your new choice

This symbol shows the selection you have currently selected and paid for

Shows that the difference in your new choices will be credited to your account

You must complete the checkout process again to secure your changes