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Caterlink Online Payment & Meal Register System

School Login

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Login to your account

Caterlink are specialist caterers within schools. We're passionate about fresh, healthy food that tastes great. The right nutrients can affect everyone's mood, behaviour, health, growth and even their ability to concentrate. Encouraging a well-balanced diet establishes healthy eating now and for the future.

Please login to access your school's account.

School Login

* Email

Password

Remember me

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Introduction

Caterlink have been working on a bespoke online payment and meal recording system designed specifically for Caterlink and your needs. We have invested and developed our own online payment and meal register system which enables the online payment and administration of school meals including the introduction of the Universal Infant Free School Meals (UIFSM). We decided to do this following a review of the various packages available 'off the shelf' which we did not feel suited the needs of our customer, client and ourselves.

With input from all stakeholders and following rigorous testing and updating we are now able to offer this facility to our primary school locations.

The aim is to remove cash from all schools, giving parents the ability to pay online at a time convenient to them by debit/credit card, look at meal history and receive low credit warnings, all of which our system achieves.

The system is made up of three online portals;

- School location Portal
- Parent Portal
- Caterlink Administration Portal

School Portal

The School portal allows for each of the schools to login and administer their account. Schools can then amend the pupils details, confirm their UIFSM/FSM eligibility and view their account balances / transactions.

Also within the school portal we have our "Student Credit Management Section" which is where schools will tick off the pupils that have had a meal and is basically an online meal register.

Parent Portal

Parents will be given user information and login details for the system. Once registered, parents can view their account balance, see when their child has taken meals and pay for meals using a credit/debit card. The system is also tablet compatible, therefore ideal for parents who have an online device that is not a computer.

Caterlink Administration Portal

Within the Caterlink portal, we can further administrate the school portal. In addition were able to pull off a wide range of reports that show-

- ✓ Meals taken per school - broken down into Free School Meals (FSM), UIFSM, Paid Meals, Adult meals etc.
- ✓ Upload annual school registers taking into account new class names
- ✓ Individual account balances
- ✓ Student activity
- ✓ Parent support

Benefits

Overall

- Parents can pay on line by credit and debit cards 24/7 meaning no more cash
- Schools can see pupil balances and FSM / UIFSM data in a simple format
- Parents can see the meal credits they have on their child's account
- The system is simple and easy to use via any online facility
- This will eradicate the need for manual registers as meal reporting will be completed through a user page
- FSM / UIFSM can be updated by the school easily
- Pupils can be added to the system through a simple CSV file upload, then individually as needed
- Annually we will update each register and add on new classes and pupils
- No more manual accounting issues

School

We are able to access this system from any computer with online access, there is no software loaded onto computers/servers so will not compromise your security.

No cash is brought into the school as all monies are paid online also eradicating bounced cheques. The system updates every 60 seconds so parents can update their child's account instantly.

There is an email address/contact us section for parents to notify Caterlink directly of any user issues.

The system allows you to see usage data for FSM and UIFSM meals which will generate your invoice. It also has the ability to update a child's account between the payment groups within a few clicks.

Parent

Have access to their child's account information including meal history, payment history at the touch of a button. The payment screen allows parents to load as little as £10.00 per transaction and will show them how many meal credits this equates to. The online payment is made through a secure provider with no card or user information saved. Parents are issued an email with the payment reference for tracking for every payment.

The screenshot shows a dashboard with three summary boxes: 'Meals served' (108 Paid, 83 Free, 205 Total), 'Total meals served' (396), and 'Cash balance' (£2,246.97). Below are tabs for 'Students Overview', 'Students Credit Management', and 'Cash Payments'. A search bar and 'Class name' dropdown are present. The main table shows meal data for November 2014, with columns for days of the week and a 'Week' selector. The table lists students like Michoa Akban, Hassan Ali, Karunisola Awajemi, Almosa Bodi, Ellie Burford, Jannat Choudry, Jason Clay, Isobel Constable, and Megan Crane, with columns for 'Total meals', 'Paid', 'FSM', and 'UIFSM'.

The screenshot shows a 'Meal credit payment' screen. It includes a 'My Account' section with details: 'Term 1 - Nov 14 to Jul 15', '26/10/2014 - 25/07/2015', 'Duration: 155 days total', and 'Price per meal credit: £2.15'. A 'Please select how much cash you would like to add to your child's account' section has a dropdown set to '£ 10.00' with a note: 'At the current term price (£2.15) this equates to 4 meals'. A 'Please note' section states: 'A minimum of £10.00 must be loaded at any one time.' A 'Pay Now' button is visible in the bottom right.

Student: Penny Richards
Balance Available: £3.85 (1 meals)
School Name: RICHARDS PRIMARY
Parent Name: Jane Richards

Account History

Date	Description	Credit	Debit	Balance remaining
2015-01-05	Meal taken	-	£2.05	£3.85
2014-10-23	Meal taken	-	£2.05	£5.90
2014-10-22	Meal taken	-	£2.05	£7.95
2014-10-21	Meal taken	-	£2.05	£10.00
2014-10-20	Meal taken	-	£2.05	£12.05
2013-11-08	Credit added	£10.00	-	£14.10
2013-11-08	Credit added	£10.25	-	£4.10
2013-11-07	Meal taken	-	£2.05	-£8.15
2013-11-05	Meal taken	-	£2.05	-£4.10
2013-11-04	Meal taken	-	£2.05	-£2.05

The system emails the registered email per child when there is a low balance (3 meals) as a reminder to top up their account. It will also send an email when there are no meal credits available.

Parents log on with their child's UPN number and password of their choosing which they can change at any time; if they ever forget this they can request a new password.

Implementation

Takes around 6 weeks so we suggest allowing half a term to implement the change with the system live after a holiday period.

It is important parents are made aware of the change with enough notice and have the ability to ask questions before the system is in place, we will be able to provide you with sample letters/information to use.

We will need a Excel file with the school role information using surname, forename, class name, UPN number and meal type (Paid, FSM, UIFSM) for us to build the database.

We can also run drop in centres for parents to demonstrate the system, help them register their accounts and answer any questions they may have.

If you are interested in discussing the possibility of using our system please contact your Area/Operations Manager or contact us at meals@caterlinkltd.co.uk

How the system works

Daily procedure

Registers from the payment system

- The system will generate daily registers to be completed by each class. The system will only generate a class register with pupils in credit, i.e. has money on their account or is a free school / universal free meal, which will be printed in class order. This helps identify at registration which child has no money on their account so parents can be notified.
- If your school uses another meal register method we can use this as long as we are given the data each day to update our system.
- Once the registers are received any child written on the bottom of the register is a CRUM (client request for an unpaid meal) this needs to be issued by the school, or the schools policy for an unpaid meal needs to be followed. Check with the school/your line manager on how the schools policy works.
- If a child comes to the counter for a meal and isn't on the register, refer them to the midday supervisor or school office and check with your line manager who you deal with within the school. If a CRUM is issued then a meal can be served.

Updating the meal management system

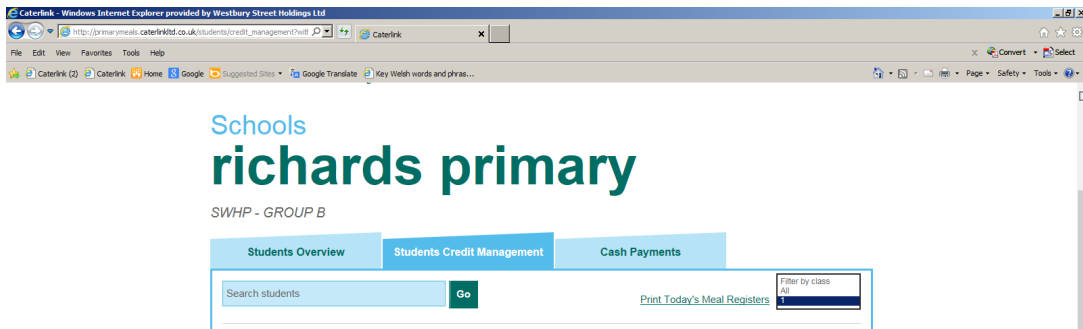
- If you have the tick sheets prior to service - you can update the system before lunch service.
- If you have the Caterlink registers - after service update the system checking each child who has had a meal that day. This will then update the child's account and let the parents know what is left on the child's account. It will also notify the parent when there are 3 meals money left on the account and the parent can see what their child's account looks like, if they have registered their email on line. Please do this daily as this updates each account automatically.

Updating the meals daily

- Go to the student credit management tab

The screenshot shows the Caterlink web application interface. At the top, there are three summary boxes: 'Meals served' (PAID: 0, FSM: 0, UFSM: 0), 'Total meals served' (0), and 'Cash balance' (£48.35). Below these are three tabs: 'Students Overview', 'Students Credit Management' (selected), and 'Cash Payments'. The 'Students Credit Management' tab contains a search bar for students and a 'Class name' dropdown menu. Below this is a table for 'June 2014' with columns for days of the week (Mon 09, Tue 10, Wed 11, Thu 12, Fri 13) and rows for 'Total meals', 'Paid', 'FSM', 'UFSM', and 'Kenton Locke'. A blue arrow points to the 'Class name' dropdown menu.

- Select the class you wish to enter the meals for, from the print todays register selection box



- Tick each pupil in the class that has had a meal, if you tick a child by mistake then un-tick the meal and the child will not be deducted a credit.
- Before moving to the next class you MUST click the UPDATE button at the bottom of the page to register the meals

Claire Martin	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thomas Pass	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Penny Richards	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pauline Wakefield	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total meals		0	0	0	0	0

Show 10 | 20 | 30 | All

Update

- After you have entered all meals for the day, select all from the class drop down box and check the total Meals match the meals you have served today if they don't go back and check you have entered meals for all classes. Then enter on your weekly meal number sheet the meal breakdown, PAID, FREE and UIFSM

Meals served			Total meals served		Cash balance	
PAID	FSM	UIFSM	0		£48.35	
0	0	0				

Students Overview		Students Credit Management		Cash Payments		
Search students		Go		Class name 1		
				Print Today's Meal Registers		
June 2014						
Student name	Class name	Mon 09	Tue 10	Wed 11	Thu 12	Fri 13
		Print Day	Print Day	Print Day	Print Day	Print Day
Total meals		0	0	0	0	0
Paid		0	0	0	0	0
FSM		0	0	0	0	0
UIFSM		0	0	0	0	0

CRUM meals

- Where a child has no means for payment of a meal either via credit on their account or as a free school meal. The school can complete a CRUM which will offer payment for a meal. It will be the schools responsibility to chase the parent for payment of this meal, if the meal is paid for by a Friday of the week you are in the CRUM form can be disposed of and the money and meal allocated through the on-line payment system.