

CHARTWELLS ONLINE ORDERING GUIDELINES

- **Via our website** – dorset.mealselector.co.uk You are only required to register once; thereafter please use your log in details. You can place your order at any time up until cut off time of **midnight on Sunday – 14 days, before the full week in which the meal is to be served.** Once the cut off has passed this is the absolute final, **NO** late orders can be taken.
- **Web Site Example** – Click on **Register** to start the process or **Log in** if already registered.

The screenshot shows the homepage of the Dorset Meal Selector website. At the top, there is a navigation bar with the following links: HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQS, CONTACT US. The main header features the 'LOVE SCHOOL -Meals-' logo and the 'Chartwells EAT LEARN LIVE' logo. Below the navigation bar is a large purple banner with the text 'health & wellbeing' and 'SIDE by SIDE THE CHARTWELLS WAY'. A small text box on the right of the banner reads: 'We aim to help give every single pupil and student we can the best possible start in life. Side by side with them throughout their critical early years, we'll help them to shape successful futures.'

Below the banner, there is a 'Welcome To Dorset Meal Selector' section. It includes a note: 'Please note that this website is for schools in Dorset only. [Click here](#) for links to other Meal Selector sites.' To the right of this text is a 'ORDER MEALS' button. Below the note is a large image of 'Food Super Heroes' characters. To the right of the image is a 'SIGN UP TO OUR eNEWSLETTER' button, a 'LIKE US ON FACEBOOK' button, and a 'FOLLOW US ON TWITTER' button. Below these buttons is a 'latest TWEETS' section showing a tweet from 'Love School M. @loveschoolmeals' with the text: 'VIDEO: Children's tips to cope with exam stress [www.loveschoolmeals.co.uk](#)'.

At the bottom of the 'Welcome To Dorset Meal Selector' section, there are two columns of text. The first column is titled 'New to Mealselector?' and says 'Before you can start ordering meals, you will need to register.' Below this text is a 'REGISTER' button. The second column is titled 'Already registered?' and says 'If you are already registered, you can log in here.' Below this text is a 'LOGIN' button.

- If you click on **Register**; you will need to enter your details and create a password, (as displayed in the next screen shot) so that you can easily log in to the system once you have registered. If your child is entitled to Universal Infant Free School Meals (children in Reception, Year 1, Year 2) and/or Income-Related Free School Meals (Children in year 3 and above) you will need to tick the box that says – **I am entitled to free school meals**. Once you have registered you will need to add your child/ children.

SITE CONTROLS PARENTS / MEALS SCHOOLS MENUS HOLIDAYS REPORTS ADMIN SETTINGS

Your details

Title

Please select

First name

Surname

Your contact information

House number / name

Postcode

Get address

Address 1

Address 2

Address 3

Tel

Free school meal entitlement

If you are entitled to free school meals, please tick the below box this will inform a site administrator of your entitlement. This will be assessed and you will be notified by e-mail when you are able to order your meals online.

If you are entitled to universal free school meals please tick this box to let us know.

I am entitled to free school meals.

Login and e-mail information

E-mail address

Confirm e-mail address

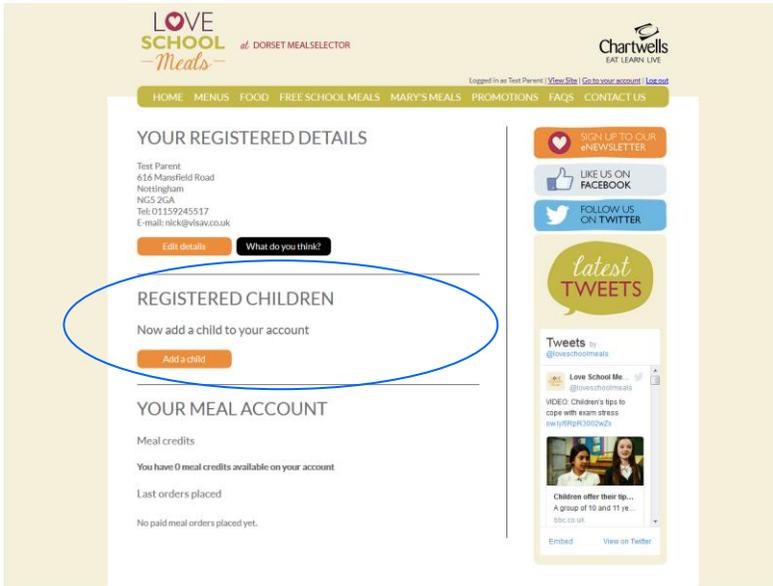
How did you hear about us?

Please select an option

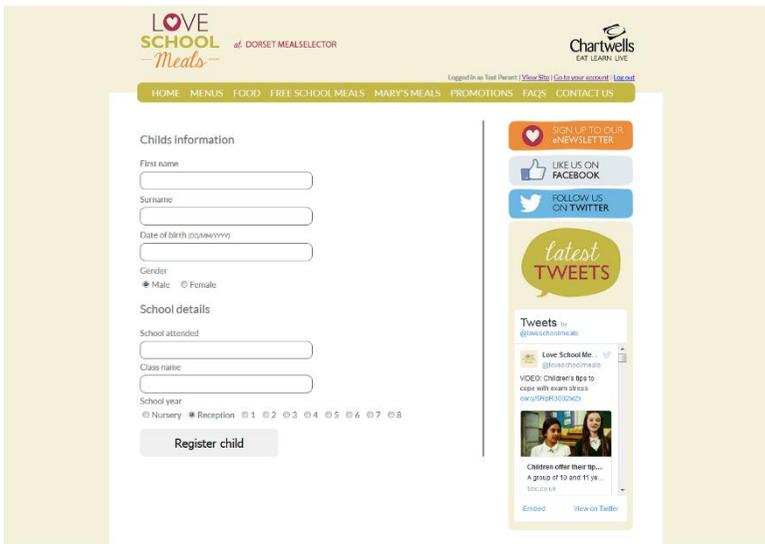
Receive information / communications regarding School Meals

Register

- **Once Registered** – Click on **Add a child** to register your child or children onto the system.



- **Add details of your Child or Children** – Complete the required information to register your child or children. It really is as simple as that!



- **You will need to select the school that your child or children attends. To do this begin to type the name of the school and then click on the relevant school when it appears in the list.**

The screenshot shows the 'LOVE SCHOOL - Meals' website registration page. The 'School details' section is highlighted with a blue oval. The form includes the following fields and options:

- Childs information:**
 - First name:
 - Surname:
 - Date of birth (dd/mm/yyyy):
 - Gender: Male Female
- School details:**
 - School attended:
 - School: (dropdown menu is open showing 'School 2' selected)
 - School year:
 - Reception: 1 2 3 4 5 6 7 8

A 'Register child' button is located below the form. A blue oval highlights the 'School' dropdown menu.

- **Next, you will need to provide the correct class and the year that your child or children are being placed into; the class simply press the down arrow in the class name box and select the class from the drop-down menu. To select the school year, please click the button next to the relevant year group. It is really important that this information is correct as this will ensure your child or children will receive the meal you have selected for them. Once finished, click “Register child”.**

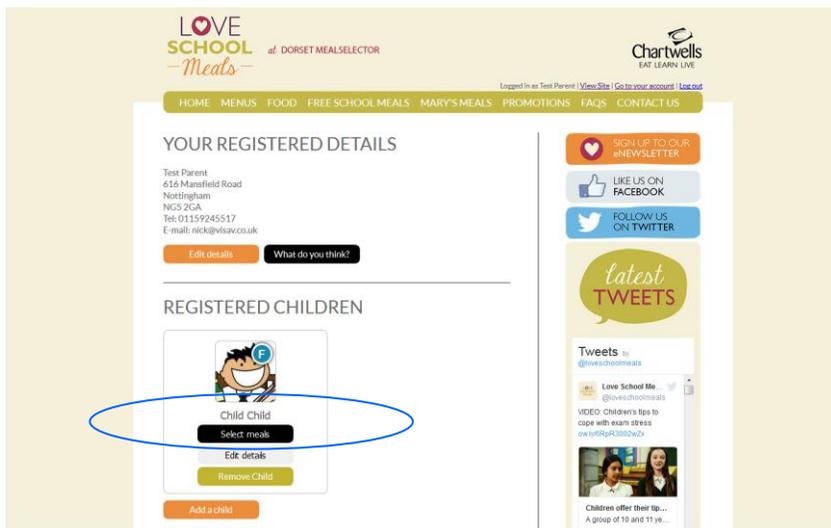
This screenshot is similar to the previous one, showing the 'LOVE SCHOOL - Meals' registration page. The 'School details' section is now fully filled out:

- School attended:
- School:
- Class name:
- School year: Nursery Reception 1 2 3 4 5 6 7 8

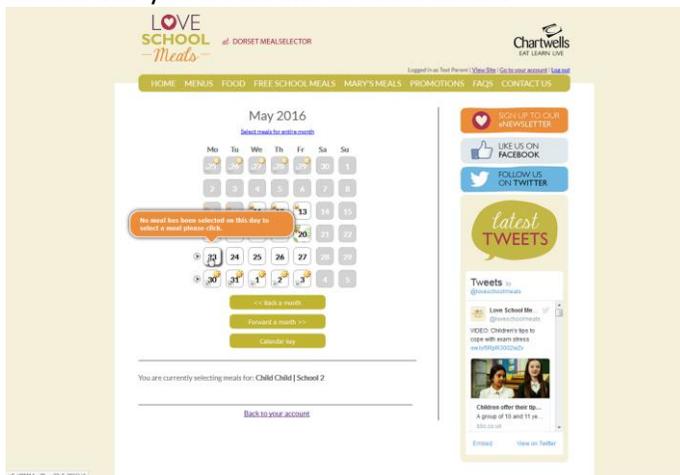
A mouse cursor is pointing at the 'Register child' button. A small link below the button reads 'Click here to complete the registration process.'

- Once you have registered your child or children, they will appear as in the box below.

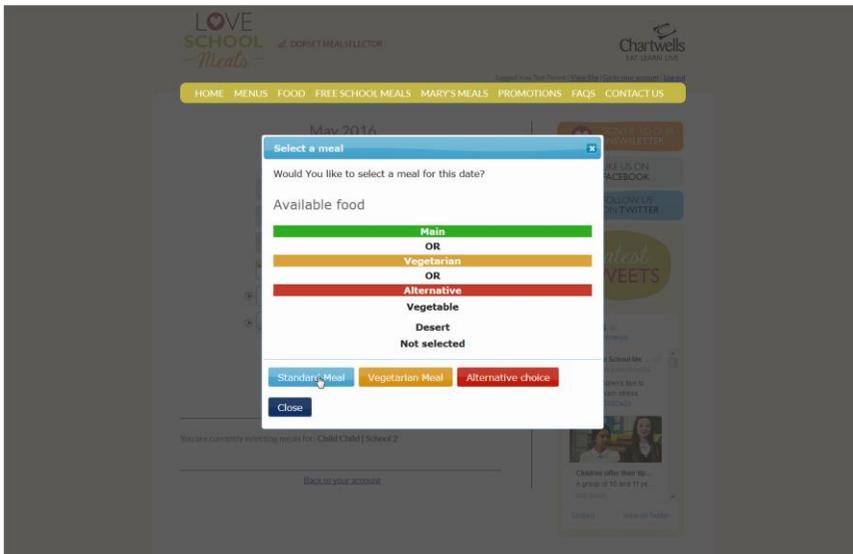
To order meals click on the select meals button



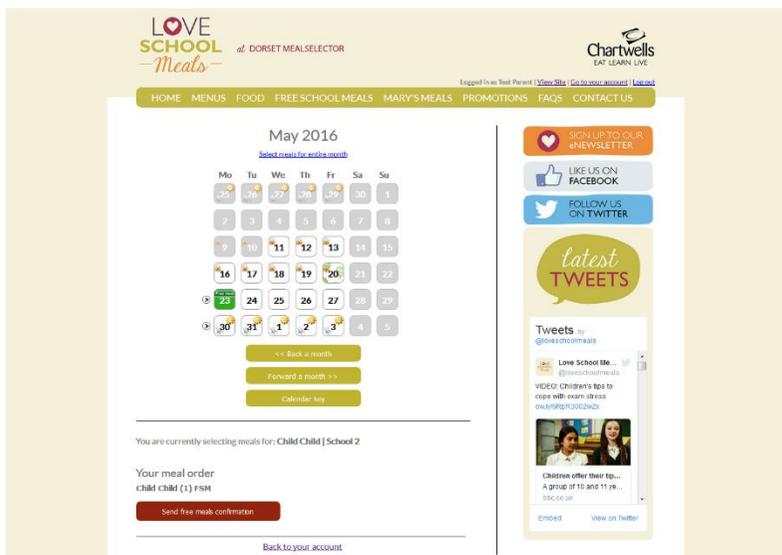
- Once you have clicked on the **select meals** button on the appropriate registered child you will be ordering for. You will be presented with a calendar view - you can move forwards or backwards to get to the correct month that you would like to order meals.



- **To order a meal on a certain date;** just click on the date square and you will be presented with a meal selection screen.



- **Just click on your choice of meal –** The appropriate choices will be displayed for you to select from.



- **The calendar will display a Knife and Fork icon with the option that has been ordered on a particular day; Green for Main, Orange for Vegetarian & Red for Alternative** - It will also display a padlock icon if booking has closed online (website) meaning you can **no longer book, cancel or amend**.

Other icons may be visible to signify a different event such as a school holidays, inset days or themed menus.

- **You are able to book either an individual day, as detailed above. Or click on the week at the side of the calendar and book one meal option (Main, Veg or Alt) for the whole week or month. PLEASE NOTE** if you child or children do not want the same option of meal each day you can click on the date square and select a different option of meal.
- **If your child or children are entitled to either Universal Infant Free School Meals or Income-Related Free School Meals** - this will show as 'Free Meal' on each of the date squares. There will be no 'pay now' tab. Once all orders have been placed, please select the tab **send free meals confirmation** (See previous screenshot).

- If payment is required, you will see the total order cost and the 'pay now' tab. Select the 'pay now' tab and you will be taken to the meal order summary screen – this will display the information relating to meals that have been ordered (as displayed in the next screen shot). Click the 'pay now' button to continue through to the payment screen.

The screenshot shows the 'CONFIRM YOUR MEAL ORDER' page. At the top, there is a navigation bar with links for HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, and CONTACT US. The page header includes the 'LOVE SCHOOL Meals' logo and 'at DORSET MEALSELECTOR', along with the 'Chartwells EAT LEARN LIVE' logo. A user is logged in as 'Test Parent'.

The main content area is titled 'CONFIRM YOUR MEAL ORDER' and contains the following information:

- Summary of meals ordered for
- 1 meal at a cost of £2.15 (More details)
- Total meals ordered: 1
- Total order cost: £2.15
- [Order more meals](#)
- Promotional code
- Please enter any promotional code you wish to use in the box below
-
- [Pay now](#)

On the right side of the page, there are social media links: 'SIGN UP TO OUR eNEWSLETTER', 'LIKE US ON FACEBOOK', and 'FOLLOW US ON TWITTER'. Below these is a 'latest TWEETS' section featuring a tweet from @loveschoolmeals with a video thumbnail and the text: 'VIDEO: Children's tips to cope with exam stress. www.loveschoolmeals.co.uk'. The tweet also includes a photo of two children and the text 'Children offer their t... A group of 10 and 11 y... loveschoolmeals.co.uk'. At the bottom of the tweet are 'Embed' and 'View on Twitter' options.

At the bottom of the page, there is a footer with 'Privacy Policy Terms and Conditions' on the left and '© Chartwells 2016. A part of Compass Group UK & Ireland' on the right.

- Choose your payment method, enter your card details to complete the payment for the meals that you have selected. As a security feature, we do not store your credit card details on the system, so you will need to re-enter them the next time that you order meals.

LOVE SCHOOL *Meals* at DORSET MEALSELECTOR

Chartwells
EAT LEARN LIVE

Logged in as Test User | View Site | Go to your account | Log out

HOME MENUS FOOD FREE SCHOOL MEALS MARY'S MEALS PROMOTIONS FAQs CONTACT US

Secure Payment Page

TEST MODE - This is not a live transaction

Please review your purchase details, then select a payment method to continue.

Select language: English

Choose currency: £1.25 (Pounds Sterling)

Company Group: UK & Ireland Ltd

Description: Payment in to school meals account for 88 Test Tester

Amount: £1.25

Select your payment method

WorkPay

For help with your payment visit the [WorkPay Help](#)

SIGN UP TO OUR eNEWSLETTER

LIKE US ON FACEBOOK

FOLLOW US ON TWITTER

latest TWEETS

Tweets by @loveschoolmeals

Love School Meals @loveschoolmeals

VIDEO: Children's tips to cope with exam stress [aw.ly/5t1p1332v6z8](#)

Children offer their h...
A group of 10 and 11 y...
BBC.co.uk

Embed View on Twitter

Privacy Policy Terms and Conditions

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General ordering queries

Email bpdadmin@compass-group.co.uk

Technical Support

Email support@mealselector.co.uk

Tel: 0115 9245517 option 2