

How to make a meal booking

How ParentPay Meal Booking works

Your child's school will make use of the ParentPay meal booking service, where you will be able to pre book your child's meals online.

All meals must be **booked** and **paid** for **by 8am on the day of the booking**. You can also make changes to the meal booking up to 8am on the day of the booking and you can book and pay for meals for weeks in advance.

If your child is absent from school on a day where you are unable to cancel the meal booking, you must ask the school to **cancel the booking** for you and any money paid will be refunded to your account.

If your child receives **free school meals** you must still book and confirm your child's meal selection for each day but you will not be required to make any payment.

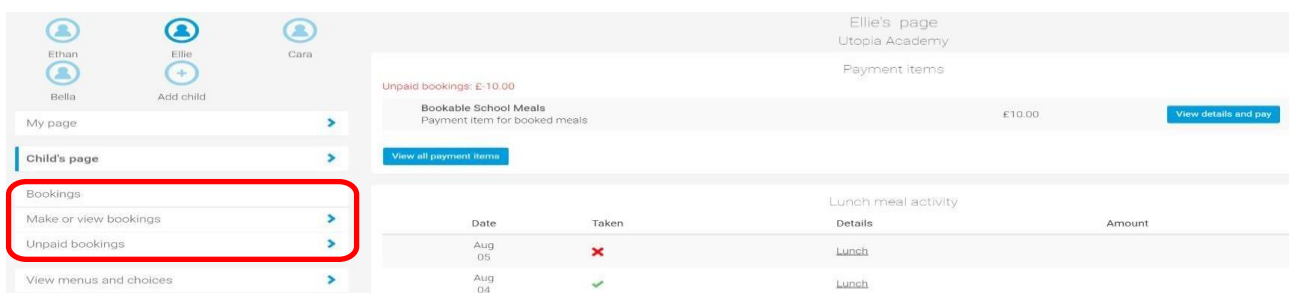
You will only be required to select and book your child's main course. Pupils will then be able to choose their second course from the selection of soup or desserts available at the lunch service. They will also be able to choose a drink from the choice of juice, milk or water.

Please note:

- Packed Lunch should only be selected on school trip days
- Special Diet option is only for pupils who have gone through the Special Diet request process for food allergy and intolerances and the Catering Manager has the pupils bespoke menu

Making/Editing a Meal Booking

Select the child you wish to make bookings for



The screenshot shows the ParentPay interface for a user named Ellie at Utopia Academy. The navigation panel on the left has 'Bookings' selected, and 'Make or view bookings' is highlighted with a red box. The main content area shows a table of meal bookings for 'Lunch meal activity'.

Date	Taken	Details	Amount
Aug 05	✗	Lunch	
Aug 04	✓	Lunch	

1. From the navigation panel select **Bookings > Make or view bookings**
2. Select the appropriate 'Booking type' e.g. Lunch time. If only one service is available there will only be one option listed

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- Choose the period you wish to make or edit a booking for using 'Week commencing' then select **Make or view bookings**

Make or view bookings

To book, please select from the options below and then select 'Make or view bookings.'

Make bookings for:

Week commencing:

[Make or view bookings](#)

Add to bookings balance

If you wish to add to your bookings balance, you can do so by selecting 'Add to bookings balance'.

[Add to bookings balance](#)

- Select **Make or view bookings**.

You will now be presented with a booking screen with the ability to view and select individual menu choices for a day as below:

Lunch time selection

PLEASE NOTE: When confirming your bookings, any **Payment due** must be paid within 2 hours. Failure to do so will result in unpaid bookings being cancelled. If your **Payment due** is zero (£0.00), simply confirm bookings and no further action is required.

Previous week
Week commencing 30th Oct 2017
Next week

Mon 30 Oct	Tue 31 Oct	Wed 1 Nov	Thu 2 Nov	Fri 3 Nov
Carrot and Potato Soup (V)	Seasonal Vegetable Soup (V)	Scotch Broth (V)	Farmhouse Lentil Soup	Mushroom Soup (V)
Mince and Potato	Fish and Chips	Lasagne with Garlic Bread	Beef Burger in Bun with Wedges	Chicken Curry with Brown Rice
Beans on Toast (V)	Spicy Indian Potatoes (V)	Cheese Panini and Salad (V)	Sweet Potato and Lentil Curry (V)	Macaroni Cheese with Garlic Bread (V)
Chicken Chow Mein	Pasta with Tomato and Basil Sauce (V)	Salmon Fish Cakes with Baby Potatoes	Chicken Fajitas with Wedges	Baked Potato with Cheese (V)
Baked Potato (choice of filling)	Baked Potato (choice of filling)	Baked Potato (choice of filling)	Baked Potato (choice of filling)	Baked Potato (choice of filling)
Cheese Sandwich	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich
Tuna Sandwich		Tuna Sandwich	Tuna Sandwich	Tuna Sandwich
Gammon Sandwich	Tuna Sandwich	Gammon Sandwich	Gammon Sandwich	Gammon Sandwich
Scones with Jam and Cream	Carrot Cake and Custard	Jelly and Seasonal Fruit	Special Brownies	Berry Cheesecake Muffin

Select the meals for your child. A summary of your bookings will show at the bottom of the page with any previous unpaid bookings showing in red.

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Booking summary

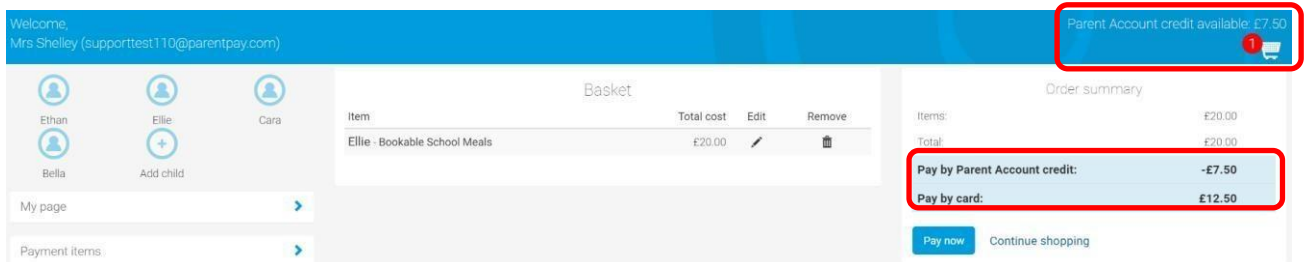
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Ellie Shelley's Lunch time	
Bookings added	5
Bookings cancelled	0
Cost of new bookings	£10.00
Unpaid bookings	£10.00
Payment due	£20.00

Cancel Confirm bookings

Note: Meal bookings must be paid for within two hours of selecting them. Failure to do so will result in them being automatically cancelled.

- Review the *Booking summary* screen and select **Confirm bookings**. Any credit from your Parent Account will be deducted from the balance to pay. If there is a value in the 'Payment due' section, select **Pay Now** and you will be taken to the payment screen to complete your booking.



The screenshot shows the ParentPay interface. At the top right, a notification states "Parent Account credit available: £7.50". The main area is divided into three sections: "My page" with child icons (Ethan, Ellie, Cara, Bella) and an "Add child" button; a "Basket" section containing one item, "Ellie - Bookable School Meals" for £20.00; and an "Order summary" section. The order summary shows "Items: £20.00" and "Total: £20.00". Below this, it lists "Pay by Parent Account credit: -£7.50" and "Pay by card: £12.50". At the bottom of the order summary are "Pay now" and "Continue shopping" buttons.

Note: Free School Meals (FSM) and Primary 1 to 3 Free School Meals (UiFSM) are automatically calculated and will reduce the 'Payment due' value where appropriate. In most cases this will show a zero cost. You should still **confirm the bookings** to ensure that your child's meal choice is registered on the system for your school to view and plan for the lunchtime meal service.