

**Q: Do all meals have to be booked online?**

A: If a meal is not booked online there will still be the opportunity for a child to order a meal at the point of service. If the child is not FSM then the child will need to have sufficient balance on their account to do so.

**Q: What happens if a parent forgets to book, will they still be able to have a meal?**

A: If a parent forgets to book then the child will still be able to have a meal by selecting a meal at the point of service. If the child is not FSM then the child will need to have sufficient balance on their account to do so.

**Q: If a parent is unable to register online, will they still be able to order a meal through school?**

A: If a parent is unable to register online, a school admin is able to make meal choices on behalf of a child through the back office solution. There will also be the option for the child to make a selection at the point of service on the day. If the child is not FSM then the child will need to have sufficient balance on their account to do so.

**Q: If a child forgets a packed lunch, will they be able to have a meal even if it is last minute?**

A: If a meal is not booked online there will still be the opportunity for a child to order a meal at the point of service. If the child is not FSM then the child will need to have sufficient balance on their account to do so.

**Q: If a child is eligible for Free School Meals can their parent still order in advance?**

A: Yes, and we would encourage them to do so. Parents are able to still register for the service if their child is entitled to FSM, in this instance they can make a selection from the menu and confirm their order without having to provide any payment details.

**Q: How will parents identify their children as eligible for universal free school meals?**

A: Parents will not need to identify their children as eligible for UIFSM, we have requested the class lists from you to ensure the correct controls are in place to manage the UIFSM entitlement accordingly. If a child is eligible for FSM then this will reflect automatically on the parents account once logged on i.e. They will be able to place an order without being requested for payment details.

**Parents Registering****Q: If the parent has more than one child at the school, do they need to register twice?**

A: No, a parent will only need to register on the system once. Once registered the parent can add multiple children on to their account. This is actioned through the 'add child' button on the parent portal

**Q: Can parents register for the service without us providing you the class lists for our school?**

A: In order to ensure the relevant controls are in place for FSM entitlement and to ensure we cater for children's dietary preferences accordingly we ask you to provide this information in advance. A parent will be unable to add a child to their account without this information uploaded in to the system.

**Q: Will you be storing any parents credit card details if they are paying online?**

A: No, we are working with a PCI accredited third party provider to manage the payment process and at no point will we have access to any parents payment card details.

**Q: We usually collect meal numbers each day, how can we be sure that parents have booked a meal and will I have to phone the kitchen with our daily number of meals required?**

A: You will no longer need to call the kitchen to provide meal numbers each day. The solution we are implementing provides the kitchen with a tablet solution that provides them with all the production reports they require for the day. You will also have access to this information through the back office reporting system.

**Q: Will we know which child has ordered what meal?**

A: Yes, back office reporting will give you access to class list reports which will detail which children have ordered and the meal they have selected.

**Q: What is the cost of a meal each day?**

A: Prices may vary dependent on your school so please refer to the online menu for specific school rates.

**Q: Will the school be provided with a lunch register to fill in each day?**

A: The kitchen will have the lunch register on their tablet to mark the children who have had a meal on the day, you will not have to fill in a meal register.