

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 displays the Dorset Meal Selector website. At the top, the 'LOVE SCHOOL at DORSET MEALSELECTOR' logo is on the left, and the 'Chartwells EAT LEARN LIVE' logo is on the right. A navigation bar includes links for HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, and CONTACT US. The main banner features the text 'health & wellbeing' and 'SIDE by SIDE THE CHARTWELLS WAY', accompanied by a quote from a pupil. Below the banner, a 'Welcome To Dorset Meal Selector' section includes a note about school-specific links and a 'Food Super Heroes' illustration. Two buttons, 'REGISTER' and 'LOGIN', are provided for new and existing users. On the right sidebar, there are social media links for Facebook and Twitter, a 'SIGN UP TO OUR NEWSLETTER' button, and a 'latest TWEETS' section showing a tweet from @dorsetmeals.

- 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

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?

☐ Receive information / communications regarding School Meals

[Register](#)

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

LOVE SCHOOL -Meals- at DORSET MEALSELECTOR

Chartwells EAT LEARN LIVE

Logged in as Test Parent | [View Site](#) | [Go to your account](#) | [Logout](#)

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

YOUR REGISTERED DETAILS

Test Parent
616 Mansfield Road
Nottingham
NG5 2GA
Tel: 01159245517
E-mail: nick@viva.co.uk

[Edit details](#) [What do you think?](#)

REGISTERED CHILDREN

Now add a child to your account

[Add a child](#)

YOUR MEAL ACCOUNT

Meal credits

You have 0 meal credits available on your account

Last orders placed

No paid meal orders placed yet.

[SIGN UP TO OUR eNEWSLETTER](#)

[LIKE US ON FACEBOOK](#)

[FOLLOW US ON TWITTER](#)

latest TWEETS

Tweets by @loveschoolmeals

Love School Me...
@loveschoolmeals
VIDEO: Children's tips to cope with exam stress
[cwt18tHqK3852wZ6](#)

Children offer their tip...
A group of 10 and 11 ye...
10th Oct 18

[Embed](#) [View on Twitter](#)

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

LOVE SCHOOL -Meals- at DORSET MEALSELECTOR

Chartwells EAT LEARN LIVE

Logged in as Test Parent | [View Site](#) | [Go to your account](#) | [Logout](#)

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

Childs Information

First name

Surname

Date of birth (DD/MM/YYYY)

Gender
☒ Male ☐ Female

School details

School attended

Class name

School year
☐ Nursery ☒ Reception ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

[Register child](#)

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[FOLLOW US ON TWITTER](#)

latest TWEETS

Tweets by @loveschoolmeals

Love School Me...
@loveschoolmeals
VIDEO: Children's tips to cope with exam stress
[cwt18tHqK3852wZ6](#)

Children offer their tip...
A group of 10 and 11 ye...
10th Oct 18

[Embed](#) [View on Twitter](#)

- **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.

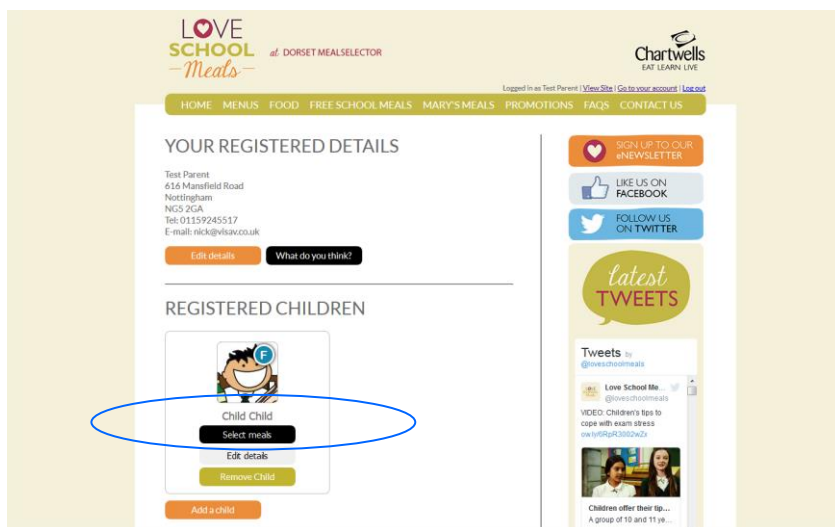
The screenshot shows the 'LOVE SCHOOL Meals' website. The 'School details' section is active, with the 'School attended' dropdown menu open. A blue circle highlights this menu, which lists 'School 1', 'School 2', and 'School 3'. The 'Register child' button is visible below the dropdown.

- **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”.

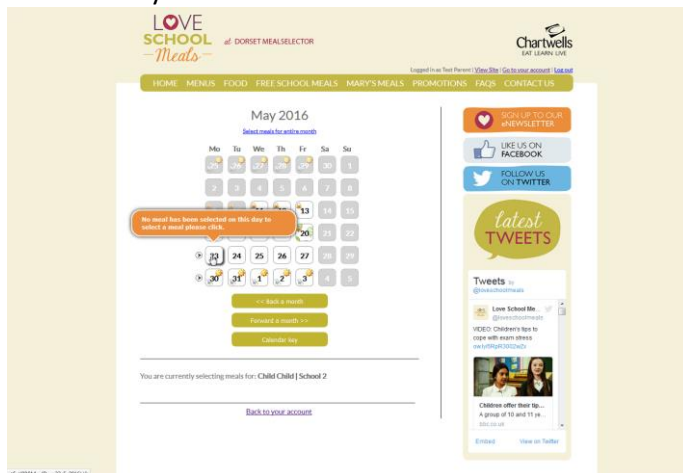
The screenshot shows the 'LOVE SCHOOL Meals' website. The 'School details' section is active. The 'Class name' dropdown menu is open, showing a list of classes including '4UK'. The 'School year' section shows a row of buttons for years 1 through 8, with year 3 selected. The 'Register child' button is visible below the dropdown.

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

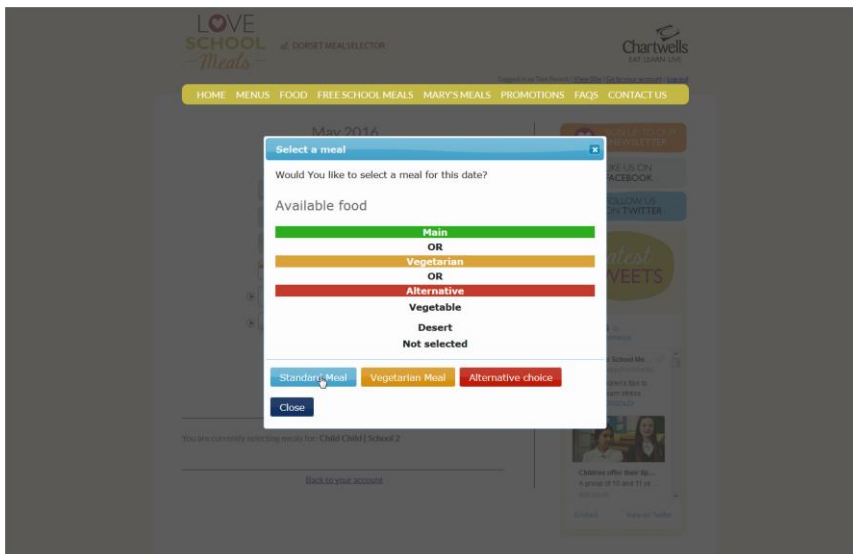
To order meals click on the select meals button



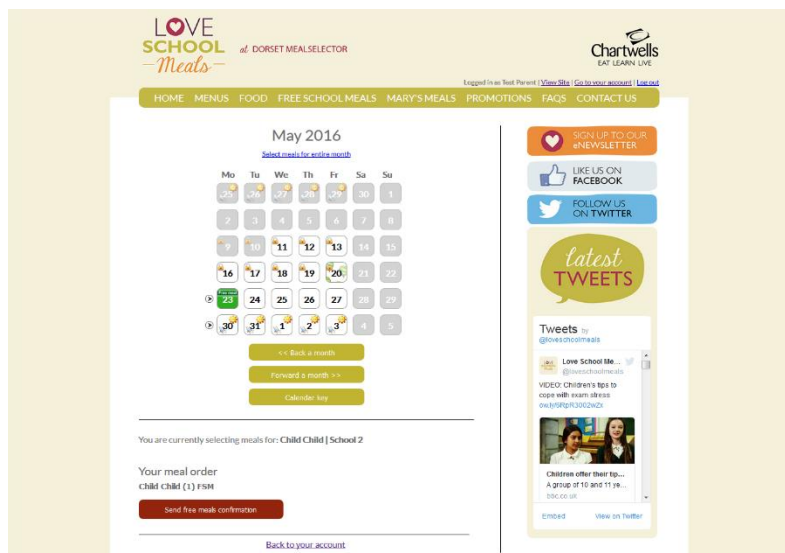
- Once you have clicked on the **select meals** button on the appropriate registered child you will be ordering for. You will be presented with a calendar view - you can move forwards or backwards to get to the correct month that you would like to order meals.



- **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, the 'LOVE SCHOOL Meals' logo is on the left, 'at DORSET MEALSELECTOR' is in the middle, and the 'Chartwells EAT LEARN LIVE' logo is on the right. A navigation bar contains links: HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, and CONTACT US. A user is logged in as 'Test Parent' with links to 'View Site', 'Go to your account', and 'Log out'.

The main content area is titled 'CONFIRM YOUR MEAL ORDER'. It shows a 'Summary of meals ordered for' 1 meal at a cost of £2.15 (More details). The total meals ordered is 1, and the total order cost is £2.15. There is a link to 'Order more meals'. Below this is a 'Promotional code' section with a text input field and a 'Play now' button.

On the right side, 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 'Love School Meals' (@dorsetmeals) with a video thumbnail showing two children.

At the bottom, there are links for 'Privacy Policy' and 'Terms and Conditions', and a copyright notice: '© Chartwells 2016. A part of Compass Group UK & Ireland'.

- 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.



at DORSET MEALSELECTOR



[Logged in as Test Parent](#) | [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

£11.25 (Pounds Sterling)

Company Group UK & Ireland Ltd

Payment in to school meals account for Mr Test Tester

Amount

£11.25

Select your payment method




For help with your payment visit this [WebPay Help](#)



SIGN UP TO OUR NEWSLETTER



LIKE US ON FACEBOOK



FOLLOW US ON TWITTER



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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