



## CHARTWELLS NEW ONLINE ORDERING FOR HOT MEAL SCHOOL

- **Via our website** – [www.dorset.mealselector.co.uk](http://www.dorset.mealselector.co.uk) with a credit or debit card – you must register before payment can be accepted. You only have 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 – 7 days before the full week in which the meal is to be served.** See chart on final page.
- **Web Site Example** – Click on “Register” to start the process, or “Log in” if already registered.

The image is a screenshot of the Chartwells Meal Selector website. At the top left is the Chartwells logo and the 'EAT LEARN LIVE' tagline. On the top right are 'Register' and 'Log In' buttons. Below the navigation bar is a main heading: 'Welcome to Chartwells Meal Selector - The Creative Kitchen for Schools Dorset'. A note below reads: 'Note - If your child is going on a school trip or has a school event - please remember to cancel in sufficient time to gain a credit for that meal - 5 full working days in advance - please see Terms &amp; Conditions'. The main content area features the heading 'Registration is easy and completely free!'. Under this, there are two sections: 'New to the Meal Selector' with instructions to register and create an account, and 'Registered user' with instructions to use the log in button. To the left of the text is a photo of a young boy in a blue school uniform holding a plate of food. To the right of the text are four images of different school meals on white plates.

- **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 logon to the system once again once you have registered.

The screenshot shows the registration page of the Chartwells website. At the top left is the Chartwells logo with the tagline 'EAT LEARN LIVE'. To the right are 'Register' and 'Log In' buttons. A navigation bar contains links for Home, Contact Us, Menu, Simplicity Service, Terms and Conditions, FAQ, Mary's Meals, Promotions, and Tell us what you think. The main content area is divided into two columns. The left column contains 'Your details' (Title, First name, Surname), 'Your contact information' (House number / name, Postcode, Address 1, 2, 3, Tel), and a 'Go to address' button. The right column contains 'Free school meal entitlement' (checkbox for 'I am entitled to free school meals'), 'Login and e-mail information' (E-mail address, Confirm e-mail address, Enter a password, Confirm your password), and 'How did you hear about us?' (dropdown menu, checkbox for 'Receive information / news from the administrators of the site'). A 'Register' button is at the bottom right.

- **Once Registered** – Click on “Add a child” to register your child/children onto the system

The screenshot shows the user dashboard after registration. At the top left is the Chartwells logo. To the right, it says 'Logged in as Test Tester' with 'My account' and 'Log out' buttons. The navigation bar is the same as in the previous screenshot. The main content area has three sections: 'Your registered details' (Test Tester, Gloucester Road, Bourmouth, BH7 6JA, Tel: 07914578526, E-mail: cprey@veav.co.uk) with 'Edit details' and 'What do you think?' buttons; 'Your meal account' (Meal credits: You have 0 meal credits available on your account; Last orders placed: No orders placed yet); and 'Registered children' (Now add a child to your account) with an 'Add a child' button.

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

Chartwells EAT LEARN LIVE

Logged in as Test Tester  
My account Log out

Home Contact Us Menu Simplicity Service Terms and Conditions FAQ Mary's Meals Promotions Tell us what you think

**Childs information**

First name  
Child

Surname  
Child

Date of birth  
11/05/2005

Gender  
 Male  Female

**School details**

School attended

Class name

School year  
 Reception  1  2  3  4  5  6  7

Register child

- You will need to select the School from a drop down list, that your child/children attends

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**Childs information**

First name  
Child

Surname  
Child

Date of birth  
11/05/2005

Gender  
 Male  Female

**School details**

School attended  


- Christ The King School Seasmouth
- Christchurch Junior School

School year  
 Reception  1  2  3  4  5  6  7

Register child

- You will need to select the class from the drop down list, that your child/children is in – It is important that you enter the correct class, as this is the information that will be provided to the School that your child/children attends and therefore will help to ensure that they receive the meal that you have selected for them.

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**Childs information**

First name  
Child

Surname  
Child

Date of birth  
11/05/2005

Gender  
 Male  Female

**School details**

School attended  
Christchurch Junior School

Class name  


- Please select class name
- 3AN
- 3EG
- 3RW
- 3VD
- 4JG
- 4JP
- 4LY
- 4SP
- 5GW
- 5HE
- 5RE
- 5SG
- 5SI
- 6AA
- 6AT
- 6FL
- 6GS
- 6LL
- DICT REF 303 Class 5GW

School year  
 Reception  1  2  3  4  5  6  7

Register child

Please select the class the child is part of.

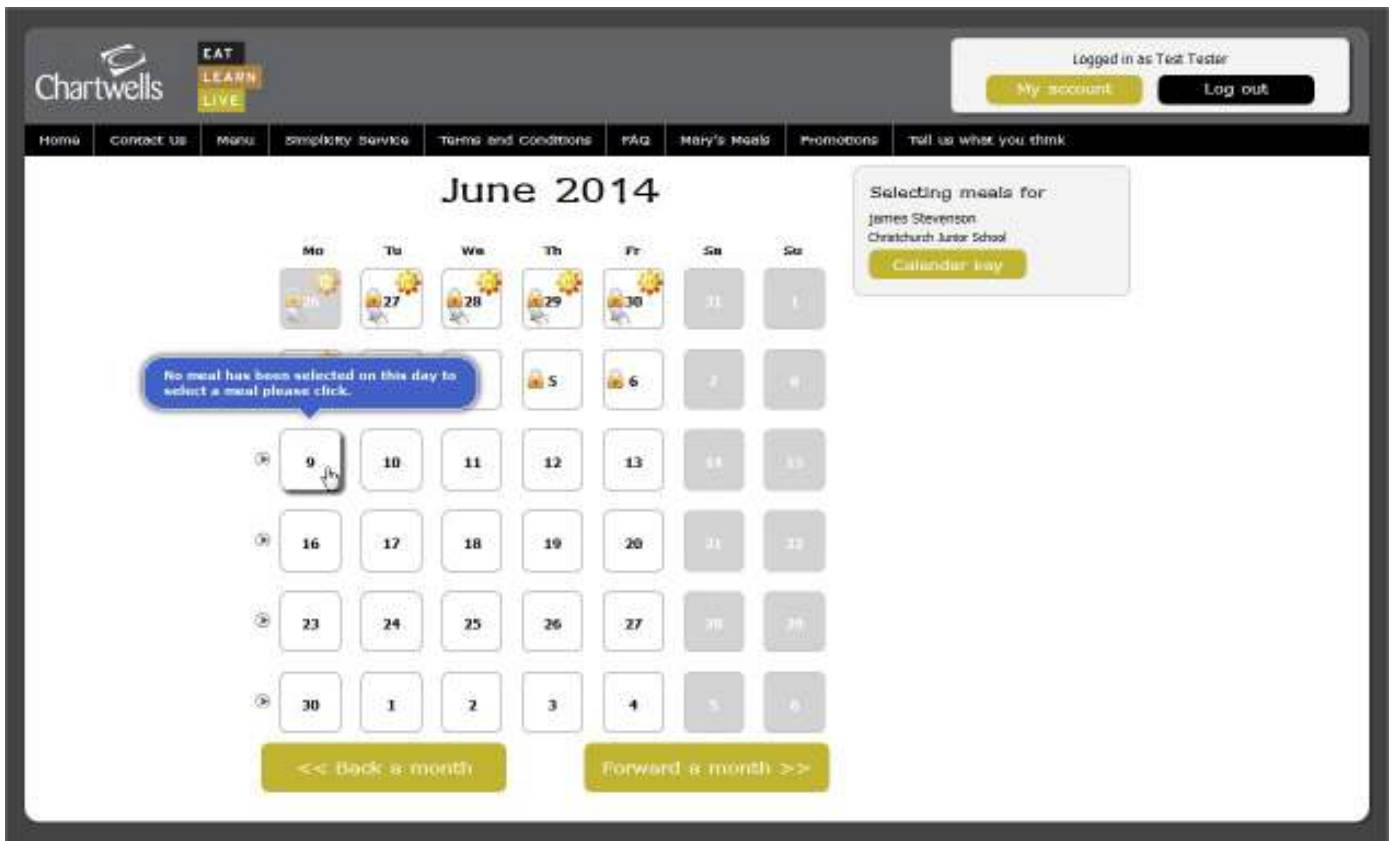
- You will need to select the School year that your child/children is in, by selecting the appropriate radial button

The screenshot shows the registration form on the Chartwells website. At the top left is the Chartwells logo with 'EAT LEARN LIVE' tagline. At the top right, it says 'Logged in as Test Tester' with 'My account' and 'Log out' buttons. A navigation bar contains links: Home, Contact Us, Menu, Simplicity Service, Terms and Conditions, FAQ, Mary's Meals, Promotions, and Tell us what you think. The main content area has two columns: 'Childs information' and 'School details'. 'Childs information' includes fields for First name (Child), Surname (Child), Date of birth (11/05/2005), and Gender (Male selected). 'School details' includes School attended (Chelchurh Junior School), Class name (4DK), and School year (Reception selected). A 'Register child' button is at the bottom.

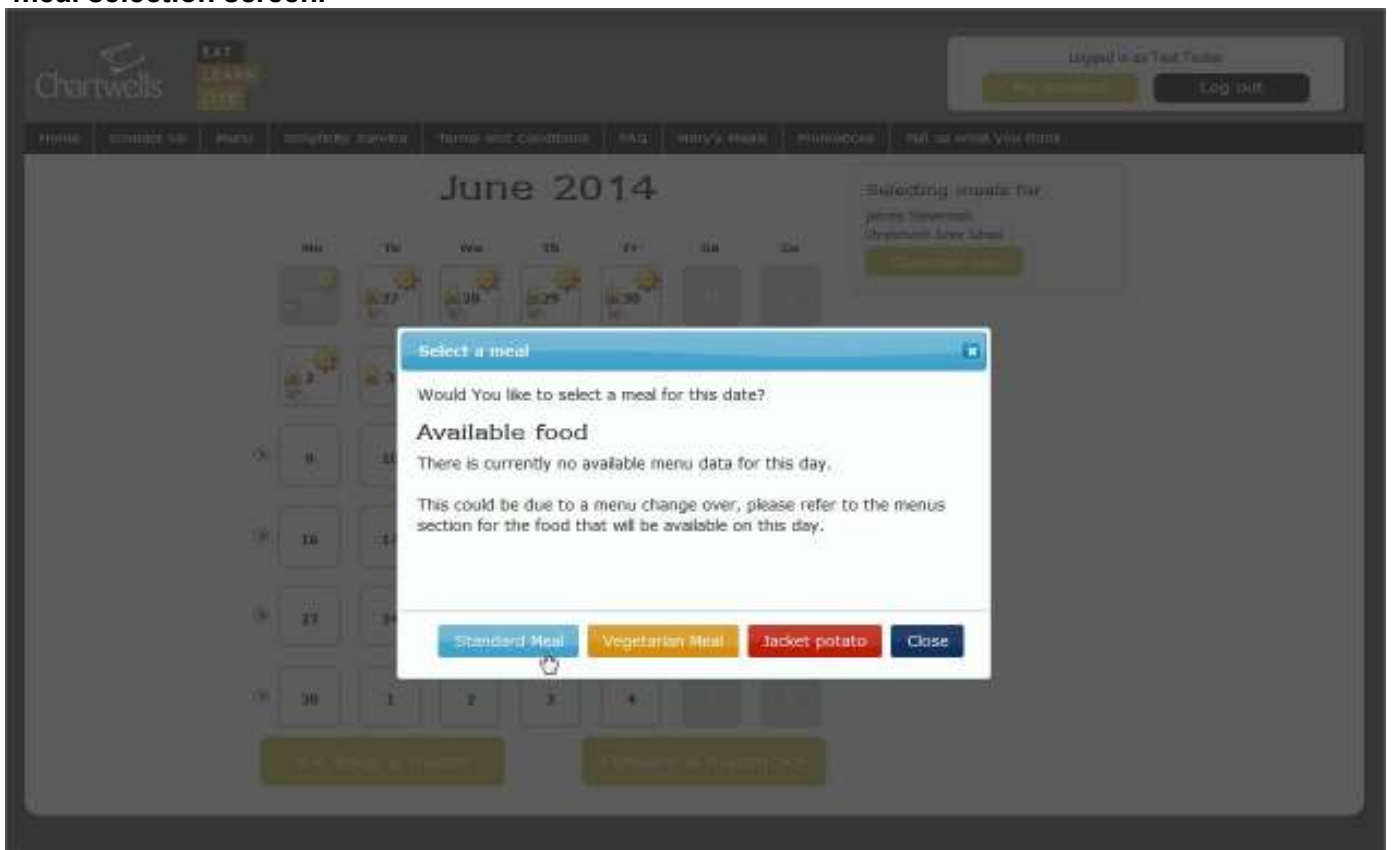
- Once you have registered your Child/Children, they will appear in the box below your registered details.

The screenshot shows the user dashboard after registration. It features the same top navigation and login information. The main content area is divided into three sections: 'Your registered details' (showing user info: Test Tester, Gloucester Road, Bournemouth, BH7 6JA, Tel: 02014578526, E-mail: corey@vsq.co.uk, with 'Edit details' and 'What do you think?' buttons), 'Your meal account' (showing 0 meal credits and no orders placed), and 'Registered children' (showing a child profile for James Stevenson with 'Select meals', 'Edit details', and 'Remove Child' buttons, and an 'Add a child' button).

- To order meals, click on the “select meals” button on the appropriate registered child and 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 to choose – The appropriate choices will be displayed for you to select from.

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My account Log out

Home Contact Us Menu Simplicity Service Terms and Conditions FAQ Mary's Meals Promotions Tell us what you think

## June 2014

MO	TU	WE	TH	FR	SA	SU
26	27	28	29	30	11	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

<< Back a month Forward a month >>

Selecting meals for James Stevenson  
Christchurch Junior School

Calendar key

Your meal order:  
James Stevenson (5)  
Order cost: £11.25

Pay now

Clear order

- The calendar will display an icon with what has been ordered on a particular day. It will also display a padlock if you can no longer adjust your choice or another icon to signify a different event such as a School holiday.
- Click on the “pay now” button if you need to pay for meals.
- The “pay now” screen will display the information relating to meals that have been order and also give you the opportunity to enter a promotional code that we might have provided you. Click the “pay now” button to continue through to the payment screen.

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### Confirm your meal order

Summary of meals ordered for James Stevenson  
5 meals at a cost of £11.25 (More details)

Total meals ordered  
5

Total order cost  
£11.25

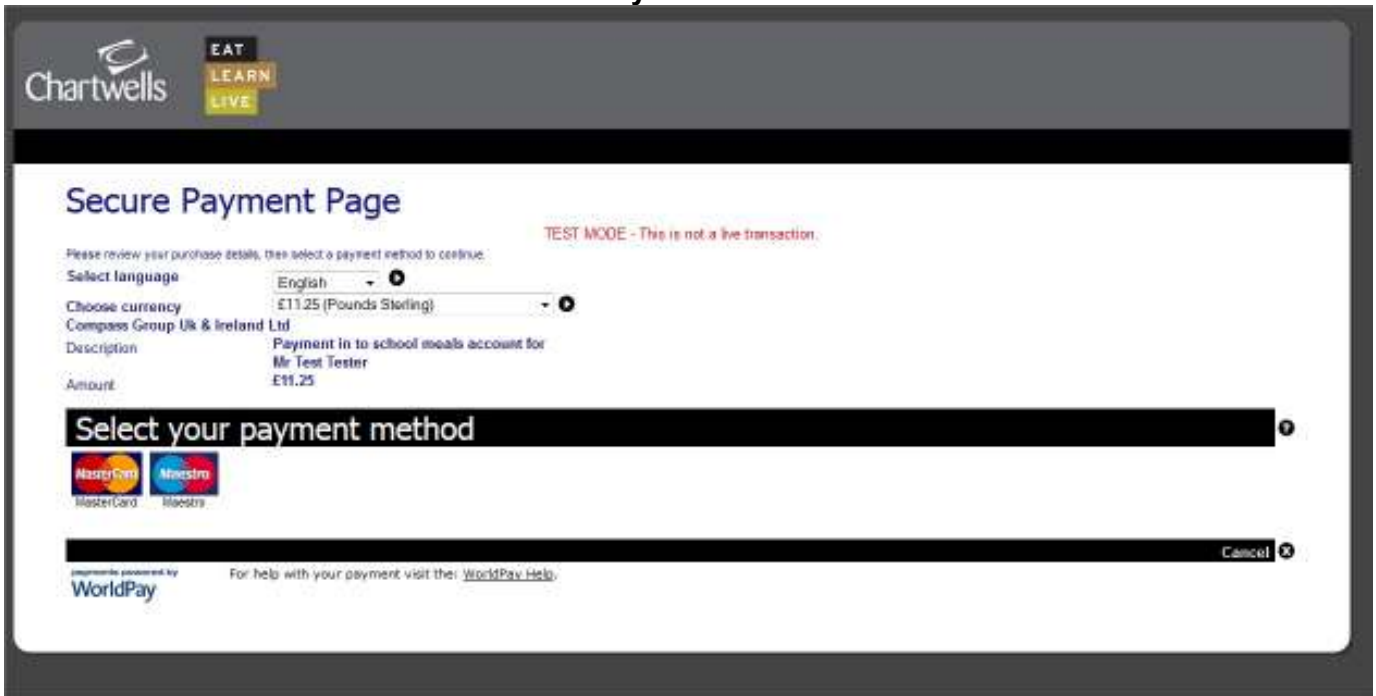
Order more meals

Promotional code  
Please enter any promotional code you wish to use in the box below

Pay now

Mastercard Maestro VISA  
payments powered by WorldPay

- Choose your payment method and enter you 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.



**PLEASE NOTE:** If you select that your child is entitled to Free School Meals when you register, we will have to verify that they are entitled to a free school meals before you can order a meal for your child. You will receive a confirmation email to say that it is ok for you to order a meal, once we have confirmed the entitlement. **PLEASE NOTE:** IF YOU REGISTER OUT OF NORMAL OFFICE HOURS, YOU WILL NOT RECEIVE A CONFIRMATION EMAIL UNTIL THE NEXT NORMAL WORKING DAY.

- Via Telephone** with a Credit or Debit Card – Calls must be received by **2.00 pm Friday, one full working week before the week in which the meal is to be served** – See chart below.

Week One					Week Two					Week Three										
£ You pay anytime this week (or before)							√ for meals served any day this week													
M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su
£	£	£	£	£	£	£								√	√	√	√	√		

Phone by 2.00 pm Friday

Internet Cut Off Midnight Sunday

### Want to order a packed lunch for a School trip?

We can supply an “away day” packed lunch for a School trip, which is either a standard packed lunch or a vegetarian packed lunch. All you have to do is phone the General Orders Queries line listed below, giving a minimum of 48 hours notice.

### What happens if my child is off sick?

Because food items for your child’s meal have already been purchased, you are only able to cancel meals after a 48 hour notice period has been completed, from the original notification we receive. You should call 01305-778052 to inform us of this situation as soon as possible and we will then arrange to credit the amount you have paid (after the required 48 hour notice period), back to your account, or if a meal is required, change you order to another preferred day.

### Do you cater for children with special dietary requirements?

Chartwells Catering is able to cater for a range of special dietary requirements, provided requests are supported by a medical report, such as a letter from your GP or hospital dietician. Requests should be made directly to Chartwells with a supporting letter. Religious diets will be catered for by the vegetarian meal selection.

**Can I order just one meal per week?**

Yes. These should be ordered in advance as above.

**Can I pay weekly or termly?**

Yes, you can order well in advance if you wish (days or weeks) via credit, debit card. Alternatively by going online to [www.dorset.mealselector.co.uk](http://www.dorset.mealselector.co.uk)

**Problems:**

**If you experience any issues when trying to use our website then help is at hand. You can either call or email the contacts below, where we would be happy to help.**

**Ordering By Internet:** Email - [support@mealselector.co.uk](mailto:support@mealselector.co.uk) or Tel: 01159 245 400 Ext 222  
(Office hours only)

**General Ordering Queries:** Email – [BPDAmin@compass-group.co.uk](mailto:BPDAmin@compass-group.co.uk) or Tel: 01305-778052  
(Office Hours between 8.00 am and 2.00 pm, Monday to Friday only)