

SCHOOL GRID ORDERING MEALS INSTRUCTIONS

**IT IS THE PARENT'S RESPONSIBILITY
TO ORDER **AND** CANCEL MEALS.**

**IF YOU PAY FOR SCHOOL MEALS AND
DO NOT CANCEL MEALS YOUR
ACCOUNT MAY STILL BE CHARGED.**

ORDER MEALS FOR 1 CHILD – FREE SCHOOL MEALS

ORDERING VIA MOBILE PHONE - Log on to your School Grid account

<https://app.schoolgrid.co.uk/>

(your username is likely to be your email address and the password will be the one you created)

Your account is automatically set up for you to order for your **1 child**.

- Click on the 3 lines top right and from the drop down menu choose **'order meals'**
- Click on / inside the **'date box'** (this will produce a calendar)
- Select the **week commencing date** for the week you want to order meals (eg click 27.4.26 if you want to order meals for any day during week commencing 27th April 2026)
- You should then be able to see the meals available to order for the week you have selected.
- For each day click in the little box next to the main meal of your choice and the dessert of your choice.
- When you have selected a main meal and dessert correctly you will see the date tab for the day in question **turn green** displaying the words **'order placed'**
- You then repeat the process until all orders for the week (or the days you want to order for) have been placed and the words **'order placed'** appears for each day that you have ordered for.
- If you want to order more than 1 week at a time, head to the date box again and select the following week commencing date and just repeat the process.

NB You can order meals up to 8.55am on the day of service, although we would prefer you continue to order the week before to help the kitchen order in advance.

CANCEL MEALS FOR 1 CHILD – FREE SCHOOL MEALS

To cancel an order, simply head to the date in question and click **'Cancel /remove order'**

This cancels the order – job done!

NB All cancellations must be made by the parent no later than 8.55am on the day of service

ORDER MEALS FOR 1 CHILD – PAYMENT REQUIRED

ORDERING VIA MOBILE PHONE - Log on to your School Grid account

<https://app.schoolgrid.co.uk/>

(your username is likely to be your email address and the password will be the one you created)

Your account is automatically set up for you to order for your **1 child**.

- Click on the 3 lines top right and from the drop down menu choose '**Account.**' (please note if you pay for school meals you will not be able to order meals without money having been placed on your account)
- Then click '**Make card payment**'
- Proceed to add funds to the account of your child. Add the amount to be added in the box under your child's name. The cost of a school meal is £2.75 a day / £13.75 per week / £27.50 for 2 weeks and so on. (You can choose to be notified if your balance falls below a certain amount).
- Once funds have been added, click on '**order meals**' from the menu.
- Click on / inside the '**date box**' (this will produce a calendar)
- Select the **week commencing date** for the week you want to order meals (eg click 27.4.26 if you want to order meals for any day during week commencing 27th April 2026)
- You should then be able to see the meals available to order for the week you have selected.
- For each day click in the little box next to the main meal of your choice and the dessert of your choice.
- When you have selected a main meal and dessert correctly you will see the date tab for the day in question **turn green** displaying the words '**order placed**'
- You then repeat the process until all orders for the week (or the days you want to order for) have been placed and the words '**order placed**' appears for each day that you have ordered for.
- If you want to order more than 1 week at a time, head to the date box again and select the following week commencing date and just repeat the process. NB you will only be able to do this if there is enough money on your account to do so.
- **Please note actual payment is only taken when the meal is put through as served to your child**

NB You can order meals up to 8.55am on the day of service, although we would prefer you continue to order the week before to help the kitchen order in advance.

CANCEL MEALS FOR 1 CHILD – NOT FREE SCHOOL MEALS

To cancel an order, simply head to the date in question and click '**Cancel /remove order**'

This cancels the order. However, please note if you do not cancel the meal, you may still be charged for the meal prepared

NB All cancellations must be made by the parent no later than 8.55am on the day of service

ORDER MEALS FOR MULTIPLE CHILDREN

HELPFUL NOTES

- If you **do not pay for school meals** for any of your children you simply follow the ordering process for each child and **do not** need to add any funds to your account
- If you have **some children** who are **free school meals** and **some who you pay for**, or you **pay for all children**, always make sure your **1st task** is to add money to your account for the children you pay for **only**. Do this by completing the following process;
 1. Click on the 3 lines top right and from the drop down menu choose '**Account.**'
 2. Then click '**Make card payment**'
 3. Scroll down and you will see a box under the name of each child. If you need to add funds, put the amount you are adding in the box that relates to the child / children you are paying for. (You may be paying for one child and not the other. You may be paying for all children. **Do not enter funds in the box of any child who you DO NOT PAY for**)
 4. Click 'pay now' and add the funds
 5. Once this is complete you are now ready to order meals
- To order for your second or third child etc simply click on the 3 lines (menu), top right, click on the child's name you see in the drop down menu, this will then produce another drop down menu with your other childrens' names. Click on the child you want to order for next and follow the process for ordering. **You must order for each child separately.**

AS ALWAYS, IF YOU NEED SOME HELP OR A DEMONSTRATION JUST CONTACT US AT THE OFFICE ON 0161 881 3571 OR CONTACT SCHOOL GRID DIRECTLY AS FOLLOWS;

- Email: support@schoolgrid.co.uk
- Phone: 01506 300310