



St. Michael's Church of England Primary School

Carlisle Road, Dalston, Carlisle, Cumbria CA5 7LN • Tel: 01228 711544 • Headteacher: Mrs J Paisley
Our school values: *Respect • Kindness • Challenge • Forgiveness • Perseverance*



August 2020

Dear Parent

St. Michael's use the '**Lunch Shop**' system which is provided by Orian Limited. This is an online ordering and payment system.

Parents and children go online and choose meals together, in advance from home. Once you have logged in, you will be able to start using the system and getting used to it ready for September. All infant children are entitled to 'Universal Free School Meals' which means that you do not need to pay. If you prefer to provide packed lunches, that is fine but we ask that you let us know.

Some hints and tips:

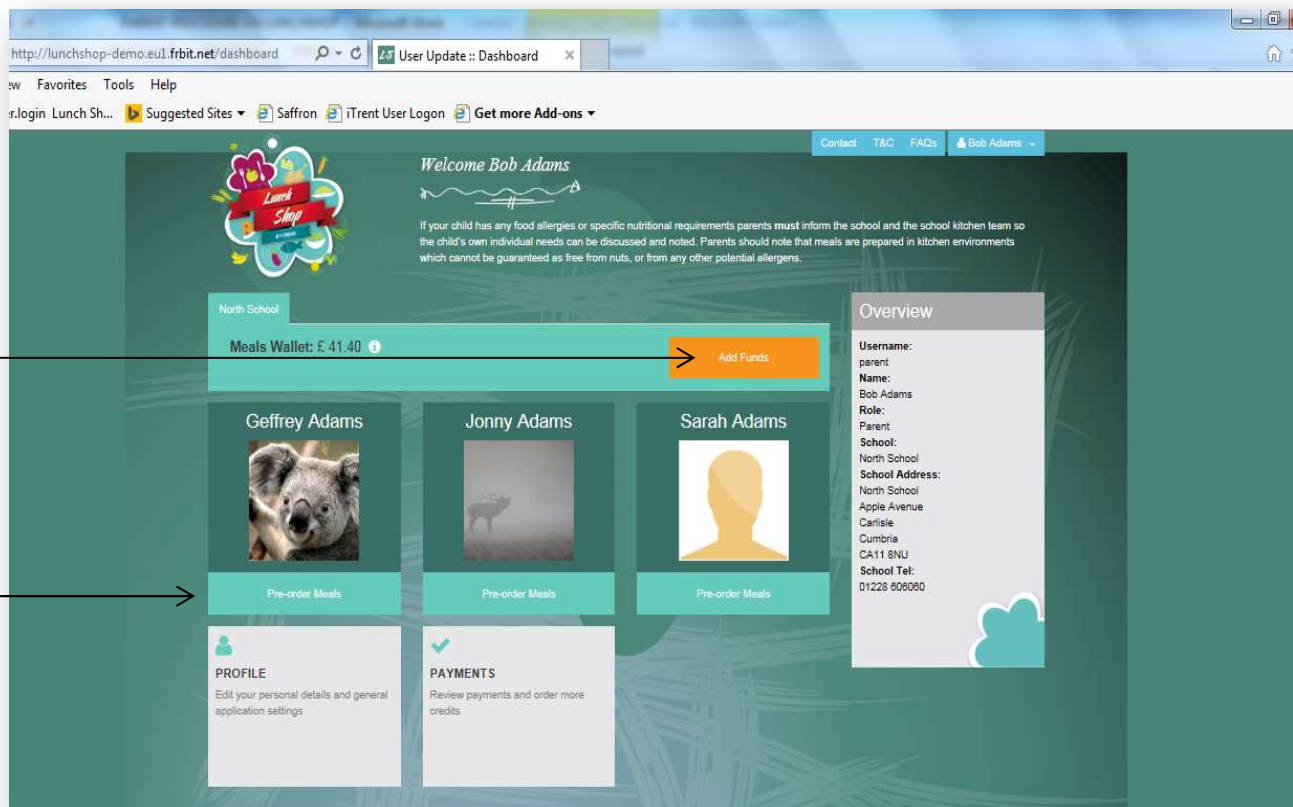
- Children cannot 'mix and match', they have either packed lunches or school meals – but they can switch between the two if they wish at the end of each half term (e.g. many opt for packed lunches during the Summer term when the weather is warmer).
- You may order meals up to two weeks in advance.
- If your child has an allergy please let us know as we can reflect this on the system thus allowing you to choose a different, suitable option.
- If you forget to order your child's meals we will order one for you, and also send a text reminder asking that you go online and book your child's meals. We check orders every day and will never let a child go hungry – but they will not choose the meal, they will have what is available.
- It is also the parent's responsibility to cancel meals when a child is absent. This is especially important when your child reaches the juniors as you may well be charged if the meal remains on the system.

Your username and password are on the accompanying email. You can change the password in your profile if you wish, but please write it down as we will not know it if you forget it at a later date. The system can be found at www.lunchshop.co.uk

Thank you!

PARENT PROCEDURE ON LUNCHSHOP

- Log into www.lunchshop.co.uk
- Enter username and password (case sensitive)
- You *may* be asked to update your profile. Please amend as necessary, click 'update' then the 'back' button if it does not take you to the page below.
- Check it is you and your child/children



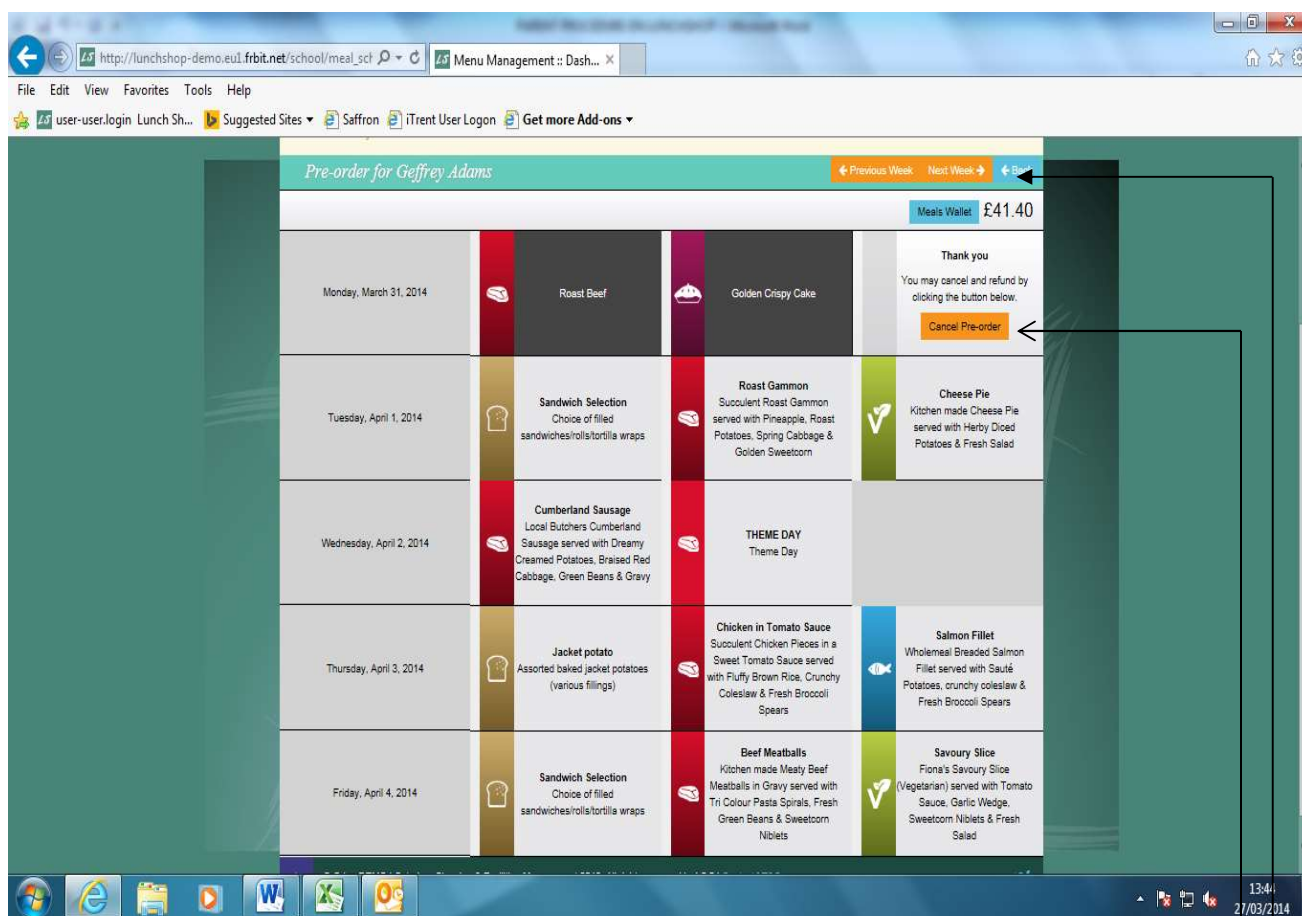
INFANT CHILDREN CAN IGNORE THE INFORMATION ABOUT FUNDS AS EACH CHILD IS ENTITLED TO A 'UNIVERSAL FREE SCHOOL MEAL'

Adding Funds

- Click the orange 'add funds' button
- Enter the amount you wish to credit your account with
- Click 'continue'
- The total amount to be debited from your card will be confirmed here. Follow the instructions on screen to make your secure payment
- To the left of the add funds button is your 'meals wallet' balance

— Pre-ordering meals

- Click on 'pre order meals' under the child. You will need to order for each child individually



The above screen will come up showing the meals available for that week.

- Click on the chosen main meal. Once this is chosen, the desserts will appear
- Click on the chosen dessert
- Once chosen the meal choice will be displayed with a dark background and your meals wallet will be debited with the cost of the meal
- Click the 'next week' button at the top of the screen to choose for the following week
- You can cancel this order and start again if you wish by clicking the 'Cancel Order' button. The cost will then be credited back into your meals wallet and then debited again once you have re-chosen
- You may order 2 weeks in advance and look back three weeks previous by clicking the 'previous week' button to see what your child has ordered if they have ordered at school



Profile

This is where you may change your personal details, passwords etc.

Payments

This gives you an overview of your accounts. You can search by transaction type or date. Just make your choice and click search. You can either view online, print out or export to a spreadsheet.

Below is an example of what you would see in the accounts overview:-

Account	Transaction Type	Status	Description	Created On	Date	Amount (£)
Bob Adams	Meal Pre-order (debit)	Complete	Pre-order for Jonny Adams on Mar 31, 2019	1 day ago	Mar 25, 2014	-2.20
Bob Adams	Meal Pre-order (debit)	Complete	Pre-order for Geoffrey Adams on Mar 31, 2019	1 day ago	Mar 25, 2014	-2.20

If you experience any problems please call your school administrator or call Orian on 08454 707010.

TROUBLE SHOOTING - If you are unable to view the menus once you are logged in, then it may be that your internet browser cannot support this application, you just need to download the FREE version of Google Chrome or similar. If you are unable to add funds, please check you have used a 'live' email address.