

# caterlink

feeding the imagination

## Caterlink Online Payment & Meal Register System Parents Guide

The screenshot shows the Caterlink website's home page. At the top right, there is a 'School Login' button. The main header features the Caterlink logo and the tagline 'feeding the imagination', along with 'home' and 'contact caterlink' links. A large illustration depicts a farmer with a tractor, a cow, and a chicken in a rural setting. Below this, a 'Welcome to caterlink' section contains introductory text about the company's focus on fresh, healthy food and its benefits for children's health and concentration. A 'Parent Login' form is prominently displayed, featuring fields for 'Student ID' and 'Password', a 'Remember me' checkbox, a 'Forgot your password?' link, and a 'Login' button. A 'Register a new account' button is also visible. A small photograph shows a group of children in a school setting. The footer contains copyright information for Cater Link Ltd. 2013 and a note about website design by Ravinet.

School Login

caterlink  
feeding the imagination

home contact caterlink

Home

### Welcome to caterlink

Caterlink are specialist caterers within schools. We're passionate about fresh, healthy food that tastes great. The right nutrients can affect everyone's mood, behaviour, health, growth and even their ability to concentrate. Encouraging a well-balanced diet establishes healthy eating now and for the future.

Please login to access your child's account.

Has your Child left the school? Complete our [Leavers and Transfer Form](#) and send it back to us via the details at the top of the form

Parent Login

\* Student ID

Password

Remember me

[Forgot your password?](#)

Login

Received your student ID number? Register your account today.

Register a new account

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Website design by Ravinet

# Introduction

Caterlink have developed a bespoke online payment and meal recording system designed specifically for Caterlink and your needs.

The aim is to remove cash from all schools, giving parents the ability to pay online at a time convenient to them by debit/credit card, look at meal history and receive low credit warnings, all of which our system achieves.

## Setting yourself up as a parent

Once a school has been set up with us, the school will give us class lists which we will upload onto our system.

Your child's school will provide you with your child's Student ID number, which you will need to set yourself up as a parent, and each time you login.

The weblink to our portal is: [https://meals.caterlinkltd.co.uk/meals/sign\\_in](https://meals.caterlinkltd.co.uk/meals/sign_in) which takes you to the page below:

The screenshot shows the Caterlink website interface. At the top left is the logo "caterlink feeding the imagination". To the right are links for "home" and "contact caterlink". Below the navigation is a large illustration of a farmer with a tractor, a cow, and a chicken. The main content area is titled "Welcome to caterlink" and contains introductory text about the company's focus on fresh, healthy food. To the right of the text is a "Parent Login" form with fields for "Student ID" and "Password", a "Remember me" checkbox, a "Forgot your password?" link, and a "Login" button. Below the login form is a "Register a new account" button, which is circled in blue. An arrow points from a text box on the right to this button. The text box contains the instruction: "Click on the 'register a new account' button".

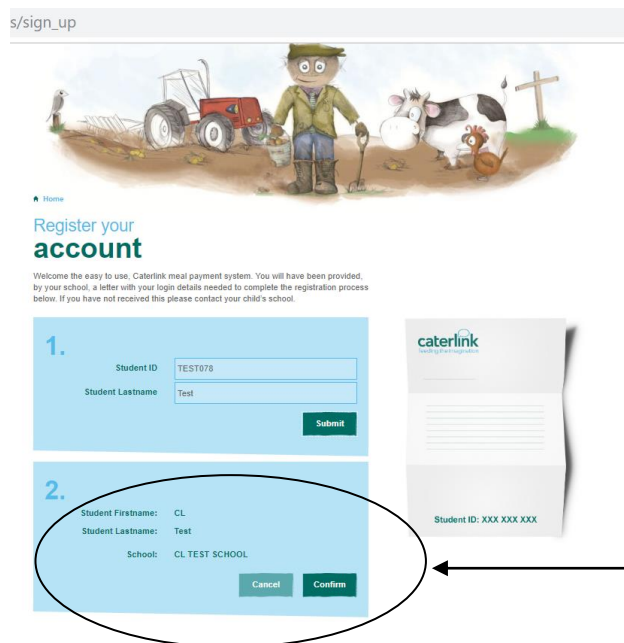
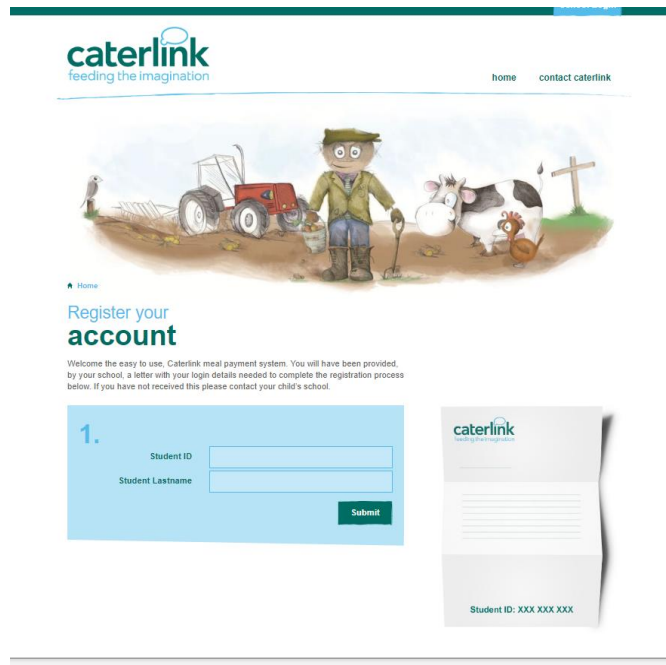
You then enter your child's student ID & surname, then click on the submit button.  
The system will then find your child & their school

If your child does not appear, there are 2 reasons:

- They have not been entered to the system, or
- There is already a parent assigned to the child.

If your child's name does not appear, please contact your school office or caterlink head office on [meals@caterlinkltd.co.uk](mailto:meals@caterlinkltd.co.uk) so that it can be investigated for you.

There can only be one parent linked to each child.



You then enter your contact details, set a password & agree to our terms & conditions before clicking the 'sign up' button

2. Student Firstname: CL  
Student Lastname: Test  
School: CL TEST SCHOOL  
Student ID: XXX XXX XXX

3. Parent/Guardian Firstname: CL  
Parent/Guardian Lastname: Test  
Email Address: meals@vshgroup.co.uk  
House number:   
Street Address:   
Address Line 2:   
City:   
County:   
Postcode:   
Password:   
Password confirmation: 82%  
I agree to Caterlink's Terms and Conditions  I agree  
Sign up

Now your account is set up, you see the screen below:

caterlink feeding the imagination meal credit payment my account contact caterlink logout

Meal credit payment

Student: CL Test  
Balance Available: £0.00 (0 meals)  
School Name: Ballist Lower School Y1 R-4  
Parent Name: CL Test

My Account

Term 1 - Spring 2019  
01/03/2019 - 22/04/2019  
Duration: 53 days total  
Price per meal credit: £2.10

Please select how much cash you would like to add to your child's account

£ 10.00  
At the current term price (£2.10) this equates to 4 meals

Please note:  
A minimum of £10.00 must be loaded at any one time.

Pay Now

Allows you to view/amend account details and view your child's meals & payments history

Takes you to our secure worldpay connection to make payment

## Changing the payment amount

The minimum top up for online transactions is £10, the payment total can be changed by using the + - buttons to the side of the value, or by clicking on the payment amount & overwriting the value.

This is particularly useful to keep your balance an exact number of meals, especially when your child is due to leave the school in the near future.

Term 1 - Spring 18/19  
01/01/2019 - 22/04/2019  
Duration: 115 days total  
Price per meal credit: £2.10

Please select how much cash you would like to add to your child's account

£ 10.00

At £ 10.00 this

**Change the payment amount**

**Pay Now**

Using Caterlink's Secure Payment Provider

**Please note:**  
A minimum of £10.00 must be loaded at any one time.

Term 1 - Spring 18/19  
01/01/2019 - 22/04/2019  
Duration: 115 days total  
Price per meal credit: £2.10

Please select how much cash you would like to add to your child's account

£ 10.50

At the current term price (£2.10) this equates to 5 meals

**Pays for 5 meals @ £2.10 each**

**Pay Now**

Using Caterlink's Secure Payment Provider

**Please note:**  
A minimum of £10.00 must be loaded at any one time.


The 'my Account' button brings you to the screen below. Use this screen to amend your details and view account history

If you are having any problems with your account, the 'Contact Caterlink' tab at the top will send an e-mail to the [meals@caterlink.co.uk](mailto:meals@caterlink.co.uk) inbox which is monitored by Caterlink's Reading head office.

# Refunds

On the parents login homepage, you can request a refund of your child's balance when your child leaves the school by following the link to our 'Leavers and transfers form' which can be completed & returned to the [meals@caterlink.co.uk](mailto:meals@caterlink.co.uk) inbox.

This form can also be used to transfer funds from one sibling to another. Refunds are paid by BACS, and are normally processed within a week. Sibling balance transfers should be processed next working day.



**Cashless Lunch Refund Form**

**Fax to** – Caterlink Ltd – 01892 825003  
**Post to** Caterlink Ltd, Hop House, Lower Green Road, Pembury, Kent, TN2 4HS  
**Email to** - meals@caterlinkltd.co.uk

<b>Childs full name</b>	
<b>Childs class</b>	
<b>School Name</b>	
<b>Reason for Refund</b>	
<b>Date affective from (last meal taken)</b>	
<b>Balance transfer –</b> if you wish the funds to be transferred to a sibling in the same school, please provide Full Name, Class and ID number of pupil	
<b>Home Address</b>	
<b>Contact phone number</b>	
<b>Parent / Guardian contact name</b>	
<b>Payment be made payable to</b>	
<b>Account number</b>	
<b>Sort Code</b>	

**Signature of claimant** .....

**Date** .....

**Office use only –**  
**Date received -**  
**Amount issued - £**  
**Date Account closed -**  
**Date cheque / BACS / transfer posted –**  
**Processed by -**

Cater Link Limited t. 0118 925 6702 f. 01189 356701 e. info@caterlinkltd.co.uk www.caterlinkltd.co.uk  
 "Caterlink" is the trading name of Cater Link Limited a company registered in England and Wales. Registered number: 3732296  
 Registered address: The Waterfront, 300 Thomas Valley Park Drive, Reading, Berkshire, RG6 1PT

# Benefits

## Overall

- Parents can pay on line by credit and debit cards 24/7 meaning no more cash
- Parents can see the meal credits they have on their child's account
- The system is simple and easy to use via any online facility

## Parent

Have access to their child's account information including meal history, payment history at the touch of a button. The payment screen allows parents to load as little as £10.00 per transaction and will show them how many meal credits this equates to. The online payment is made through a secure provider with no card or user information saved. Parents are issued an email with the payment reference for tracking for every payment.

## Meal credit payment

Student: Tom Pass  
Balance Available: £0.00 (0 meals)  
School Name: The Hills Academy  
Parent Name: Thomas Pass

Please add or deposit a cash balance for your child's account. Meals will be deducted at the current term price of £2.15 per meal

My Account

Term 1 - Nov 14 to Jul 15  
26/10/2014 - 25/07/2015  
Duration: 155 days total  
Price per meal credit: £2.15

Please select how much cash you would like to add to your child's account

£ 10.00

At the current term price (£2.15) this equates to 4 meals

Please note:  
A minimum of £10.00 must be loaded at any one time.

Pay Now

Student: Penny Richards  
Balance Available: £3.85 (1 meals)  
School Name: RICHARDS PRIMARY  
Parent Name: June Richards

Date	Description	Credit	Debit	Balance remaining
2015-01-05	Meal taken	-	£2.05	£3.85
2014-10-23	Meal taken	-	£2.05	£5.90
2014-10-22	Meal taken	-	£2.05	£7.95
2014-10-21	Meal taken	-	£2.05	£10.00
2014-10-20	Meal taken	-	£2.05	£12.05
2013-11-08	Credit added	£10.00	-	£14.10
2013-11-08	Credit added	£10.25	-	£4.10
2013-11-07	Meal taken	-	£2.05	-£6.15
2013-11-05	Meal taken	-	£2.05	-£4.10
2013-11-04	Meal taken	-	£2.05	-£2.05

The system emails the registered email per child when there is a low balance (3 meals) as a reminder to top up their account. It will also send an email when there are no meal credits available.

Parents log on with their child's UPN number and password of their choosing which they can change at any time; if they ever forget this they can request a password reset link.