

caterlink

feeding the imagination

Caterlink Online Payment & Meal Register System Parents Guide

The screenshot shows the Caterlink website 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 navigation links for "home" and "contact caterlink". Below the header is a large illustration of a farmer in a green jacket and hat standing in a field with a red tractor, a cow, and a chicken. A small "Home" link is positioned above the main heading.

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?](#)

Received your student ID number? Register your account today.



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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 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. Underneath the illustration, there is a "Welcome to caterlink" section with a paragraph about their mission and a "Parent Login" form. The form includes fields for "Student ID" and "Password", a "Remember me" checkbox, and a "Login" button. Below the form, there is a message: "Received your student ID number? Register your account today." and a "Register a new account" button. A blue circle highlights the "Register a new account" button, and 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".

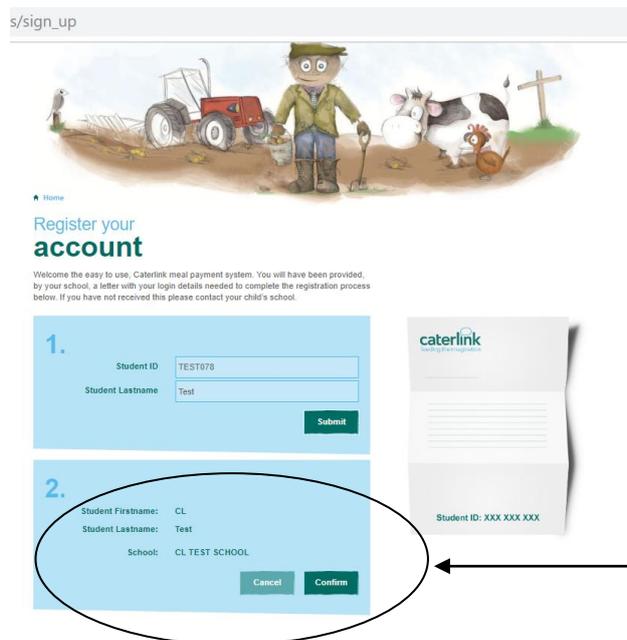
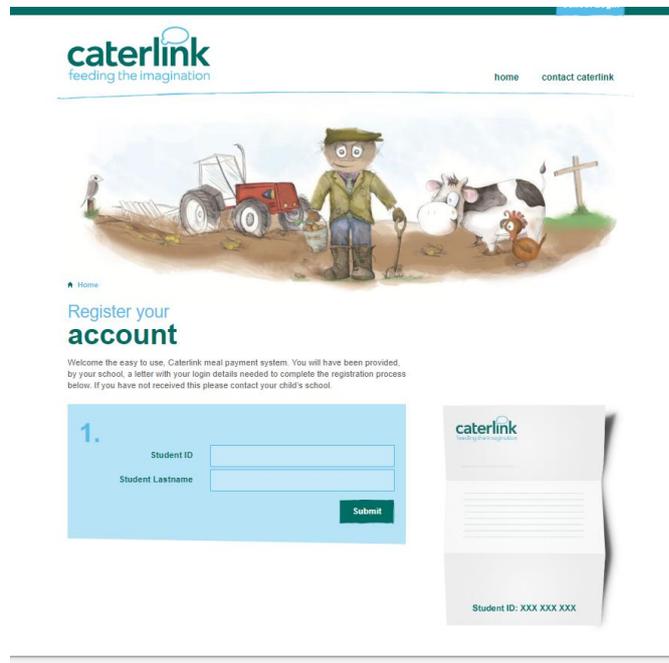
You then enter your child's student ID & surname, then click on the submit button.
The system will then find your child & their school

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 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 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 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

Childs full name	
Childs class	
School Name	
Reason for Refund	
Date affective from (last meal taken)	
Balance transfer – 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	
Home Address	
Contact phone number	
Parent / Guardian contact name	
Payment be made payable to	
Account number	
Sort Code	

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

Account History

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

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

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.