



## School Meals – Online Ordering

### The process for ordering a Caterlink School Lunch

Parents order their child's school meals in advance online via their Tucasi SCOPAY account [www.scopay.com/stnicholas-pri](http://www.scopay.com/stnicholas-pri), the same system in which parents normally pay for school trips and lunches.

Parents login to their Tucasi SCOPAY account and pre-order their child's school meals online, and choose either a 'main' meal (meat-based), vegetarian meal or jacket potato option. Please discuss the menu options with your child/ren in advance; you can place orders for school meals for up to a whole term in advance. The cut-off point to place a lunch order is 11.00pm the day before the meal is being taken.

#### Caterlink Menu

The current term's menu is available on the *School Meals* page of our school website under the 'Parents' tab. Meals are eaten in the Hall; the infants at 12.00pm and the juniors at 12.30pm.

#### Meal Codes for Online Ordering

Main Meal	M
Vegetarian Meal	V
Jacket Potato <i>(choice of fillings include cheese, beans, tuna)</i>	J

#### Cost of a School Lunch

The cost of a school meal for pupils in Years 3 - 6 is £2.10 per day (£10.50 per week) unless they are eligible for benefits-related Free School Meals.

All meals for infant pupils in Reception, Year 1 and Year 2 are free under the Universal Infant Free School Meals scheme, however you will still be required to make your child's meal choices online.

#### Step-by-Step Parent Guide to Ordering Meals

You will find a step-by-step Parent Guide on the school website (in Parents/School Meals) explaining how to order and pay for meals on SCOPAY.

#### SCOPAY Parent App

Once you have set up your SCOPAY account, you can download the SCOPAY App to your mobile device to make it even easier to order and pay for school lunches anytime, anywhere. It is available to download on the **App Store** (Apple) or **Google Play** (Android). Search for SCOPAY by Tucasi Ltd. Any meals which have been ordered can easily be checked via the Calendar in the App.

Please see the following page to help answer some Frequently Asked Questions.



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### Frequently Asked Questions

#### **What if I don't have a SCOPAY account?**

All new parents to the school will receive a separate email inviting them to register for a Tucasi SCOPAY account. This will include an Access Code and instructions to set up an account. If you haven't received an account access email, please email the School Office at [admin@st-nicholas.wokingham.sch.uk](mailto:admin@st-nicholas.wokingham.sch.uk)

#### **What if I forget to order a lunch for my child/ren?**

The cut-off point to place a lunch order (or make changes) is 11.00pm before the day the meal is being taken.

If the deadline is missed, please ensure that you bring a packed lunch for your child for the following day.

#### **How do I make a payment?**

Parents will be required to pay by card (debit or credit) for lunch orders. A *Step-by-Step Parent Guide* is available on the school website. If your child is registered as being entitled to free school lunches, either due to income or Universal Infant Free School Meals (Reception, Year 1 and Year 2), the system will allow you to book without making a payment.

Please note that your account **must be in credit** to enable you to order school lunches for your child.

#### **What if I don't have a credit or debit card?**

If you don't have a credit or debit card, the school office can accept cash or cheques (payable to 'Caterlink Ltd') to upload to your account manually. Please let the office know if this applies to you.

#### **What if my child is absent from school?**

Please inform the School Office via email or telephone by 9.00am if your child is going to be absent from school so that their lunch order for that day can be cancelled by the school office.

**If you have any further questions or problems with regards to setting up your account, please contact the office at [admin@st-nicholas.wokingham.sch.uk](mailto:admin@st-nicholas.wokingham.sch.uk) or call us on 0118 934 0727.**