

# Internet School Meal Ordering System User Guide

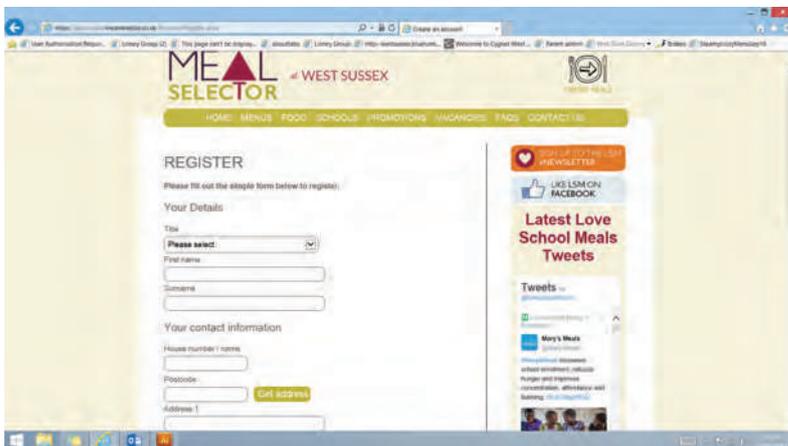
Connect to the Mealselector web site by typing [www.mealselector.co.uk](http://www.mealselector.co.uk) in the Microsoft Internet Explorer address area.

If you are using the web site for the first time you will need to register - the process is very simple. You will need to answer a few questions about yourself and then about your child or children.

Scroll down the page until you reach the 'Register' button, click the button.



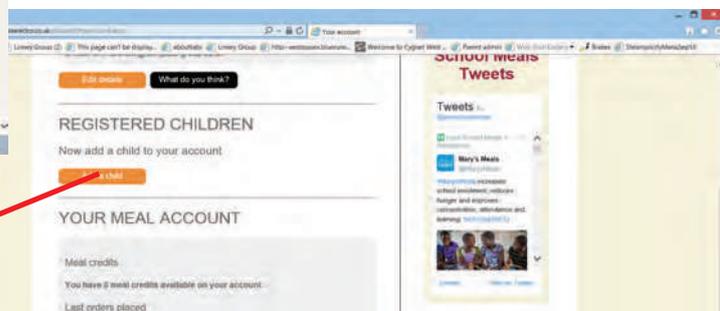
If you have more than one child and they are at different schools, you will NOT need to register twice, just add the additional child to your profile.



Enter all of your details on the form.

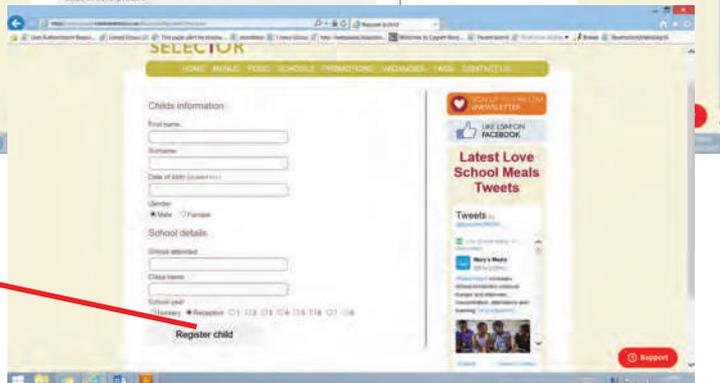
Choose a password that is easy to remember and then click the button to process your registration. This will then show you a summary of what you have entered, if any details are wrong you can edit them.

After registering your details you will now register your child or children's details, do this by clicking the 'add a child' button

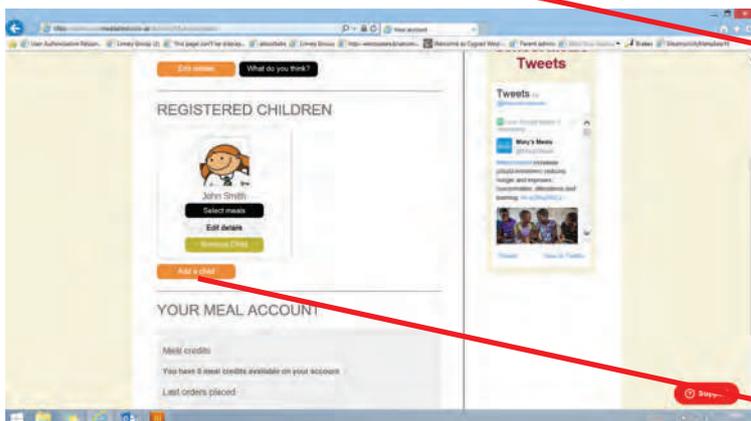


Please ensure you enter all details (class and date of birth).

The click 'Register Child'.

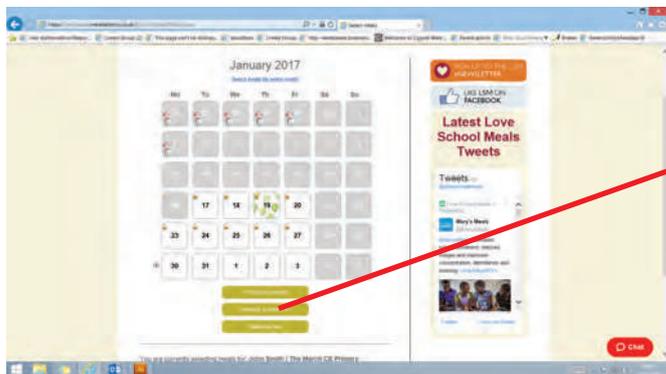


You will now see an overview of the details you have entered (You may change any of your details)



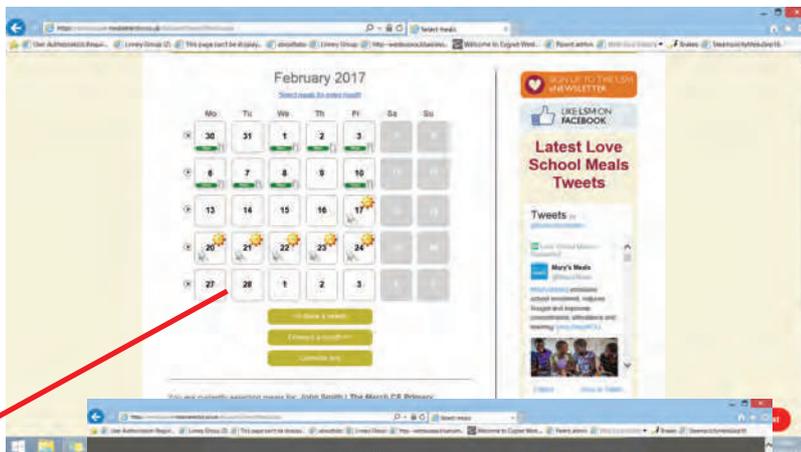
To add another child you will need to click on the 'add a child' button. (You will then need to enter details for your second child).

To select meals for your child you will need to click on the black 'select meals' button, this is located under your child's name.



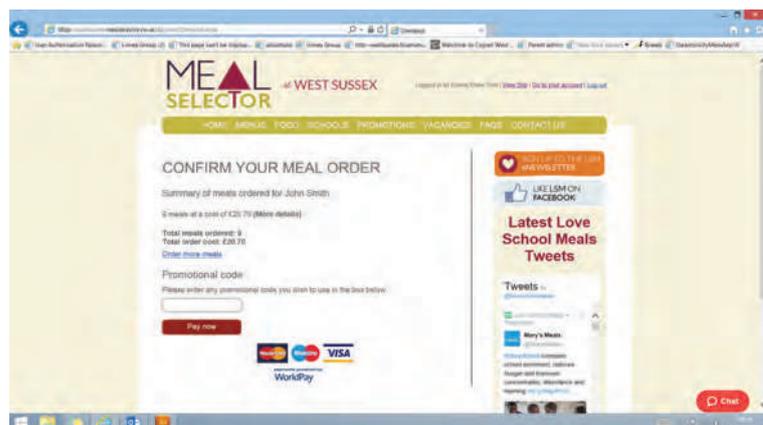
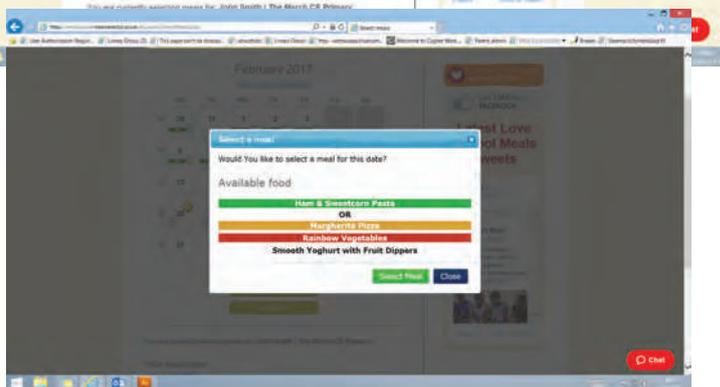
The screen will open to the calendar on the current month. The month can be changed to previous or forthcoming months by selecting either of the buttons at the bottom of the calendar.

To order meals simply click on the date that the meal is required. A new screen will appear showing you the menu for that particular day. You will need to confirm you wish to order this day by clicking the 'select meal' button (Please note you are NOT selecting a specific meal).



When you have selected the meals that you want to order the screen will look like this - (Note that you do not have to order for a complete week and can select any days you wish - there is no minimum order).

Once the meals are selected you will need to click on the 'Pay Now' button which is on the right hand side of your screen.



The order summary shows the total number of meals ordered and the amount you will need to make payment for.

If you have any credit meals from cancellations you have made through the web site the amount will be deducted from your total payment.

You must proceed to the payment section for the selected meals to be reserved for your child or children.

The payment section is a secure site managed by WorldPay, and therefore we cannot show images.

If you are having problems with any aspect of using the web site either:  
 E-Mail - [support@mealselector.co.uk](mailto:support@mealselector.co.uk)  
 or Telephone: 01159 245 400 extension 222 - office hours only

If you have any queries regarding your order, please contact the Chartwells West Sussex Office:  
 E-Mail - [73041@compass-group.co.uk](mailto:73041@compass-group.co.uk)  
 or Telephone: 0845 603 7998



Office Hours: Monday to Friday 8:30am - 4:00pm

[www.mealselector.co.uk](http://www.mealselector.co.uk)

# Payment options

Week 1							Week 2							Week 3						
M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su
£	£	£	£	£	£	£								✓	✓	✓	✓	✓		
You Pay Here £							Internet Cut Off MIDNIGHT SUNDAY Phone by 3pm FRIDAY							For Meals Served Here						

Our Payment options are:

1. Via our website - [www.mealselector.co.uk](http://www.mealselector.co.uk) with a credit or debit card - you must register before payment can be accepted. You only have to register once, thereafter please use your log in details. - Hours: Anytime up to cut off time of MIDNIGHT ON SUNDAY, **seven days before the entire week that the meal is served** - see chart

2. Via Telephone with a Credit or Debit Card - Calls must be recieved by 3PM FRIDAY, **one full working week before the week that the meal is served** - see chart - MINIMUM ORDER £10.00  
 - 01243 836130 or 0845 603 7998  
 - Hours: Monday to Friday between 8:30am and 3:00pm

## What happens to my payment if my child is off sick?

The amount you have paid will be credited back to your account or meal required, changed to another preferred day. Provided you contact Chartwells before 10:30am on the day by phoning our automated answering service 01243 773239

## Can I order just one meal per week?

Yes, provided they are ordered in advance as above and the normal prepay arrangements are followed. There is a minimum order when placed through the office of £10.00.

## Do you cater for children with special dietary requirements?

Special diets will be catered for, provided requests for these are supported by a medical report such as a letter from your GP or hospital dietician. Requests for special diets should be made direct to Chartwells with a supporting letter.

Contact: [westsussexspecialdiets@compass-group.co.uk](mailto:westsussexspecialdiets@compass-group.co.uk)

## Can I pay weekly or termly?

Yes, you can order well in advance if you wish (days or weeks) via credit, debit card or cheque. Alternatively by going online to [www.mealselector.co.uk](http://www.mealselector.co.uk)



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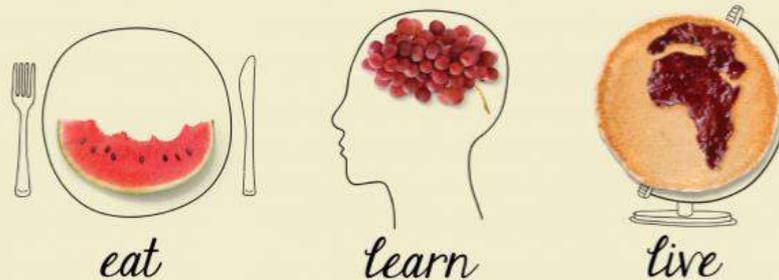




# Packed Lunch vs School Meals

The Government School Food Standards have been in place for school meals for many years with an introduction in January 2015 of updated food based standards<sup>1</sup>. These standards ensure that a school meal provides children with the balance of foods needed to support optimum growth and development. However, the School Food Plan reported that only 1.6% of packed lunches meet these same food based standards<sup>2</sup>.

At Chartwells, we are always looking at ways we can improve our recipes and continue to nutritionally analyse our school menus. The figures of our recent comparison between packed lunches and school meals speak for themselves!



Did you know the average packed lunch contains...

... over **3x** the saturated fat...

... over **3x** the salt...

... over **2x** the sugar...

... of a Chartwells School Meal

## Nutritional Analysis

Our team of nutritionists are continually looking for new ways to improve our menu using a nutritional analysis programme to examine recipes and menus of both school meals and packed lunches.

The packed lunch analysed: Ham and cheese sandwich on white bread, carrot sticks (80g), crisps (salt and vinegar), squeezable yoghurt tube, apple and flapjack biscuit.

Average school meal: We analysed a weeks' worth of school meals and took the average of all 5 meals. This included a hot main meal, vegetables, salad and a hot or cold dessert.

The table below shows the difference between a Chartwells school meal and a popular packed lunch combination we see in schools.

Nutrient	School Meal	Packed Lunch
Energy (kcal)	501	964
Total fat (g)	16	42
Saturated fat (g)	5	16
Salt (g)	0.9	3.3
Sugar (g)	21	50

To sign your child up for the highest quality, nutritionally compliant school meal — contact your school catering manager.

For more information on Chartwells visit: [www.loveschoolmeals.co.uk](http://www.loveschoolmeals.co.uk)



References:

1. School Food Standards Children's Food Trust
2. School Food Plan July 2013

