



Syresham St James  
Church of England Primary School



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## **PLACING AN ORDER FOR HOT SCHOOL MEALS ON "SCHOOL GRID"**

To place a pre-order you just need to login and select the 'Order Meals' option along the top (if you login using a mobile phone you will need to select the 3 lines at the top right hand side first of all). You then just click on the button to the left of what you would like to order each day.

You can confirm if your pre-order has been placed as the date bar will turn from red saying 'No Order' in the right hand corner to green saying 'Order Placed'. You can also view the orders that have been placed by clicking on the 'Orders List' button on the 'Order Meals' page or you can click on 'Food' then 'Current Orders'.

Your school and caterer do ask where possible that the pre-order is cancelled if it is no longer required to help reduce waste. The cut off for this is 8:55am on the morning of the meal. Even if the pre-order isn't cancelled in time the meal is only added to your account and classed as chargeable when it is collected at lunchtime.

You can confirm if you have been charged by logging into your SchoolGrid account and looking at the 'Account' and then 'View Activity' section.

To cancel the pre-order you just need to log into your account and go to the 'Order Meals' section. For each order you have placed there will be a red 'Cancel/Remove Order' button for you to click on and this will cancel the pre-order.