



Ordering meals via the Weduc App (Parent Guide)



Contents

Introduction	3
Step 1 Log in to the Weduc app from your mobile device	3
Step 2 Access the parent portal	3
Step 3 Meals	4
Step 4 Meal Options	6
Step 5 Confirm and Pay.....	8

Introduction

This guide will help parents to book and pay for meals for their child(ren) via the Weduc App.

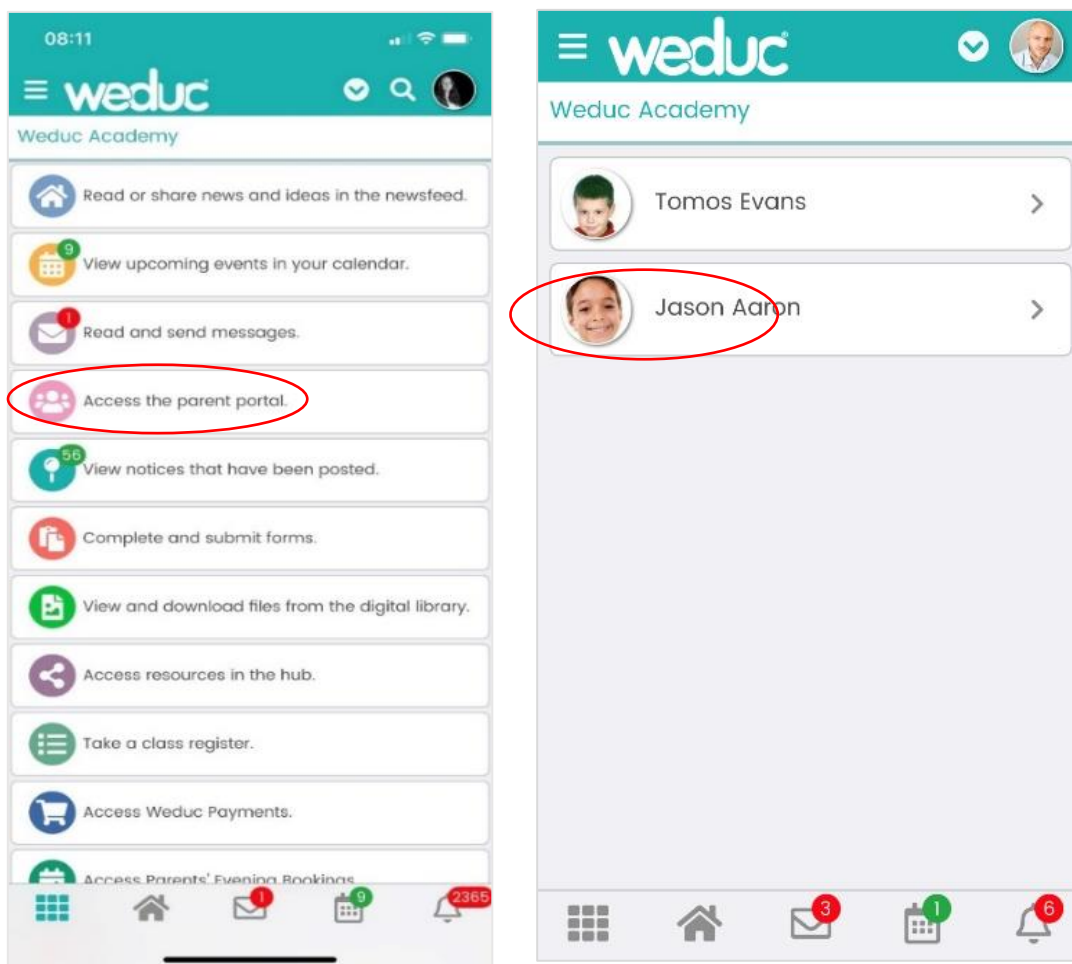
IMPORTANT: If you pay for your child's meals and have an insufficient balance to pay for your order, you will not be able to complete your booking. It is therefore vitally important to top your Meal Order Purse via Weduc Payments before proceeding to order meals for your child. Please see our Weduc Guide, Catering Purse (Parent Guide) for assistance with this.

If your child is entitled to **Free School Meals**, a meal credit will automatically be applied to your Meal Order purse. You will still need to order meals following the instructions below.

Step 1 Log in to the Weduc app from your mobile device

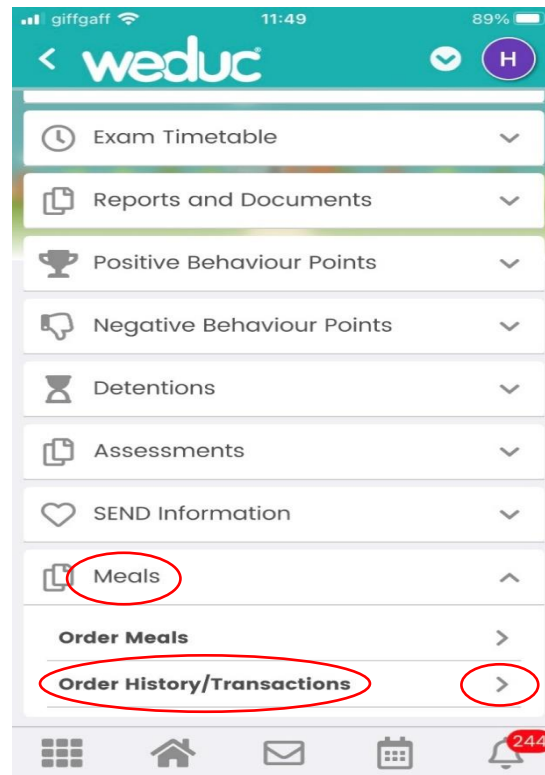
Step 2 Access the parent portal

From the main menu, click on **Access the parent portal**. If you have more than one child, click on the child you wish to order meals for:

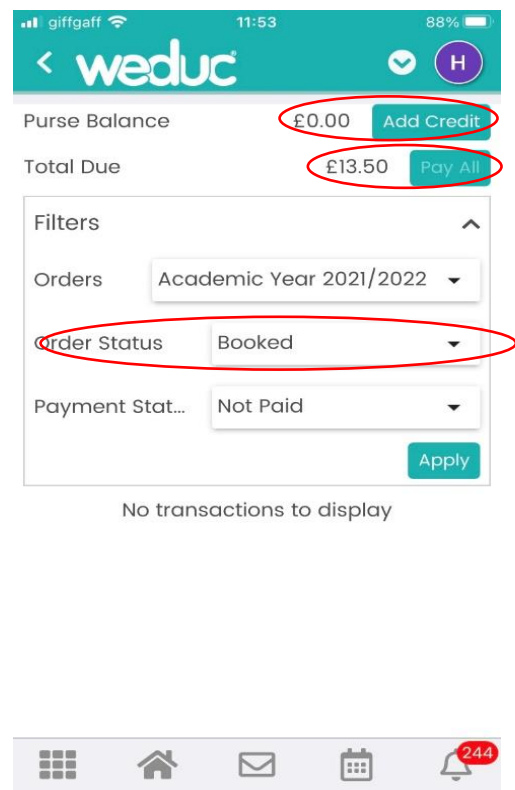
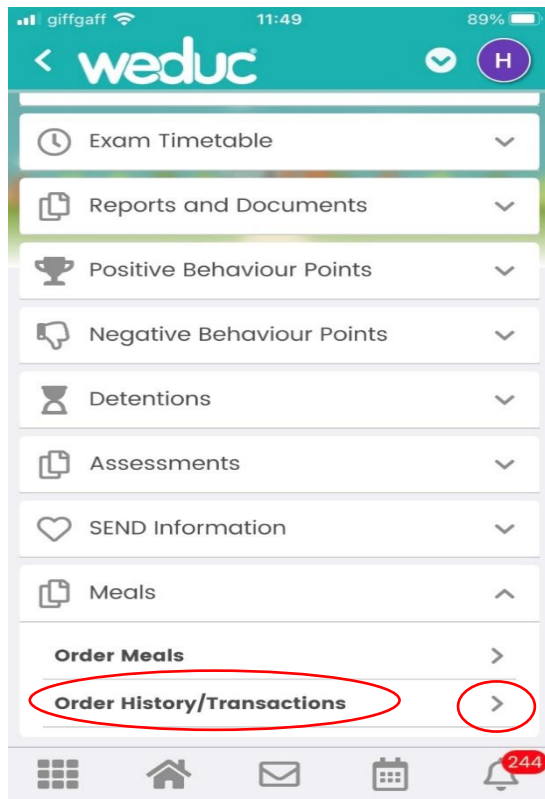


Step 3 Meals

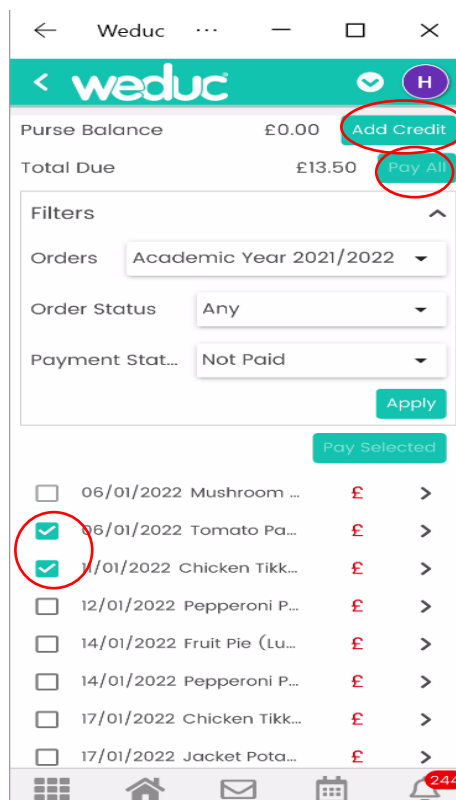
Scroll down the page to find the **Meals** section for your child.



You can view a full history of orders and transactions by selecting the **ORDER HISTORY/TRANSACTIONS** section, followed by the side arrow. This will show a summary of any outstanding payments as well as a breakdown in more detail of the meals that have not been paid for. You can select a date range using the **Orders** Drop Down, and then select from the Order and Payments status, this will allow you to view all information relating to meals that have been taken. After choosing the information required select **Apply**.

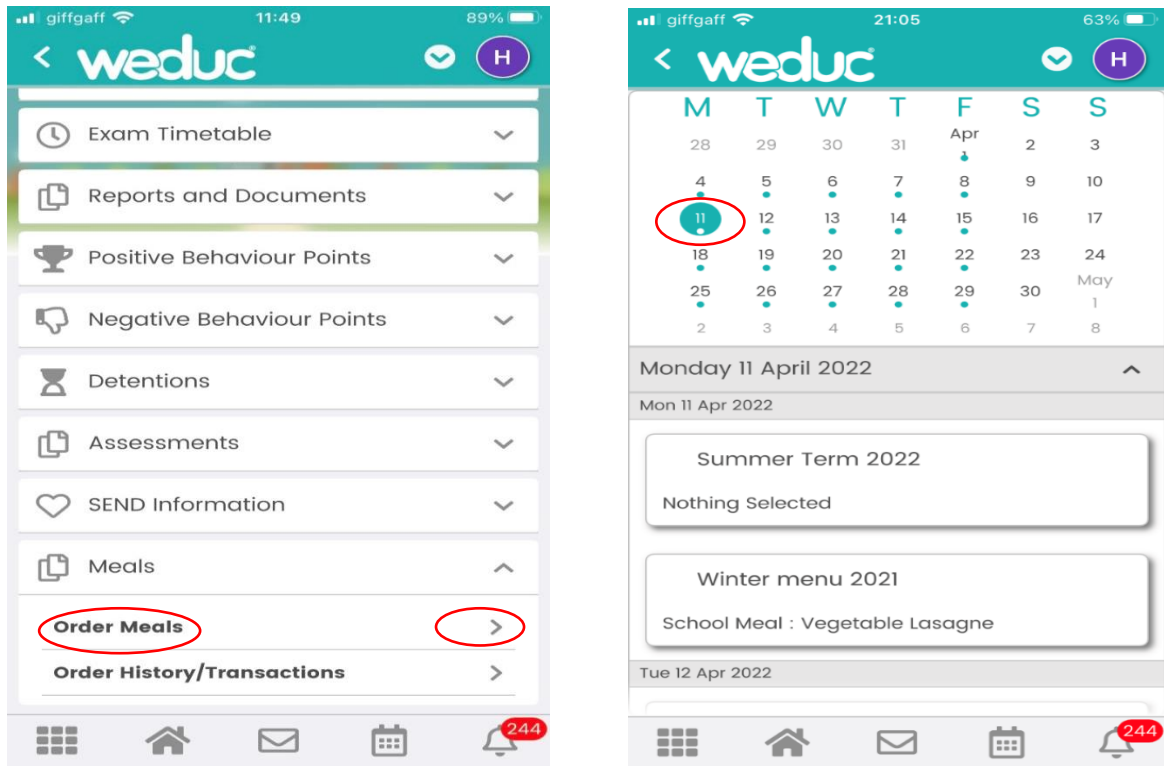


To pay for the items that have an outstanding balance that are 2 options, you can pay in full by selecting the **PAY ALL** button or select the meals individually using the tick-box on the left-hand side followed by the **ACTIONS** button on the right. Before you can make payment, you must top up the Meal Order Purse using the **ADD CREDIT** link:

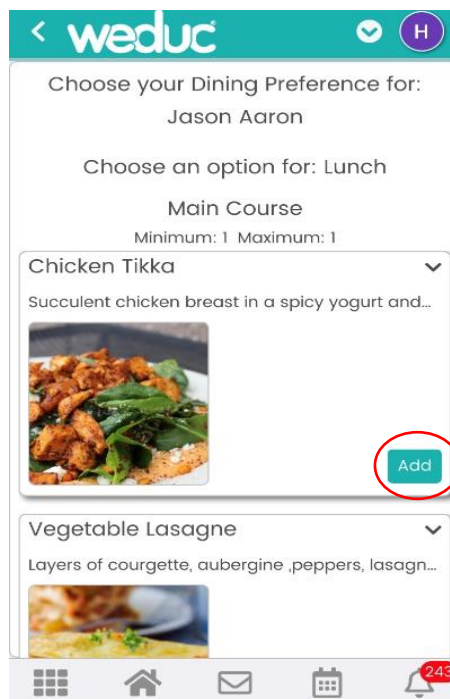


Step 4 Meal Options

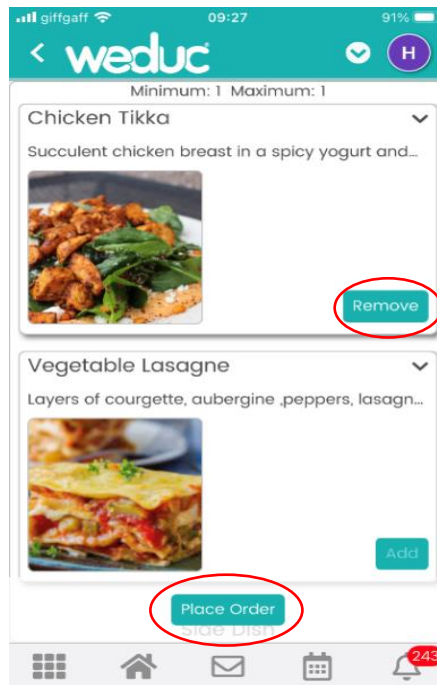
In the **Order Meals** section, click the side arrow to expand the section. You will then see the Calendar; click on the day you wish to order a meal for:



This will then present the meal options that are available that day. Choose the required meal and press the **Add** button:



There is ability to change the meal chosen, by using the **REMOVE** button. Once you have made your meal selection click on **PLACE ORDER** (the Place Order button is not visible until you have added a meal choice).



Step 5 Confirm and Pay

A summary of your meal orders will be displayed, click **Confirm and Pay** to complete your meal order:



Please note:

If your child is entitled to free school meals, any free school meal credit will be automatically applied to your meal purse in Weduc Payments and will be show the Account Balance. You will still need to select the Confirm and Pay option to complete your order, even if the total to pay is £0.00.

If there is an **insufficient balance on your account** to pay for your order, you will not be able to complete your booking. You will need to go to Weduc Payments to add sufficient funds to your Meal Order purse (please see our Weduc Guide, Catering Purse (Parent Guide) for assistance). To complete your order, you will need to return to **Access the parent portal**, select your child's **Meals** section, choose the day in the calendar that you have already selected a meal for, followed by **Place Order** and then **Confirm and Pay**.

Last Updated: 07/04/22

Updated By: Weduc Account Management Team