

4 September 2020

**PUPIL NAME:**            «Firstname» «Surname»

**YEAR GROUP:**         «Year»

**FORM:**                 «Form»

Dear Parent/Carer

### **ONLINE CATERING PRE-ORDER SYSTEM**

Due to the COVID-19 pandemic, we have subscribed to a new pre-order system to enable us to provide food and drinks during break and lunchtime to all students and staff, whilst maintaining the year group bubbles. During this very challenging time, this solution from VeriCool will give us assurance that our students and staff are able to pre-order food and drinks and have it delivered to them in their bubble. The new online ordering system is effective from **Monday, 7 September 2020**.

The process is simple and works as follows:

- Parents, pupils and staff will be able to log in to the web portal at <http://penworthampreorder.swift-order.co.uk>. You will be able to do this on your device (PC, laptop or school computer) and pre-order food and drinks for any given day, a number of days, a week or a maximum of two weeks.
- You can check your catering balance to ensure that you have sufficient funds to pre-order food and drinks. Orders cannot be placed without sufficient balance on the account.
- To ensure that you have sufficient funds to pay for food and drinks, parents and staff will need to top up accounts as normal via SCOPay, our online payments system.
- You will be able to review all purchased transactions as well as what has been pre-ordered, but significantly your child can choose what they want to order.

### **User Guide and Video**

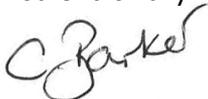
The VeriCool system is very simple to use. Enclosed with this letter is a short user guide showing you how to set up an account and navigate the pre-ordering portal. There is also a talk-through video to watch and both this and the user guide are available from the school website at [www.priory.lancs.sch.uk/parents/online-catering-orders](http://www.priory.lancs.sch.uk/parents/online-catering-orders)

### **Your Login Credentials**

Log in at: <http://penworthampreorder.swift-order.co.uk>  
Your child's unique code is:        «Code»

This new solution provides us with a manageable way of providing food and drinks to students and staff and we hope you can understand and support us during these challenging times. Attached are some frequently asked questions, however if you have any further queries, please email [enquiries@priory.lancs.sch.uk](mailto:enquiries@priory.lancs.sch.uk) and we will support you with the new system.

Yours faithfully



**Mrs C Barker**  
**Business Manager**



## **FREQUENTLY ASKED QUESTIONS**

### **When does this new system come into effect?**

The system will start from Monday, 7 September so orders for Monday will need to be placed prior to then. No food or drink will be available from Monday without pre-ordering.

### **How do I log in to VeriCool?**

Go to <http://penworthampreorder.swift-order.co.uk> and use your child's access code to set up an account. Once your account has been set up you will log in using your email address and a password you have created.

### **When is the cut-off time for placing orders each day?**

The deadline for ordering food and drinks for that day is 9.00am for break and 11.10am for lunch. No food or drinks will be available without pre-ordering. You can pre-order food for any given day, a number of days, a week or a maximum of two weeks.

### **What about pupils who receive Free School Meals (FSM)?**

Pupils entitled to FSM will need to order on the system too and their choice of food and drink will be taken from their daily allowance. Their allowance can now be used at break and/or lunchtime. Any leftover balance cannot be carried over to the next day.

### **How will my child get their food?**

All orders will be delivered at break and lunchtime to the designated year group dining areas for pupils to collect.

### **How do I add money to the account?**

Catering accounts must be topped up online via SCOPay at [www.scopay.com/priory](http://www.scopay.com/priory). We cannot accept cash in school and there is no facility to top up with cash as pupils previously did.

Current pupils should already have a SCOPay account. If you don't have an account, please email the Finance Officer, Mrs Cookson, to request at code at [j.cookson@priory.lancs.sch.uk](mailto:j.cookson@priory.lancs.sch.uk). Year 7 pupils and other new starters will receive their login code for SCOPay by Friday, 4 September.

### **It says there's an error when I try to log in?**

Unfortunately the system is not currently accessible via mobile phone or tablet; orders need to be placed using a PC or laptop. We highly recommend that orders are placed at home however there will be computers available in school for pupils to use for this purpose. VeriCool, the operator of the online system, anticipates that the website will be accessible to mobile phone and tablets by the end of the year.

### **Is there an App?**

This is currently in development and will be available later in the year.