sQuid Dinner Money Holiday System Checks

To help plan for the new school term and to continue the smooth running of your sQuid Dinner Money system, this guide will help to alleviate any issues that may affect system operation on your return to school.

Pre-holiday checks

It is important to note that any IT work carried out throughout the year can adversely affect the operation of your sQuid Dinner Money system. This includes pulling through new starters, sending us transactions, top ups and writing registration back to SIMs (if you have this set up). You should contact support@squidcard.freshdesk.com to let them know if any of the following work is taking place so that arrangements can be made with sQuid to carry out remedial work and testing as required. Please be aware that resources for this work immediately following a school holiday (especially September) are extremely limited. You are strongly advised to book well in advance for testing to take place during school holiday.

- Internet Provider changes
- IP changes
- Server Moves
- MIS changes
- Internet connectivity e.g. proxy settings or changes to your ISP including filter content

Back to school checks

It is important to test your sQuid Dinner Money system at least the day before your children start back, maybe on your inset days. This is especially important in September when you have new starters and year changes. Please check the following; -

- Check your calendar and menus are set up for the new year
- Check new students have pulled through in to the system
- Check existing students' years and classes have changed
- Do you need to change your product prices?
- Do you need to change your FSM, UIFSM or SVM value?

Once you have checked and made all of the changes above, you must run a Day End. This will make sure all of your new starters, year groups, free school meal and Universal free school meals are up to date.

MIS updates not pulled through

Should your MIS update not run in time and the students show in the wrong years, you will need to manually update the UIFSM credits. For any previous Year 2 students that should now be in year 3, you will need to remove their UIFSM credit. You can do this by following the instructions below;-

- Log in to **sQuid Dinner Money**
- Go to the **Customers** tab
- Search for the required person(s) and highlight them
- Click on **Adjust Funds**
- Enter notes in the **description** box
- Select the transaction type - **UIFSM Reclaim**

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- Add the amount to of your Universal Free School Meal value to be reclaimed in the **Additional Funds** box
- **Click Save**

To add UIFSM for new Reception Years, repeat as above, except for changing the **Transaction Type** to UIFSM Deposit and enter the value in the **Additional Funds** box.

Checking the Calendar year dates

You need to ensure that you have your new academic year set up in the calendar, including weekly menus and holidays in order for meals to be ordered. You can see an overview of your calendar start and end date when you go to the **Calendar** tab. Your end date should be the end of the school academic year. See below for how to change Calendar start and end dates;-

- Log in to **sQuid Dinner Money**
- Go to the **Calendar** tab
- Click **Edit Calendar**
- Enter **Year End** date first and then the **Year Start** date second
- Click **Save**

See section 10 in the manual for making further Calendar changes
See section 9 in the manual for making menu changes

UIFSM Years

- Go to the **Maintenance** tab
- Click **Settings**
- Click **Financial**
- Enter the names of UIFSM Years in the box next to UIFSM Years with a "**,**" between each Year eg. Reception, Year 1, Yr 2 *the spellings of your years need to be exactly the same as they have pulled through from your MIS)
- Click **Save**

Mixed Classes

Should your school have mixed classes, you will need to follow instructions below to change these

- Go to the **Maintenance** tab
- Click **Settings**
- Click **Client**
- Enter the names of your Mixed Classes in the box next to **Mixed Class Names** with a "," between each class eg. Oak, Willow (the spellings of your classes need to be exactly the same as they have pulled through from your MIS)
- Click **Save**

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Allergies

Should your school assign allergies to children's accounts, you will need to follow instructions below to change these or add to your new starters

- Go to the **Customers** tab
- Search for the required person and press **View Person**
- Click **Warnings** tab
- Tick the warnings (allergies) to be added to the person
- Click **Save**

You need to make sure you have assigned warnings (allergies) to your products as well for this to show on reports. See section 7.3 in the manual for making these changes

Menu Displaying incorrectly for pre-order

Change this if your Pre-order menu options are showing you the wrong meal choices. Follow instructions below;-

- Log in to **sQuid Dinner Money**
- Go to the **Menu** tab
- Find the right weekly menu so it is displayed
- Click **Set Active**

If you are still experiencing issues after you have checked all of the above, please contact our Client Services team at support@squidcard.freshdesk.com or call them on 0208 339 2111