



sQuid Dinner Money Manual

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1. How to access the system

1.1 Accessing Admin and IDManager via RD Web Access

You will now access Admin and IDManager via RD Web Access. Each school is issued with two username and passwords. They can have Admin set up on as many PC's as they wish but only two people will be able to access the system at one time. You can access this from any PC as long as you have the username and password.

- Go to <https://hosted.fastrak.co.uk/rdweb>
- Enter username and password (When you first log in, it will ask you to change your password)
- It will open a documents box with Admin and IDManager Icons. Double click to open required software
- If a pop up box appears, enter the same username and password to access RD Web Access
- The login box for the chosen system will appear in the middle of your screen
- Access the software with your unique username and password

1.2 Transferring Admin and IDManager icons to the school's PCs

You can cut out the need to access the icons via RD Web Client every time so the school would just access the software via a desktop icon.

- Go through the process above
- Go to the **Downloads** folder on the PC and you will find the link for Admin (will look something like this **cpub-pos_admin__5_-FasTrak_Hosted-CmsRdsh.rdp**)
- Drag the icon and drop it on to the PC Desktop
- You can rename the icon but if the PC shows the **.rdp** on the end of the file name do not override this: you will need to call it 'sQuid Admin.rdp' (**if you do not do this your icon will not work**)
- The school will now access Admin via this icon rather than through the RD Web Access
- You will still be required to enter the username and password

1.3 Accessing Web Client

Teachers will access the meal order in their classrooms via a web link. This will be provided to you separately along with a username and password. Multiple users are able to access the Web Client at the same time. You will only be able to access this link when you are logged on via the school's network. The link will look like this:

<https://hosted.fastrak.co.uk/squid/.....> - Web Client

2. Administrator's daily guide

***Please note that this reflects the daily process for a typical school. Some schools may vary.**

2.1 Entering meals through sQuid Web Client

- Open the sQuid Web Client using the web address for your school
- Enter username and password (this is web for both username and password)
- Click on 'Pre-Order'
- Select 'Year' and then 'Class'
- Click on student name and press meal required. Student will then be highlighted in the chosen meal colour
- Should you need to change the meal option if you make a mistake, click on the student again and change option
- You can check you have entered the right number of meals by looking at the count check on the right hand side of the screen
- Once you are happy all meals are entered for the class Click 'Save'
- Once the options have been saved make sure you click the Green Arrow at the bottom left hand corner to log you out

2.2 Checking pre-orders are correct

- Once you have entered all meals through on the sQuid Web Client log back into sQuid Admin
- Go to 'Reports' tab
- Click on 'Favourites'
- Under 'Pre-order' section find 'Whole School Report'
- Highlight and click 'Open Report'
- This will give you an overview of how many meals have been ordered
- Check this against number of meals the school should have ordered
- If it is incorrect you will need to check through each class to find errors to correct

Unfunded Meals

Any students listed in this section do not have sufficient funds to purchase the meal they have selected.

2.3 If Whole School pre-orders report is incorrect

- Under Pre-order section find 'Class Overview' report and highlight
- Make sure there is a tick in each of the dates box and pointed to today's date
- Click 'Open Report'
- Check number of meals on report against each class from registers.
- When you know which class there is an error with, log back in to sQuid Web Client and amend as above
- Check 'Whole School' or 'Class Overview' report again to check it all tallies
- If still errors repeat process until no more errors

2.4 Marking through meals at lunchtime

- Open the sQuid Web Client using the web address for your school
- Enter username and password (this is web for both username and password)
- Click on 'Pre-Order Till'
- Select 'Year' and then 'Class'
- Click on student name and press 'Collected'. Student will then disappear from the page
- Repeat for all students

2.5 End of the day process

- The end of day process is automatic and set to run from 3pm every day. Please ensure any changes to meals have been completed by this time on a daily basis.

3. People tab

3.1 New people

New people and any Free School Meal changes are automatically pulled through from the school's MIS system. This happens overnight at roughly 1am so any changes you make will show the following day in sQuid Dinner Money.

3.2 Finding the unique SRN (sQuid Reference Number) for a person

- Go to the 'People' tab
- Search for the required person and then either double click on them or press 'View Person' icon
- Click on the 'Account' tab
- Find the 16-digit account number and three digit CVV number
- You will need those details to send a sQuid Registration Letter to the new person

3.3 Adding, withdrawing or transferring cash/cheques

- Go to the 'People' tab
- Search for the required person and highlight them
- Click on the 'Adjust Funds' icon
- Enter notes in the description box
- Select the transaction type (Cash Deposit – top up with cash, Redeem for withdrawal, Balance in/Balance Out for transfers)
- Add the amount to be deposited/withdrawn/transferred in the additional funds box
- Click the green tick

3.4 Adding manual Free School Meal or Universal Free School Meal value to an individual user

This would be a one off if you needed to add a Free School Meal or Universal Free School Meal to a child on the same day you added them to your MIS.

- Go to the 'People' tab
- Search for the required person and highlight them
- Click on the 'Adjust Funds' icon
- Enter notes in the description box
- Select the transaction type (FSM Deposit or UIFSM Deposit)
- Add the amount to of your Free School Meal or Universal Free School Meal value to be deposited in the additional funds box
- Click the green tick

3.5 Amending individual overdrafts and spend limits

- Go to the 'People' tab

- Search for the required person and highlight them
- Click on the 'Adjust Account' icon
- Tick 'Override daily cash limit/Override daily overdraft limit'
- Set limits to the required amount for the individual
- Click the green tick

3.6 Adding warnings (eg. allergies) to individual

- Go to the 'People' tab
- Search for the required person and highlight them
- Click on the 'Warnings' icon
- Tick the warnings (allergies) to be added to the person
- Click the green tick

You need to make sure you have assigned warnings (allergies) to your products as well for this to show on reports.

4. Calendar tab

4.1 Setting the calendar

You can select the menu option that you want to apply to a day from the Order Menu list on the sidebar. This menu list is populated from the choices you add in the Pre-order view.

- Select a day that you want to apply an order menu to, select the desired day from the side-bar, and then select 'Set Menu' from the toolbar.
- Order Menu - This sidebar button displays the list of days (and their associated menus) that you can select.
- 5 Day Menu/7 Day Menu - These buttons, located below the list of order days, can be used to switch between a 5-day or 7-day order menu, depending on what you have set up in the Pre-order View
- Select 'Save Changes' to save the menu option. You will be prompted to save if you have not done so already when you leave the Calendar page.
- To remove a menu, select the relevant day and then select 'Clear Menu' from the toolbar.

5. Login tab

5.1 Adding users

- Go to the 'Login' tab
- Click 'Add User' icon
- Enter login name
- Enter and confirm password
- Enter the name of the user in the comments box
- Select 'User Type' (Administration – full access, Report User – access to reports only)
- Click the green tick

6. Maintenance tab

6.1 Amending VAT, UIFSM and FSM accounts

- Go to the 'Maintenance' tab
- Click 'Financial Set Up' in the left hand column
- Highlight the line that you wish you to change eg. FSM Amount, UIFSM Amount or VAT in the name column
- Insert the required amount in the settings box on the top right hand side
- Click save

6.2 Amending daily global spend limits and overdrafts

- Go to the 'Maintenance' tab
- Click 'Financial Set Up' in the left hand column
- Highlight the line that you wish you to change eg. Global Daily Spend or Global Overdraft Limit in the name column
- Insert the required amount in the settings box on the top right hand side
- Click 'Save'

7. Products tab

7.1 Adding a new product

- Go to the 'Product' Tab
- Click 'Add Product' icon
- Select required product category from the category drop down eg. Mains
- Add a description for the product you're adding
- Enter the description in Line1 and Line 2 (this will be what is displayed on the buttons in the Web Client)
- PLU – ignore this box
- 'Student Cost' option – select 'The product has no VAT applied' from the drop down box and then enter the cost of the product for students in the Price box
- 'Other Cost' option - select 'The product has VAT applied' from the drop down box and then enter the cost of the product for staff members/adults. If the price you have includes VAT, enter the amount in the 'Total' box rather than the 'Price' box.
- Click the green tick to save

7.2 Amending product price

- Click the 'Products' tab
- Search for the required product and then either double click on it or highlight and press the 'Edit Product' icon
- Amend the prices to the correct one
- Click the green tick

7.3 Adding warnings (eg. allergies) to products

- Click the 'Products' tab
- Search for the required product and then either double click on it or highlight and press the 'Edit Product' icon

- Tick all the warnings (allergies) in the box on the top right hand side that relate to the selected product
- Click the green tick
- Repeat until you have added warnings (allergies) to all required products

You need to make sure you have assigned warnings (allergies) to your individual users for this to show on reports.

7.4 Adding warnings (eg. allergies) to individual users

- Go to the 'People' tab
- Search for the required person and highlight them
- Click on the 'Warnings' icon
- Tick the warnings (allergies) to be added to the person
- Click the green tick

You need to make sure you have assigned warnings (allergies) to your products for this to show on reports.

7.5 Creating a new warning (eg. allergies)

- Go to the 'Product' tab and select the 'Add Warning' icon
- Name - add a descriptive name for the warning you're adding
- Message - the warning message is what will be displayed to users and/or till operators
- Level - there are several warning levels available:
 1. 'Simple Warning': displays the warning message when a product with this warning is selected.
 2. 'Yes/No confirmation': displays the warning message and Yes/No buttons to confirm that the user wants to continue or cancel this selection.
 3. 'Show but don't allow': displays the warning message and stops the product from being selected.
 4. 'Remove option': removes the product from display when a person with the warning applied is making a selection.
 5. 'Type': choose who sees the warning (on a per-user basis), or apply the warning to everyone

You need to make sure you have assigned this new warning to both your individual users and products affected for this to show on reports.

8. Pre-order tab

8.1 Setting the pre-order menu

- Go to the 'Pre-order' tab
- Select the desired day and week from the 'day selection' and 'week selection' buttons.
- From the table at the side of the pre-order window, select the product
- Choose a button to apply the chosen product to, and then select the 'Product Set' icon from the toolbar
- To change the colour of the button, select one of the numbered colour buttons and then select 'Product Set' from the toolbar
- Select the 'Save Changes' icon

8.2 Changing Today's Menu

You will do this if the Web Client in the classrooms is displaying the wrong meal choices.

- Go to the 'Pre-order' tab
- Find the right weekly menu so it is displayed
- Click 'Set Today's Menu' icon

Teachers will need to log out of the Web Client and back in for the changes to take effect.

9. Reports tab (Favourites)

There are a several reports that can be generated by the sQuid Dinner Money system, so please be sure that you are looking at the correct one. Following are details of some of the most commonly generated.

NB: When selecting a date range on any report, always make sure the 'None-Custom Dates' option is selected in the box on the right hand side, then select your date range. Otherwise, only values for the current day will be show.

9.1 Pre-order report – Whole School

- Go to the 'Reports' tab
- Click on 'Favourites'
- Under 'Pre-order' section find 'Whole School Report'
- Highlight and 'Click Open Report' icon at the top of the page
- This will give you an overview of how many meals have been ordered

Unfunded Meals

Any students listed in this section do not have sufficient funds to purchase the meal they have selected.

9.2 Pre-order report – Class Overview

- Go to the 'Reports' tab
- Click on 'Favourites'
- Under 'Pre-order' section find 'Class Overview'
- Highlight and 'Click Open Report' icon at the top of the page
- This will give you an overview of how many meals have been ordered in each class

9.3 Pre-order report – Class

- Go to the 'Reports' tab
- Click on 'Favourites'
- Under 'Pre-order' section find 'Class'
- Highlight and click the 'Open Report' icon at the top of the page
- This will list each person in the class and what they have ordered

9.4 Debt reports

There are 2 options for displaying people who are in debt, as follows. Either may be used.

Customer Low Funds

- Go to the 'Reports' tab
- Click on 'Favourites'
- Highlight 'Customer Low Funds' under the 'Customer Lists' bar
- Select 'Balance' from the dropdown box on the right hand side
- Set threshold (-0.01)
- Click the 'Open Report' icon at the top of page

Debtors Report

- Go to the 'Reports' tab
- Click on 'Favourites'
- Highlight 'Debtors Report' under the 'Customer Lists' bar
- Select 'Cash Balance' from the dropdown box on the right hand side
- Set threshold (-0.01)
- Click the 'Open Report' icon at the top of page

9.5 Funds Deposit/Withdrawn reports

- Go to the 'Reports' tab
- Click on 'Favourites'
- Highlight 'Fund Deposits/Withdrawn' under the 'Transactions' bar
- Select the type of deposit you want to see in the right hand column
- Enter dates you want to see the deposits/withdrawals for
- Click the 'Open Report' icon at the top of page

9.6 Allowance Uptake report

- Go to the 'Reports' tab
- Click on 'Favourites'
- Highlight 'Allowance Uptake' report under the 'Transactions' bar
- Enter the dates you want to see the allowance uptake for
- Click the 'Open Report' icon at the top of page

9.7 Individual people's Transactions report

- Go to the 'People' tab
- Search for the required person and highlight them
- Go to the 'Reports' tab
- Click the 'Customer' icon
- Click 'Detailed Transactions' under the 'Transactions' bar
- Click 'None (Custom dates)' in the 'Day End' box
- Select the dates you want to obtain data to and from
- Click the 'Open Report' icon at the top of page

9.8 To get a report for a specified date range

- Go to the 'Reports' tab
- Click on 'Financial'
- Highlight 'Reconciliation Report' under the 'End of Day' black bar
- Enter dates (Monday of that week 1st date and Friday of that week 2nd date)
- Click the 'Open Report' icon at the top of page

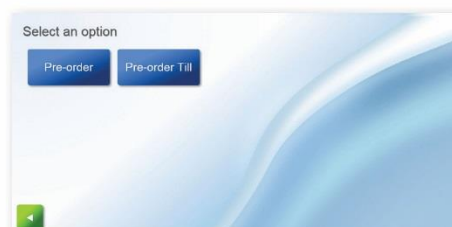
10. How to enter meals

01 Log in to web client

Open up the sQuid Web Client using the web address for your school. Username and Password are usually both '**web**'.

02 Select pre-order

From the '**Select an option**' screen, click on '**Pre-order**'.



03 Select year and class

On the following screen, select the year, and then the class from the new options that will appear when you have selected the year.



04 Select student and meal option

Select a student, and select the meal option required. The student will then be highlighted in the colour of the meal selected.

If a student has a meal selected in error, click on '**No lunch**' or '**Not present**'. Do not click the back arrow to correct this - if you do so the student/meal selections that have already been made will be lost.



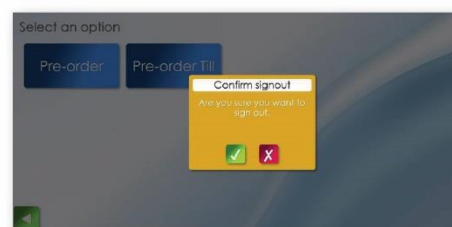
05 Save the orders

Press '**Save**' to confirm that you wish to save the orders. The orders will not transfer to Office Reports until the green tick option has been clicked.



06 Return to pre-order or exit

Use the green back arrow to exit. You will then see this screen. Click the green tick to logout.



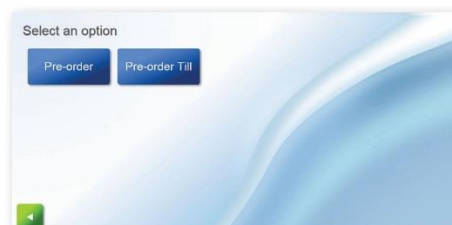
11. How to mark meals as collected

01 Log in to web client.

Open up the sQuid Web Client using the web address for your school. Username and Password are usually both **'web'**.

02 Select pre-order

From the **'Select an option'** screen, click on **'Pre-order Till'**.



03 Select year and class

On the following screen, select the year, and then the class from the new options that will appear when you have selected the year.



04 Confirming meals

Students will show as highlighted in the colour of their chosen meal option.



05 Collecting meals

Click on the required student and click **'Collected'**. Repeat the process until all students from the selected class have had their meals **'Collected'**.



06 Repeat the process for other years/classes

Once all students have had their meals **'Collected'** and the screen is blank (as shown), click the green back arrow and repeat steps 03-05 to repeat the process for other years/classes.



12. Holiday system checks

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

12.1 Pre-holiday checks

It is important to note that any end of term IT work you carry out on site can adversely affect the operation of your sQuid Dinner Money system. You should contact clientservices@squidcard.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 resource for this work immediately following a major school holiday (particularly September) is limited. You are strongly advised to get testing booked well in advance to take place during a school holiday.

- IP Changes
- Server Moves
- MIS Changes
- Internet Connectivity ie. Proxy settings or changes to your ISP including filter content.

12.2 Back to school checks

It is important to test your sQuid Dinner Money system at least the day before you need to use it, maybe on Inset days. This is especially important in September when you have new starters. Please check the following:

- Check you can log in to Admin
- Check new students have pulled through to the system
- Do you need to update your FSM Value?
- Do you need to change the prices of your products?

Once you have checked and made all of these changes above, you must run a Day End. This will make sure all of your new starters, year groups, Free School Meals and Universal Free School Meals are up to date.

12.3 Checking the calendar end date

Log in to sQuid Admin. Click on Calendar tab, select Edit Calendar.



Year Start/Year End - Select dates for the calendar to start/end. You can either type into the date fields or select the date button to view a mini-calendar, from which you can select the desired date.

If you are still experiencing any issues after this has been completed, please contact clientservices@squidcard.com or call them on 0208 339 2111.