

29/01/25



Dear Head Teacher,

We would like to remind you of Dolce's meal authorisation procedure.

Dolce does not offer credit and asks for all SchoolGrid accounts to be kept in credit at all times, by parents and staff. However, we do accommodate a three meal 'emergency' zone for incidents such as damaged or forgotten packed lunches, parents forgetting to top up their account etc.

When a pupil account has fallen out of credit, a reminder email will be sent directly to the parent, via email, advising them to 'top up'. They will receive an email for each meal they have no credit for (maximum of three).

Once a pupil's account has reached their three meal limit, their account becomes frozen and Dolce will no longer continue to supply school meals.

What happens next?

The next options will be:

- For the parent to clear their account before lunchtime service (school will need to call the parent)
- To bring in a packed lunch (In addition to the SchoolGrid email, school will need to advise the parent)
- The school to authorise the 'fourth' meal (please see below)

Dolce will not provide a meal to the pupil, this will now be the responsibility of the school or parent.

The cooks have been informed not to supply a child with a meal unless it has been authorised by the school, please do not ask them to do so. Receiving contradictory instructions (from the school v Dolce) can make the workplace very stressful.

No meal will be issued to a child if it has not gone through the SchoolGrid system.

Meals given away without charge will result in a higher food cost, and by the economics of catering, this rising cost will eventually result in all meals becoming more expensive to parents and the school, over the term of the contract.

In addition, we cannot serve meals without going through the SchoolGrid system, as our allergy protection procedure will be bypassed and this will be putting the pupil at risk.

Authorising Meals

Every morning, the school office will receive a daily update email containing a list of students requiring authorisation, please see the generic example below.

Dear Office Staff,

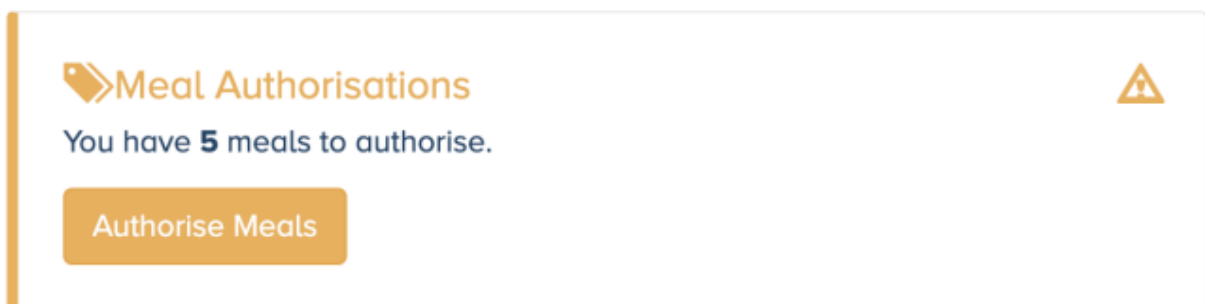
This is your daily status email, which includes a tick-list for today that can be used in an emergency.

The following pupils require authorisation in order to receive lunch:

- Lillie-Jae Barton - **Year 3** - Pre-ordered
- Shay Myles - **Year 3** - Pre-ordered
- Neve Calderwood - **Year 4** - Pre-ordered
- Ava-Jai Camilleri-Capps - **Year 5**
- Isabella Coppola - **Year 5**
- Libby Lyons - **Year 6**
- Ezme-Imelia Rose Shepley-Lundy - **Year 6** - Pre-ordered
- Kathryn Norwood - **Staff**
- Hannah Seddon - **Staff**
- * VISITOR 1 - **Staff**
- * VISITOR 2 - **Staff**
- * VISITOR 3 - **Staff**

Please click the following link to authorise these pupils for meals: [Authorise Pupils](#)

To proceed, the office staff can either click the link provided in the email or access the Authorise Meals tab located in their SchoolGrid dashboard.



Upon selecting this tab, the list of students in need of authorisation will be displayed. There are two options available:

Auto-authorise: This option will automatically charge the meal to the school's account without triggering the office message. These will automatically be added to every child on the list, every day.

Manual authorisation: Office staff can manually authorise the meal by selecting the corresponding checkbox upon request.

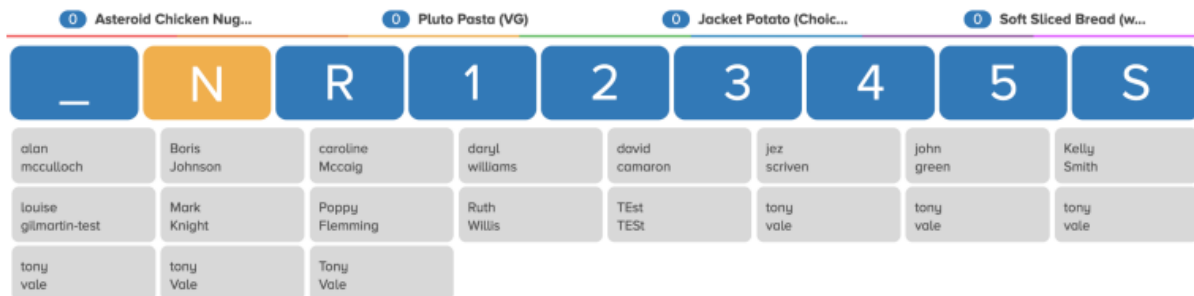
Auto-authorise all future meals?

First Name	Surname	Year	Authorised	Message
John	Buraimoh	Year 4	<input type="checkbox"/>	Meal Sold
Jake	Elliott	Year 6	<input type="checkbox"/>	
Elsa	Lewis-Neal	Year 5	<input type="checkbox"/>	
*	VISITOR 1	Staff	<input type="checkbox"/>	
*	VISITOR 2	Staff	<input type="checkbox"/>	

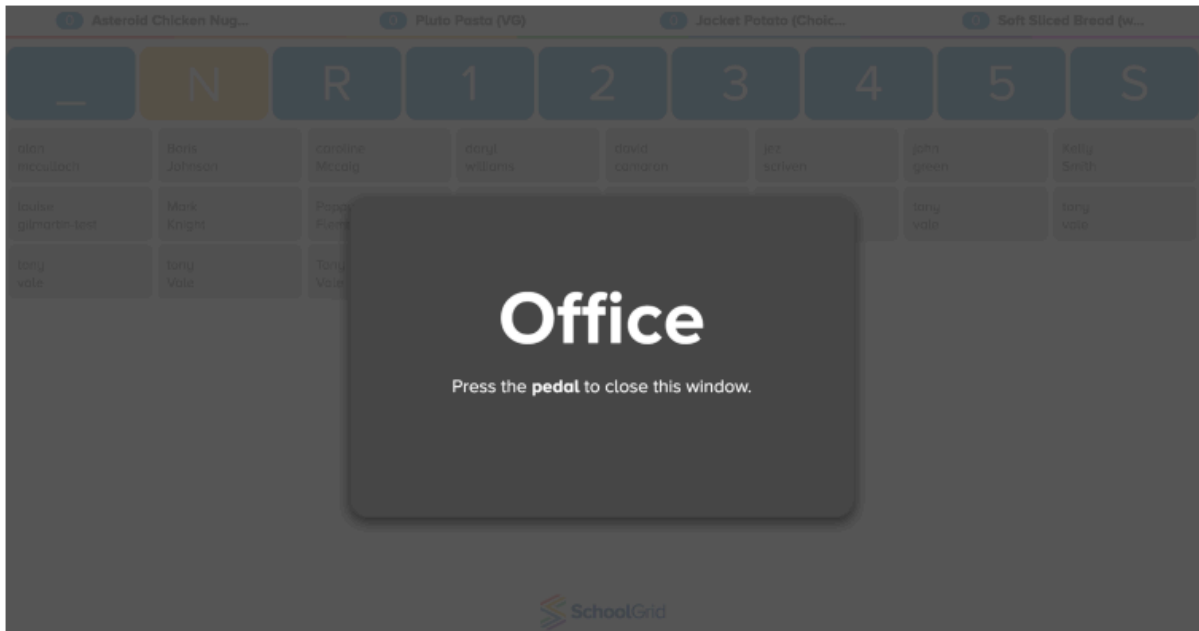
What is this?
 The pupils listed have now exceeded the credit limit agreed with your caterer.
 This page allows you to authorise childrens meals to be billed to the schools purse. Children will otherwise be referred to the school office at lunchtime.
 To save time and auto-authorise all meals in the future, please select the option above.

To avoid upset and embarrassment for the pupil, this process should be completed **before** lunchtime service on the morning of the meal to be taken. If this is not complete, the following will happen:

During lunch service, if a student has outstanding payment due, they should follow the usual process by selecting their name.



However, instead of the standard pop-up, a specific message will appear due to their outstanding balance. Pressing the pedal will return them to the lunchtime screen without any charges applied. It is expected that the student will then seek authorisation from the school office.



The school would then need to go to the homepage on SchoolGrid to authorise the meal (as above).

If you would like to discuss this further, please do not hesitate to contact Customer Care on 01942 707709 / customercare@dolce.co.uk

Regards,
Angie Lingwood
Head of Customer Care