



Using the Fusion pre-order app with Free School Meal Allowance

Introduction

The Fusion pre-order system allows students to pre-order their lunch either via their smartphone before school or they can visit the canteen before the school day starts or at break time and pre-order at the till point.

The Fusion pre-order system has a built in credit system for students who receive Free School Meals (FSM) This means they can order their lunch on the smartphone app or at the till; just as their non-FSM counterparts can.

The credit system is applied in the background of the Fusion pre-order system and therefore this can cause some confusion for students. The purpose of this guide is to show how the system works and the options FSM students have when ordering.

Screenshots

When a student is flagged on the system as being in receipt for FSM, an additional balance is shown in the "Check Your Balance" section of the Fusion app.



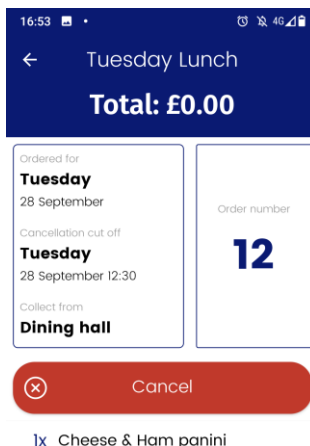
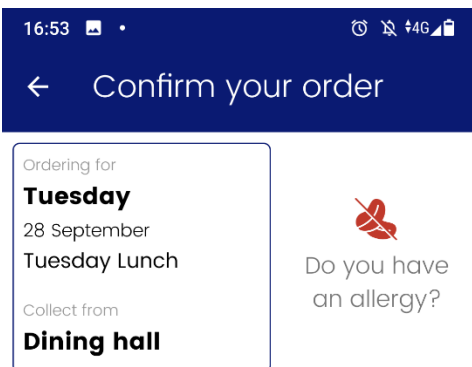
As you can see from the screenshot, this user has three balances. We are going to focus on the catering balance and the FSM balance.

	Catering	£7.71
	FSM	£0.00
	Supervisor	£0.00

The catering balance is money which the user has applied to their account and they can use this to make purchases either in the app or in school using their dinner card.

The FSM balance will generally show £0.00. This is normal and does not mean the user can't order a meal even if their catering balance was £0.

Each day, users who are entitled to FSM have a £2.50 credit stored in the background of the system. This means when they order they can spend up to £2.50 before the system starts to use credit from different balances. This can be seen in the screenshots below:



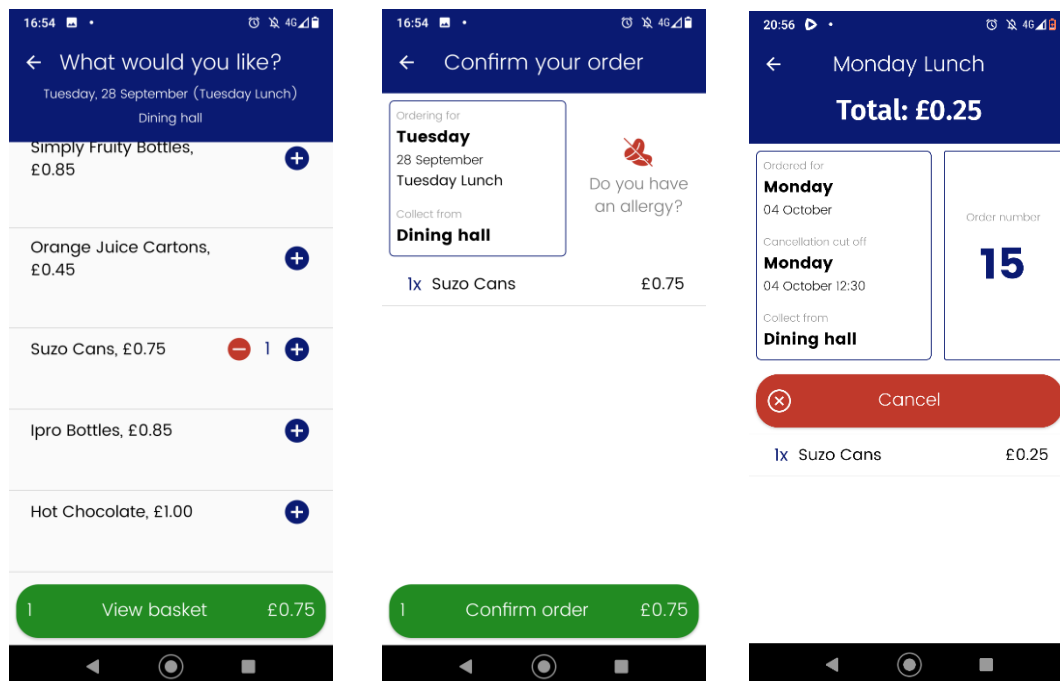
In the example, the user has ordered a Panini which comes to £2.00. On the next screen, we can see the total charge is shown as £0.00. This means the system has used the FSM allowance in the background of the app to make this purchase.

1x Cheese & Ham panini £2.00

1x Cheese & Ham panini

If a user spends more than their £2.50 allowance in a day, then the system will charge the overspend to their catering balance or it won't let the purchase go through if there is no additional funds.

This can be seen in the screenshot example below. These screenshots are a continuation of the purchase shown above. The user has spent £2.00 of their FSM allowance and would now like to pre-order a drink as well.



As you can see, when the purchase is finalized, the user is charged £0.25. The reason for this is the system has used the remaining £0.50 FSM credit in the background and then worked out the remainder to be charged to the users other balances.

If your child is struggling with using the Fusion pre-order system, then it may be worth supporting them with their pre-ordering each night before school to ensure they know their lunch is ordered and they don't spend more than they are allocated.

If they have placed orders which they want to cancel, then they need to click the My Orders option on the Fusion app home screen. This allows them to go through and remove all orders they have made on a set day and then re-order to ensure they keep within the allowance if they wish.