



ST. ANNE'S CATHOLIC PRIMARY SCHOOL

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St. Anne's Mission Statement: "Each one of us is unique, each one of us is special, because we are created by God's love. May God's love shine in our lives as we care and share and learn together."

30th January 2025

Dear Parents / Carers,

Firstly, thank you for your patience last term as we have transitioned to a new catering provider and the subsequent impact this has had. *Please see the following update inclusive of the great news that Sandwiches have been returned to the menu!*

OLAAS MAC have been working hard in the background to find a system that is more user friendly for parents and gives teaching and kitchen staff direct access to the orders that have been placed by parents.

We will be using a new online ordering system called Blue Runner.

Access to Blue Runner will be available around **5.30pm on Friday 31st January 2025**, please carefully read the guidance that follows. The guidance will include the link to register and activate your account.

Any orders previously placed for week beginning 3rd February 2025 on ParentPay as these will be lost and need to be re-booked.

Important notes ...

FUNDS - Firstly Parents will still need to top up their balance in ParentPay to be able to order, you then order the meals on the Blue Runner portal. This is essential as all meals need to be pre-paid for.

ORDERING PORTAL - The link for the portal is <https://olaas.myschoolmealorders.com/login> - Meals can be ordered until 9.30am on the given day. Essentially, you should register without delay to activate your accounts and get ordering for the following week (**Monday 3rd February 2025**).

ORDERING SCHOOL MEALS DIRECTLY VIA PARENTPAY WILL NO LONGER BE POSSIBLE

FROM FRIDAY 31ST JANUARY 2025 – PLEASE USE BLUE RUNNER.

All Free school dinners i.e. Free-School meals and Universal Free School meals (Reception to Y2) will still need to be ordered online.

For families with more than one Child at the School, you will be able to link them to one account.

This Blue Runner system will allow us to manage allergens and menu changes more efficiently. The system will not only be much simpler to use, but will be in place now for the entirety of our catering contract.

Several OLAAS Schools have now migrated to the BLUE RUNNER portal without any concerns and feedback from their parents has been positive particularly ease of use.

Please follow the guidance provided in the hope of a smooth transition, however should you encounter any issues, please contact school to speak to a member of the office team on 0121 779 8060. Alternatively, email parentmail@st-annes.solihull.sch.uk. The school office staff will help with any queries that you may have.

Yours sincerely,

Mr Linehan

Headteacher



Our Lady and All Saints
Catholic Multi Academy Company
Strong in Faith

Guide for Parents

How to set up a Blue Runner Account

Register an Account using the link provided
Your Password must contain at least 1 special character for example @,%, #

Once your account is created, you will receive a verification email. Remember to check your junk mail. You must verify before you can use the account.

Once you have verified your account, you need to add your child. You must use the same name the school uses, no nicknames as the system will not recognise this.

Once you have linked your child, you can then access your ParentPay account to first top up your balance and then use Blue Runner to order child's meals and see your transaction history.

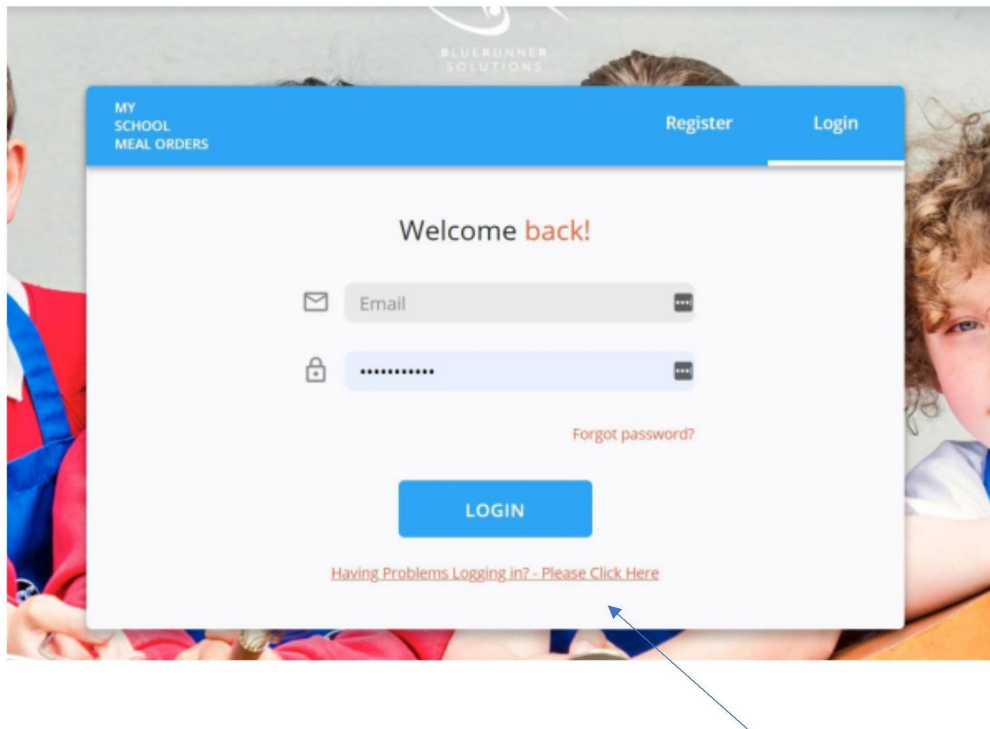


Parent Guide for Ordering Meals

Registration guide separate



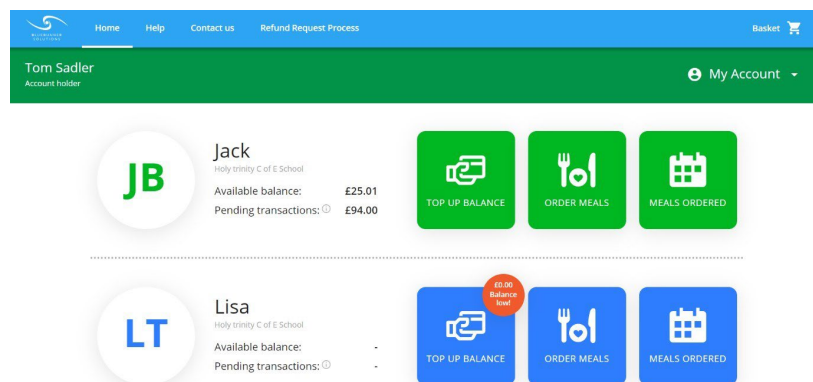
Access the URL and input the email used to register along with the chosen password



Should you have any issues logging in, please click on the link as shown above, which will provide further information

Home Page

Once logged in, the below homepage will appear

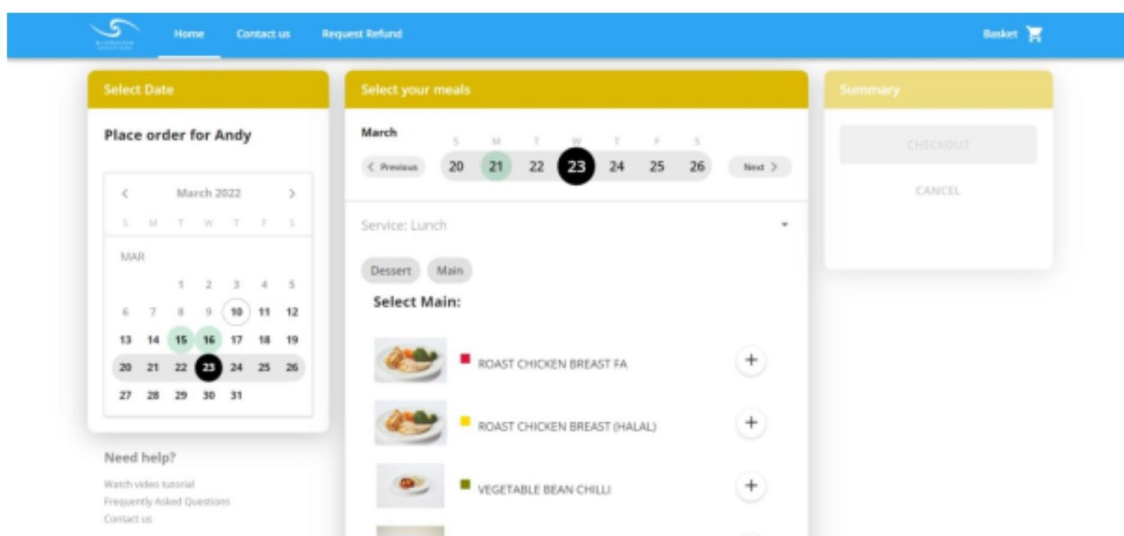


Click home - this will divert back to this page wherever you are to proceed through the order process or access another page on the system

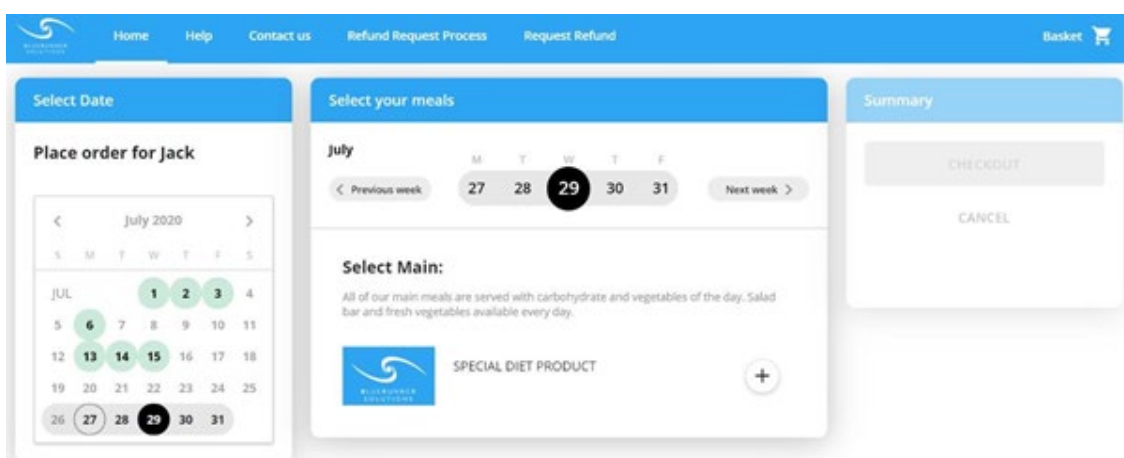
This page will have your child's name, school and available balance.

Order Meals

After clicking on the 'ORDER MEALS' button, you will be diverted to the screen below – where you will have the option to select appropriate days, browse the menu and add to your basket. Please note, if there is no menu available for an individual day, please try another day of the week to browse the configured menu.



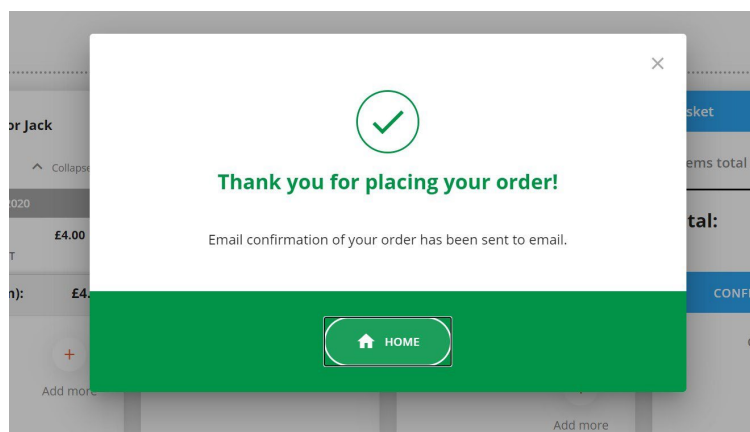
Please note that if your child has a special diet the below screen will appear



The basket will indicate how many items added.

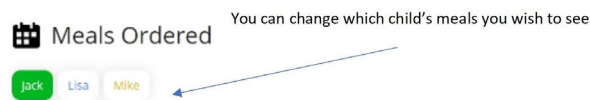
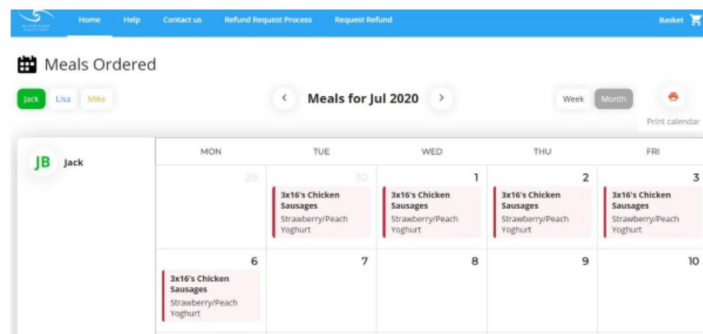
The checkout page will show all children linked to your account. This will also show if any child has a low balance

As soon as you are happy with the order, simply click 'confirm and pay'. Once successful the screen below will appear and you will receive an email confirmation.



Meals Ordered

If you wish to see the overview of meals ordered for the coming week/month, please click on the 'MEALS ORDERED' button on the home page. This will show the screen below:



You can also change this to show a weekly view

The print option will open a print pop-up, allowing you to print the meals and display this within your house



MON	TUE	WED	THU	FRI
29	30	1	2	3
3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt
6	7	8	9	10
3x16's Chicken Sausages Strawberry/Peach Yoghurt				
13	14	15	16	17
3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Fruit Salad Portion	3x16's Chicken Sausages Strawberry/Peach Yoghurt		
20	21	22	23	24

Contact us

QUESTIONS, IDEAS, SUGGESTIONS -

**If there is something in your mind,
we want to hear it!**

To get in touch with us, simply enter your details in the form and we'll get back to you as soon as we can.

Should you wish to get in touch to mention any suggestions or feedback, or you have any questions please click on 'Contact us'

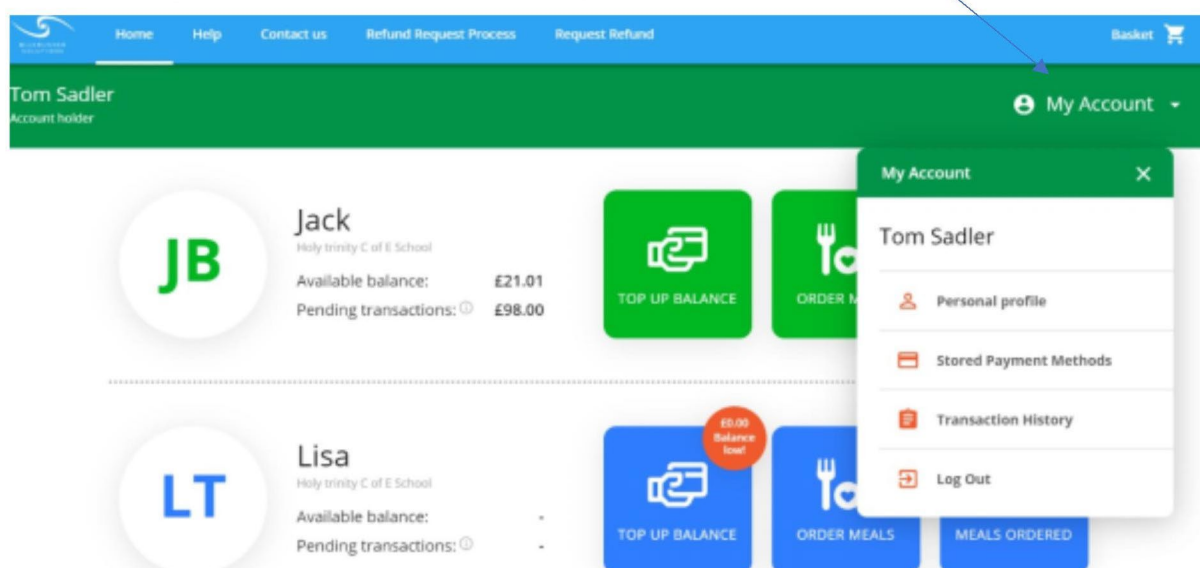


This will allow you to populate the below form which will be sent to the relevant parties

A screenshot of the 'Contact us' form. The form has a blue header with the text 'Contact us'. Below the header, it says 'Pop your details in here...'. The form contains four input fields: 'Your child's (or children) full name(s)', 'School/Site Name (where applicable)', 'Select feedback type' (a dropdown menu), and 'Your message' (a text area). A blue 'SUBMIT' button is at the bottom.

My Account

On the home page you will be able to access 'My Account' as shown below



Tom Sadler



Personal profile



Stored Payment Methods



Transaction History



Log Out

From here you can access the options:

- **Personal Profile**

Allows you to change your password

- **Transaction History**

Overview of all transactions, this is shown below

This is also where you will log out of the platform Transaction history allows you to view based on days/month/years, for each child linked to your

account.

Transaction history

30 days3 monthsyear

JB Jack

LT Lisa

MH Mike

	Date	Time	Service Type	Amount	Balance	Reference ID
+ TOP-UP AMOUNT	14 Jul 2020	12:26		£ 2.00	£ 119.01	#10911
- CONSUMED MEALS	14 Jul 2020	00:00	Lunch	£ 0.00	£ 117.01	#12268
+ TOP-UP AMOUNT	30 Jun 2020	13:40		£ 10.00	£ 117.01	#10842

LOAD MORE

Each transaction has a unique reference ID



I am trying to login but its saying my account is not recognised?

If you have not used your account for some time as a safety measure we sometimes lock the account, please contact your School Office to send you a password reset link to your email.

The system does not recognise my child?

Please make sure you are not using any other names than what the school has, or we have been given, as the system is sensitive to this. Make sure full names are used.

My child has a special dietary requirement, what do I do?

Please notify your school directly and they will then update your Caterer.

My meals have changed on the system, why is this?

Your meal may change if we have changed the menu for a theme day or special event, for example, you are then able to amend your order once the updated menu has been added.

Why do I have to top up first on ParentPay?

Your child's meals must first be paid for before you can order them. You will NOT be able to your order any meals unless you have credit, or until you have cleared any debt, on your ParentPay account.

I have registered my account but it wont allow me to login?

Have you verified your account by clicking the link in your emails, please also check your spam mail.

Topping-up on ParentPay account

Please only use the ParentPay to check and top-up balances as this is live data.

Where do I find my transaction history?

In the 'My Account' tab on the top bar, your transactions can be found here

What do I do if my child has Free School Meals?

You will still need to order your child's meals on Blue Runner, but you do not have to pay on ParentPay.

How do I register for an account?

To register please go to
<https://olaas.myschoolmealorders.com/login>

Can I use 1 account if I have more than 1 child?

Yes, you can link all your children into the same account on Blue Runner for ease.

Why can't I find my child's school?

You will find your child's school if you start typing it in the School search box.

