

Upay Order Ahead Student Information Guide

Overview

All College food and bar services will be operated by an order ahead service for Michaelmas 2020. This means that customers must have pre-ordered their food and bar orders before turning up for collection.

The service is designed to regulate the flow of numbers through outlets, reduce the likelihood of large queues, reduce interactions by removing cash or the need to pay when collecting food or drinks. The system offers the choice of either eating in hall or taking you food away. The main hall has been equipped with screens for increased safety of diners. The capacity of hall is still much reduced though at 45 diners per sitting. If dining in, customers will be required to have eaten and left their spot within 20 minutes of receiving their food.

Available Outlets and Booking Times

The following table shows the available outlets, their capacities and booking periods. Please note, final booking times are only relevant if there are still slots to book. Outlets / Sittings may be booked up before the final booking cut off time; if this happens the outlet will simply say no available slots. It is advisable to book early in the day.

All services (both Eat In and Take-Away) except for the College Bar, will operate from the main College Servery found off Deer Quad. Please observe social distancing signage and ensure a face covering (unless you have an exemption) is worn at all times when picking up your food.

The system largely works by putting take away orders between eat in sittings. There will be 25 minutes' worth of slots (5 x 5 minute) for eat in customers to arrive, followed by 15 minutes of take away (3 x 5 minute) slots and repeat etc. This will allow eat in customers 20 minutes to eat their food before leaving.

Outlet	Earliest an Order Can Be Placed	Latest Order (Providing not full)	Capacity	Slots run from	Days Outlets Runs On
Breakfast Eat In	00:01 Day Before	9.40am on Day	135 (3 sittings of 45)	08:30 - 10.10	Mon-Fri
Breakfast Take-Away	00:01 Day Before	9.55am on Day	90 (Take Away slots)	08:55 - 10.30	Mon-Fri
Brunch Eat In <i>*New*</i>	00:01 Day Before	1.10pm on Day	270 (6 sittings of 45)	10:00 – 13:40	Sat & Sun
Brunch Take-Away <i>*New*</i>	00:01 Day Before	1.25pm on Day	180 (Take Away slots)	10:25 – 13:55	Sat & Sun
Lunch Eat In	00:01 Day Before	10am on Day	135 (3 sittings of 45)	12.00 - 13:40	Mon-Fri
Lunch Take-Away	00:01 Day Before	10am on Day	90 (Take Away slots)	12.25 - 13.55	Mon-Fri
Sandwich Bar	00:01 Day Before	1pm on Day	96 (Take Away slots)	12.00 - 13.55	Mon-Fri
Afternoon Tea	00:01 Day Before	2pm on Day	75 (Take Away slots)	15.30 – 16.30	Mon-Fri
Dinner Eat In	00:01 Day Before	3pm on Day	135 (3 sittings of 45)	17:45 – 19.25	Every Day
Dinner Take-Away	00:01 Day Before	3pm on Day	60 (Take Away slots)	18:10 – 19.00	Every Day
College Bar	17:00 on the day	21:40 on Day	162 (Take Away slots)	19:00 – 21.50	Every Day
Self-Isolation Delivery*	00:01 Day Before	10am on Day	60 Delivery Slots (Expandable on demand)	13.15-14.15 Please enter room on 'Delivery Location'	Every Day

**Only students asked to self-isolate, or require to quarantine on arrival, should place orders on the Self-Isolation Outlet. Orders must be completed on the Order Ahead site BY 10am but can be made up to a day in advance. At the start of your order, please ensure you select the correct annex you are residing in. Then enter your staircase & room. There will be options available for a hot lunch/brunch, cold dinner and breakfast to be delivered outside your room in a single delivery window. Currently there is a single delivery window of 13.15 - 14.15. However, each annex may require its own separate delivery slot if demand increases – any changes will be clear when ordering.*

Refunds & Cancellations

Once an order is placed on Order Ahead, it cannot be cancelled regardless of timing of the cancellation or whether staff are told. Payment is taken at the time an order is placed from your Upay balance. However, if a mistake is made or something is wrong with your order and it cannot be fixed at pickup, please send an email to order.ahead@bnc.ox.ac.uk – please ensure you forward your receipt for your order (all orders generated send an email confirmation/receipt to your University email account).

Allergen and Dietary Information

With the exception of College Bar drinks, the Order Ahead application and all the named products in them have both dietary and allergen information added to them. There are filters for Vegan, Vegetarian, Dairy Free and Gluten Free options. When pressed, they will only show products / options that fit the criteria. All products have a picture and if an 'i' symbol is present it indicates more information is available about the product by pressing the picture. This includes allergen information (except Bar drinks). This information will also be shown at checkout.

The only exception to this arrangement are the generic lunch and dinner products of Main A, Main B, Main C, Side 1, Side 2, Side 3, Side 4 and Soup of the Day. What these options are, and their relevant allergen information can be found on the menus which are located in the '**Documents**' section of the Upay website / app (see below for help). Please always view the menus before starting your order.

If you have very specific dietary requirements, for which the app may not be a suitable ordering platform, please email kitchen@bnc.ox.ac.uk and cc in buttery@bnc.ox.ac.uk . They will try to help you.

Please Note: Main C and Side 4 will always be Vegan, Vegetarian, Dairy Free & Gluten Free.

How to Place an Order on Order Ahead

Please note: It is only possible to place orders from inside the UK and your device must be set to the UK time zone. If your device is set to any other time zone, the system will not display any order slots.

To place an order, you will first require a Upay account. Fresher students should have received a welcome to Upay email in their University email account during September. It will contain username (your university email address) and a temporary password.

If you have not received / lost that email, or you are returning student who has forgotten your password, you can easily reset it at any time. Simply go to the Upay website (<https://www.upay.co.uk>) or open the Upay App on your mobile phone. On the login screen is a link to reset your password – The button is called 'Forgotten?' and is at the end of the Password box. It will prompt for your University email address. Enter it, and a reset link will be sent to you.

The Order Ahead App works very well on either Android or Apple mobile phones. To install the App, search Google Play store or the Apple Store for 'Upay' and install the App. The correct Upay application in both stores has the icon below:



Before placing an order

1. **Ensure you have enough balance on your account.** At the end of your order, there is only an option to pay with your existing balance. There is currently/annoyingly no option to top up if your balance is low during checkout – which means you must either remove items from your basket or clear the order entirely, top up and start your order again!
2. **CHECK THE MENU.** Lunch, Dinner & Self-Isolation sittings have generic hot meal options: Main A, Main B, Main C, Soup of the Day, Side 1, Side 2, Side 3 & Side 4. Inside the 'Documents' area of the Upay App and website are the menus for the week that details both what these options are each day AND ALLERGEN INFORMATION for these selections. At weekends, the self-isolation outlet will offer hot brunch options.

Guide to Order Ahead

The images in this guide are based around the Upay App – However, the Upay website (<https://upay.co.uk>) screens are pretty much identical.

1. Login. The username is your University email address. If you have forgotten your password, simply click 'Forgotten?' and enter your email address when prompted to receive a password reset link.

UPAY

Email Address

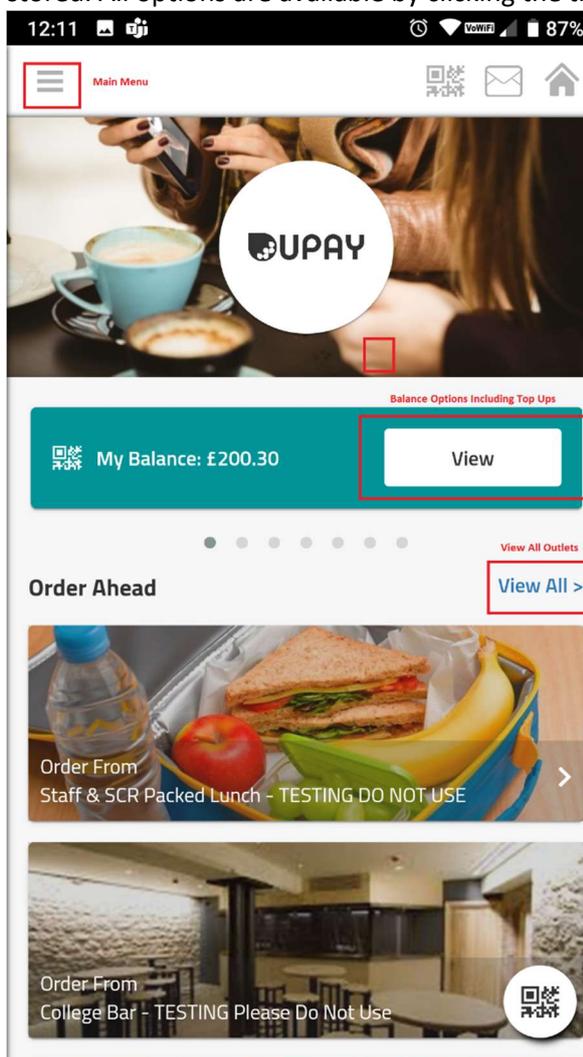
Password [Forgotten?](#)

LOGIN >

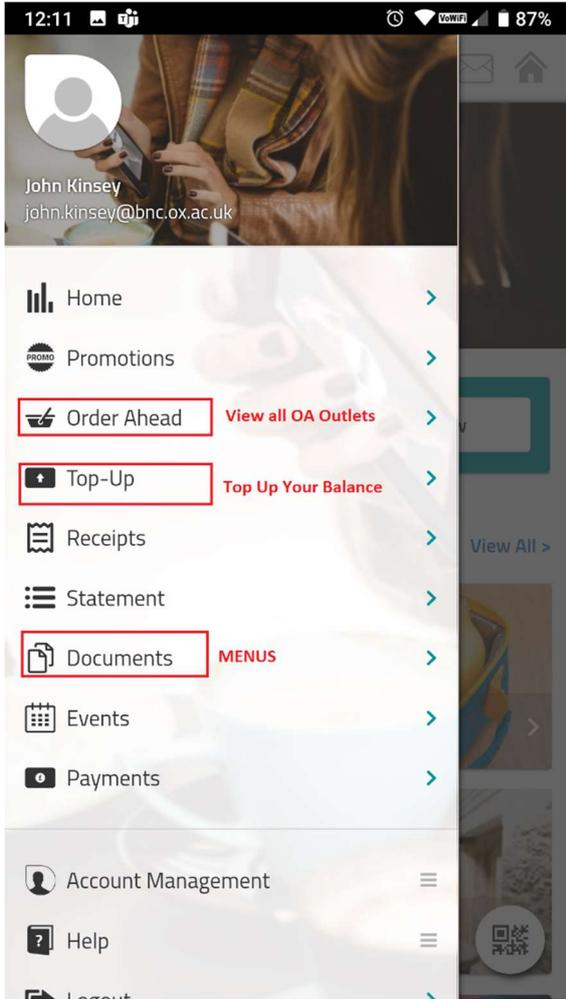
REGISTER HERE >

WHAT IS UPAY?
Upay is a global payments, loyalty and promotions solution used in all types of retail and hospitality businesses. Features include click and collect ordering, trip booking and events.

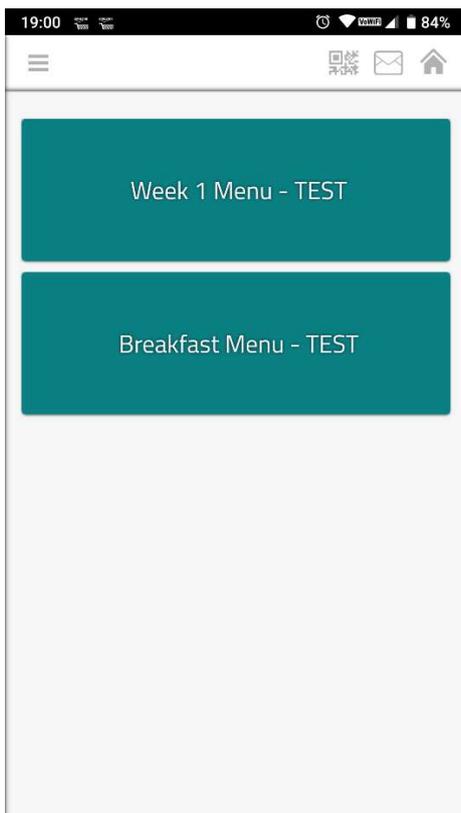
2. The Main Screen has varying options. Scrolling down this page will reveal 'Documents' where menus are stored. All options are available by clicking the three-parallel lines in the top left corner.



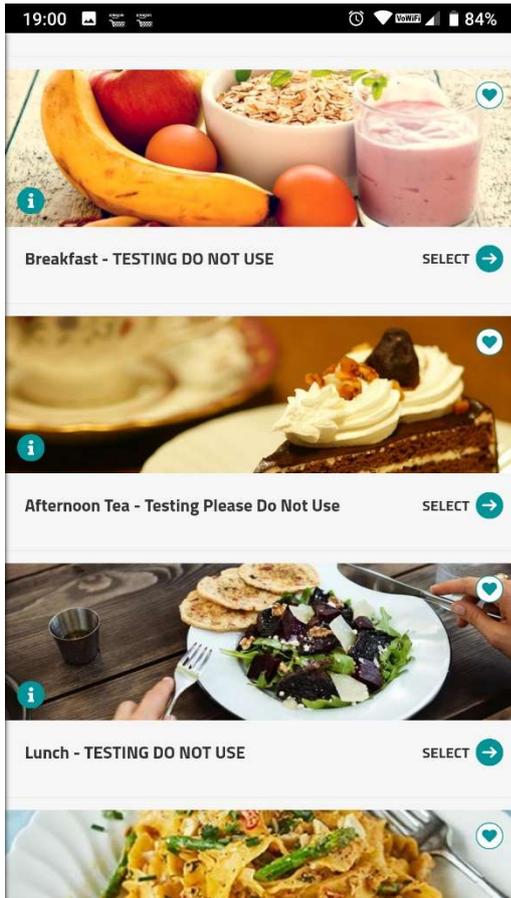
3. When the menu option is pressed, all areas are navigable. Menu can be found in Documents.



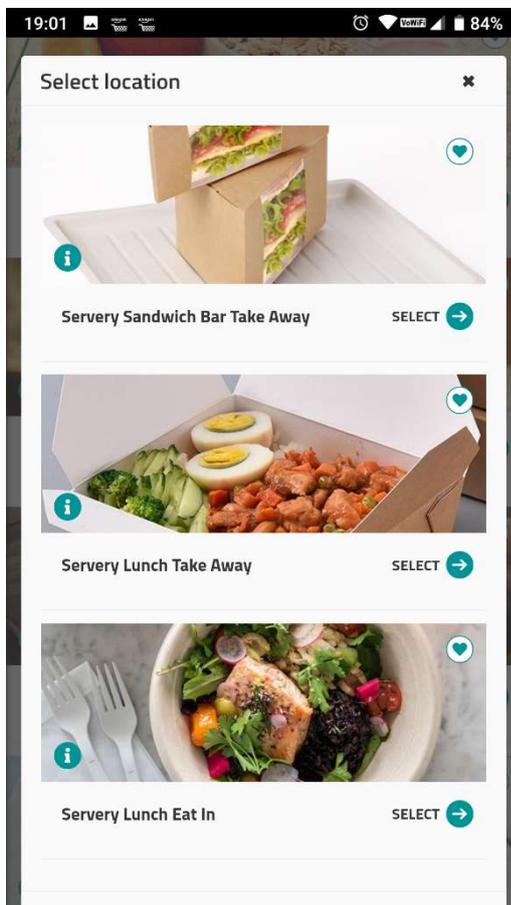
4. Pressing 'Documents' loads the weekly menus.



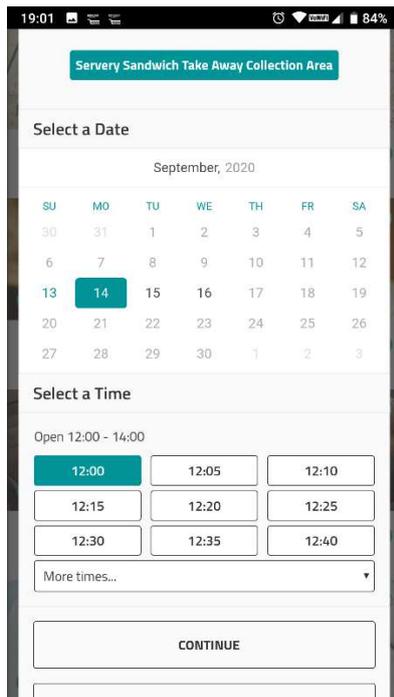
5. Press Order Ahead loads the various Outlets.



5. Going into an Outlet (e.g. Lunch) will reveal the various options. The blue circle with an 'i' in can be clicked for further information about the service.

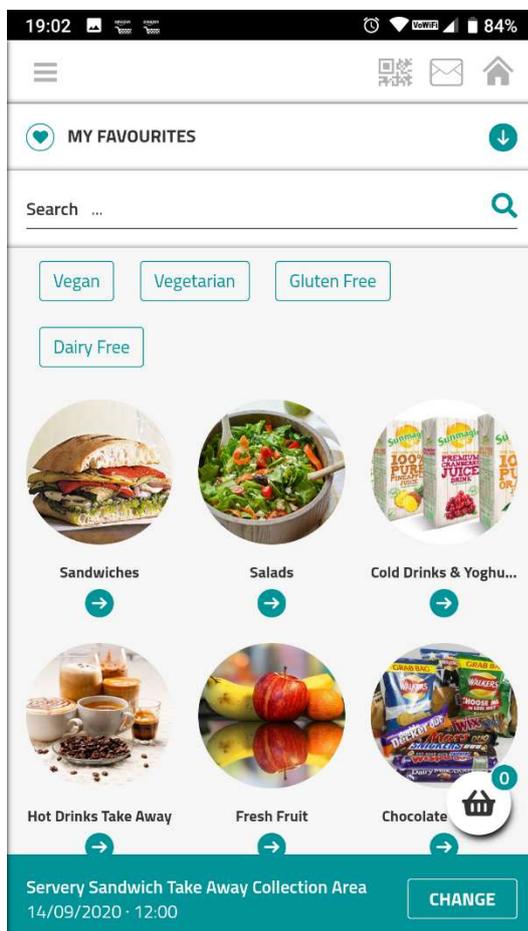


6. Pick a date and time slot for your food pick up. Click 'Continue'.

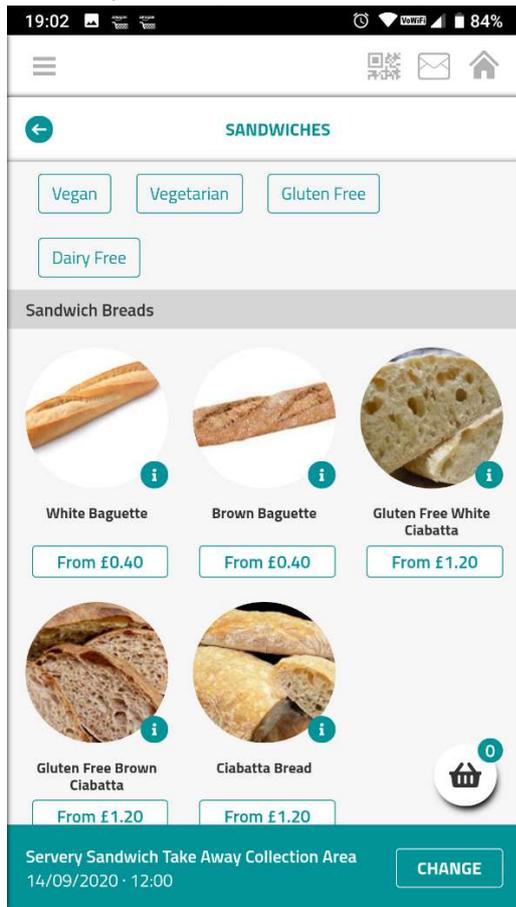


7. Once in an Outlet, products are arranged into Groups. As you use the app more, the favourites area can be populated for quicker selection. It is also possible to search for products. There are 4 standard filters that can be used so only **vegan, vegetarian, gluten free or dairy free** products are displayed.

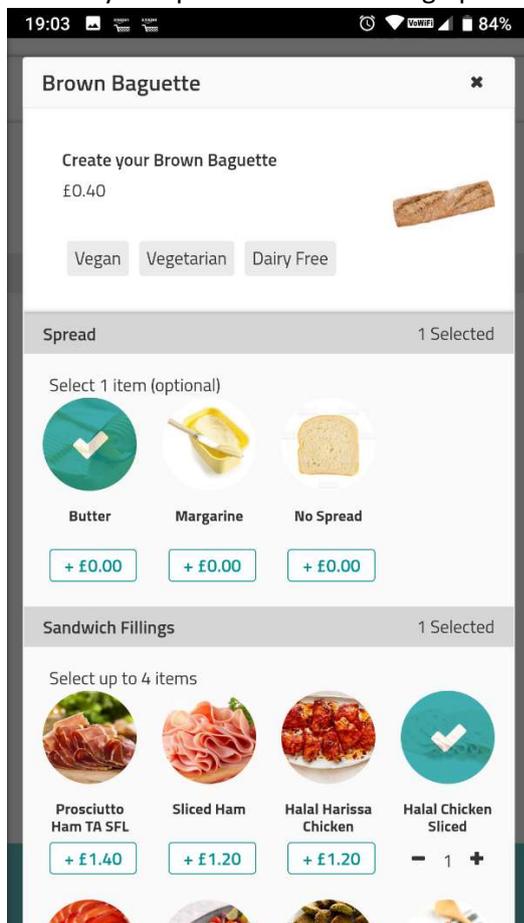
Throughout the process, if you wish to clear your order and choose a different timeslot, select '**Change**' at the bottom. In the bottom right corner is the '**Basket**' icon that will take you to checkout when you have selected all the items you need.



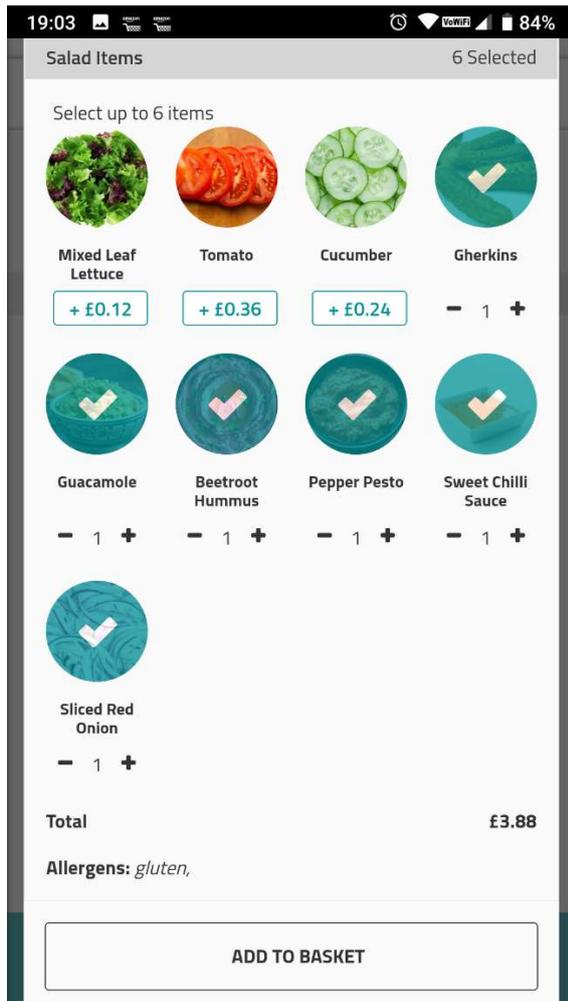
8. Some products, like sandwiches, can be customised. First select the bread option:



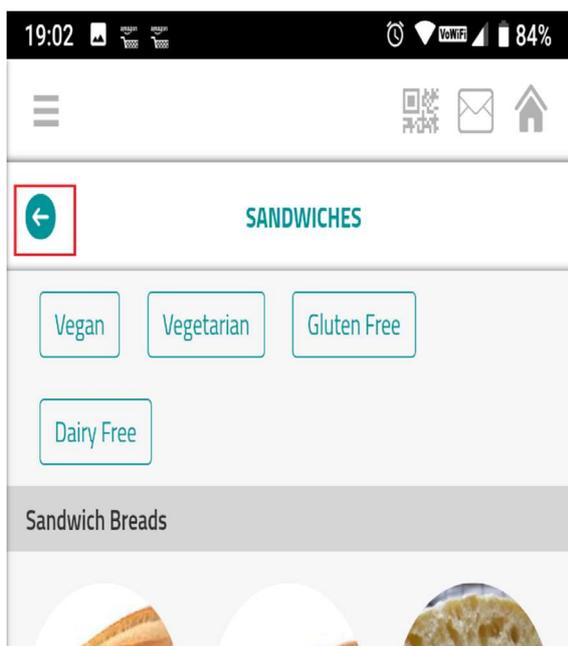
9. Then your spread and main filling options:



10. Then your salad items. Allergens are displayed at the bottom of the page as is the price. Press 'Add to Basket' when done.



11. Use the navigation arrow in the top left corner to go back to the main menu of products:



12. When in a general product screen, further information about a product can be found, including allergen information, by clicking the blue 'i' button in the bottom right of its picture. To add a product direct to your basket, press the small blue basket icon next to the price of the product. When you are ready to checkout, press the big white basket in the bottom right hand corner.

19:04 84%

Jordan's Raisin & Hazelnut Bar
£0.60

Crisps

Walkers Salt & Vinegar Crisp
£0.83

Walkers Cheese & Onion Crisps
£0.83

Walkers Ready Salted Crisps
£0.83

Kettle Chips Sour Cream
£1.04

Kettle Chips Sweet Chilli
£1.04

Kettle Chips Lightly Salted
£1.04

Serving Sandwich Take Away Collection Area
14/09/2020 · 12:00

CHANGE

13. At checkout you can add any special information. E.g. If you have ordered a salad (all ingredients are listed in the information area of each salad) and do not want tomatoes, you can state it here. Also, you can add any special dietary information. Ignore phone number. The allergens of the products you have chosen in your basket also appear at the bottom.

19:05 [status icons] 84%

☰ [QR code] [envelope] [home]

← **YOUR BASKET**

1 x Brown Baguette ⓘ

1 x Butter	£0.00
1 x Halal Chicken Sliced	£1.20
1 x Gherkins	£0.24
1 x Guacamole	£0.72
1 x Beetroot Hummus	£0.24
1 x Pepper Pesto	£0.60
1 x Sweet Chilli Sauce	£0.24
1 x Sliced Red Onion	£0.24

Allergens: *gluten*,

+ - × **£3.88**

1 x Kettle Chips Sweet Chilli ⓘ

Allergens: *milk*

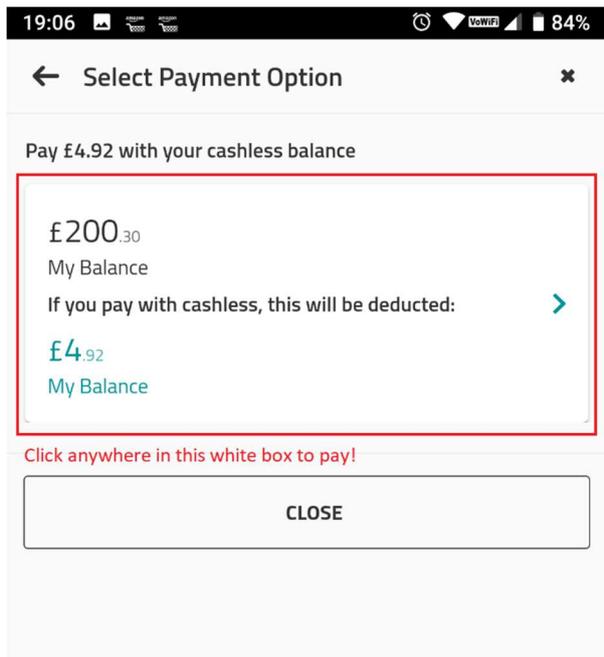
+ - × **£1.04**

Total **£4.92**

Phone number

Special requests

14. Payment screen. This is not as obvious as it should be – especially on some screens. The entire area mentioning both ‘My Balances’ is the button to pay! Press anywhere inside the red box below to complete your purchase.



15. You have only successfully placed an order when you get a similar confirmation to the screen below. You will also receive an email receipt of your order to your University email account.

