



**Lucy Cavendish College**  
University of Cambridge

## Meals/formal hall payment guide

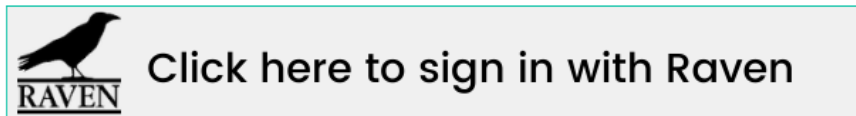
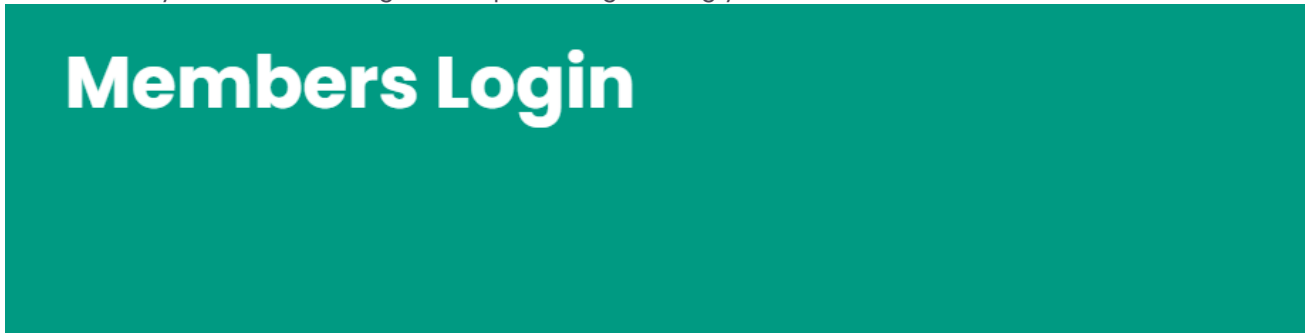


## Meals top up and formal hall site

From the **Home** page on the main website click on the **Students/Members login** link as below:



This will take you to the following screen, please log In using your Raven credentials:



**OR**

Sign in using your members' area username and password below:

Username

Enter your Lucy Cavendish username.

Password

Enter the password that accompanies your username.

On the next page, scroll down to the **Topping up Meals Funds for dining and booking formal halls** line and click on any part of that line:

## College online payment system for debit/credit cards

**Paying your Fees, Charges or Rental Invoices** ∨

**Topping up Meals Funds for dining and booking formal halls** ∨

This will take you to the following screen, click on the **Secure payment site** button:

**Topping up Meals Funds for dining and booking formal halls** ∧

Please click on the link below to take you to the secure payment site.

Once you are in the payment site please ensure you choose the EPOS tab, not Fees & Charges.

By doing this funds will then go to the correct place where the system can see your payment and will allow you to book your formal hall/have funds available for the Café/dining hall. (To pay an invoice please select the "Fees & Charges" tab). If you make a mistake and put the funds on the incorrect account please contact us and we will transfer it over [financeoffice@lucy.cam.ac.uk](mailto:financeoffice@lucy.cam.ac.uk).

[Secure payment site](#)

Please note, you need your Raven login to access this site. If you have forgotten your Raven login details please contact the IT team via e-mail on: [servicedesk-it@lucy.cam.ac.uk](mailto:servicedesk-it@lucy.cam.ac.uk). If you do not have a Raven login, please contact the Finance Office via e-mail on: [financeoffice@lucy.cam.ac.uk](mailto:financeoffice@lucy.cam.ac.uk) or tel: 01223 764014.

Please see [procedures](#) for help.

[More info about catering and Formal Hall](#)

Next click on the **Cambridge Users – Login using Raven** button on the left. The **Visitors** button on the right is for booking formal halls for those without a **Raven** login. New students should wait until they have received their Raven CRSID and then click on the **Cambridge Users** button not the **Visitors** button



## Welcome to the Invoice Payment, Meals top-ups and Formal Hall booking site.

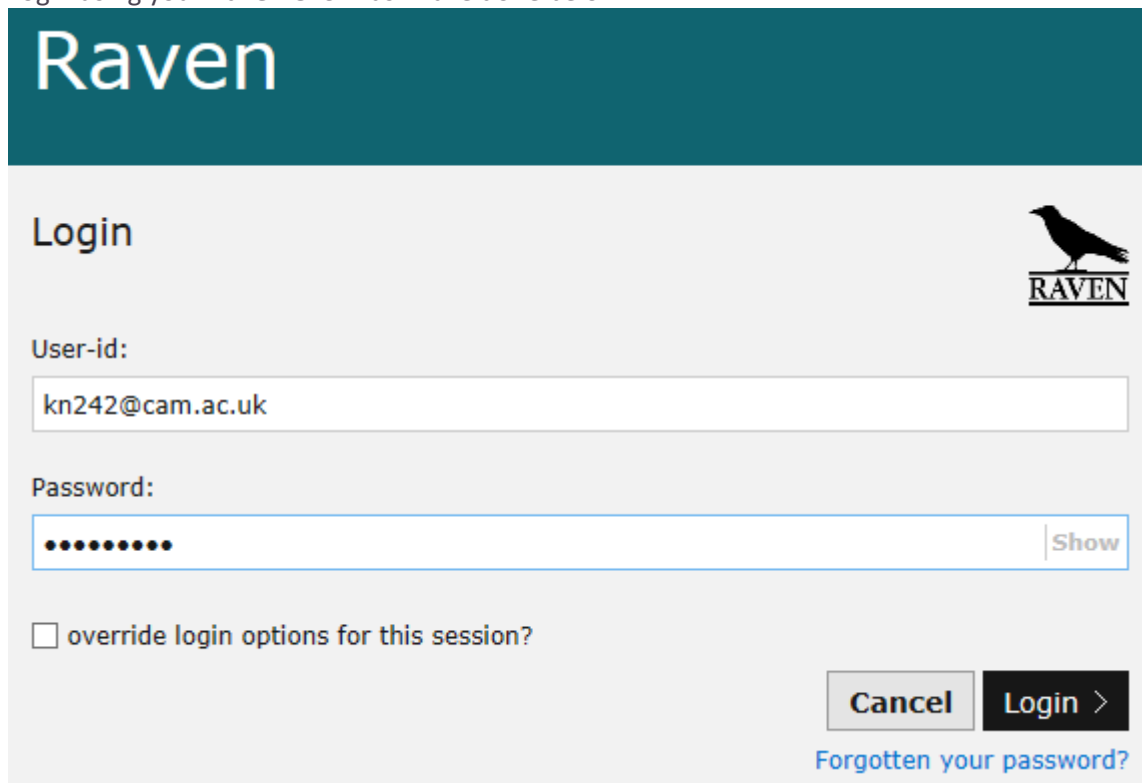
**Cambridge Users - Login using Raven**



**Visitors - Login**



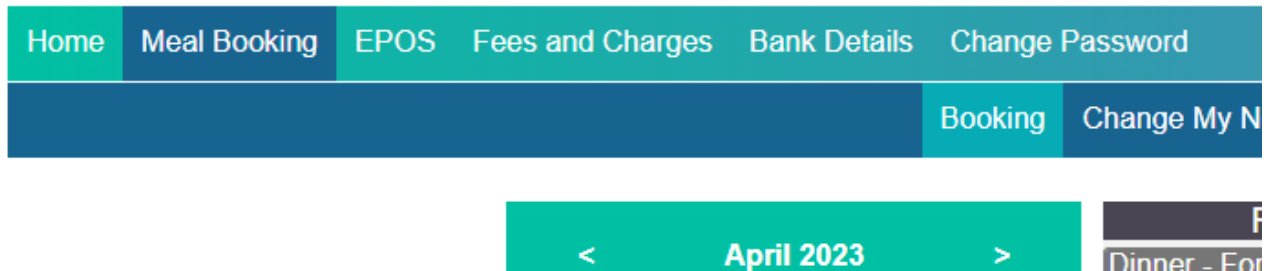
Login using your **Raven CRSID** as I have done below:



The screenshot shows the Raven login interface. At the top, the word "Raven" is displayed in white on a dark teal background. Below this, the word "Login" is on the left and the Raven logo (a crow on a branch with the word "RAVEN" underneath) is on the right. There are two input fields: "User-id:" containing "kn242@cam.ac.uk" and "Password:" containing a series of dots. A "Show" button is next to the password field. Below the fields is a checkbox labeled "override login options for this session?". At the bottom right, there are "Cancel" and "Login >" buttons. A link "Forgotten your password?" is located below the "Login" button.

This will take you through to the main site. Messages will be put up from time to time.

There are several tabs at the top of your portal site – please select the **EPOS** tab to put money on your “meals” account. If you select **Fees and Charges** by mistake, the funds will go through to your “bills” account and you will need to email [financeoffice@lucy.cam.ac.uk](mailto:financeoffice@lucy.cam.ac.uk) to ask us to move it over:



**Meal Booking** – book your formal halls here

**EPOS** – add money (top up) to your meals account which will then enable you to book formal halls and use your card to buy meals/snacks/drinks in the dining hall or Café

**Fees and Charges** – pay your invoices

**Bank Details** – input or update your bank details to enable us to pay any awards/prizes/deposits that are due to you

### Formal Hall Booking

Click on the **Meal Booking** tab to book/look at your formal hall. The system will automatically put you on today’s date.



The screenshot shows the formal hall booking interface. At the top is a navigation bar with tabs: Home, Meal Booking, EPOS, Fees and Charges, Bank Details, Change Password, Booking, Change My Normal Meals, and Block Bo. Below the navigation bar is a calendar for May 2023. The calendar shows dates from 24 to 31, with the 4th of May highlighted in blue. To the right of the calendar is a booking details panel for Thursday 04 May 2023. The panel shows the time slot 'Dinner - Formal Hall' and 'Sports 7pm for 7.30pm'. It also displays the message: 'Booking closes on Tuesday 02 May 2023 @ 12:00. You have no meals booked. 33 spaces available, 5 Max guests per member.' A 'Book' button is visible at the bottom of the panel.

Any formal halls you have booked will appear as a blue box on the relevant date. Any formal halls you haven't yet booked will appear as a green box. Click on each green or blue highlighted date to see the detail of each formal hall.

Use the arrows at the top of the calendar to scroll between months.

To look at all formal halls you have already booked or to book several, click on the **Block Book/Cancel** tab. You can block book all your formal halls in one go and then **Cancel** any you don't want, set your dietary requirements which will default through to your formal hall bookings and see what you have booked already.

### Meals To Book

Sun  Mon  Tue  Wed  Thurs  Fri  Sat

*Only meal types prefixed with an asterisk(\*) can have special dietary requirements applied*

#### Dietary Requirements

No Celery  No Lupin  No Peanuts  
 No Crustaceans  No Milk  No Sesame Seeds  
 No Egg  No Molluscs  No Soya  
 No Fish  No Mustard  No Sulphur Dioxide  
 No Gluten  No Nuts  Other

#### Additional dietary information

**Date from**

**Date to**

**Block Book Between Dates Selected**

### Meals Currently Booked

**Please note**, if you do not have any or enough money on your account, the system will not allow you to block book nor will it display any formal halls. There will be no error messages it just won't book them. As soon as you have enough money on your account, the system will allow you to start booking.

Input the range of dates over which you want to make your formal hall bookings using the **Date from** and **Date to** fields and click on the relevant days of the week – usually **Thurs** and **Fri**. Once done click on the **Block Book Between Dates Selected**.

Click on the adjacent **Cancel** button if you then decide you don't want to go. Please note, you will not be able to cancel a formal hall that has passed its deadline for booking, usually by 12.00 on the Tuesday before a Thursday formal hall and by 12.00 on the Wednesday before a Friday formal hall.

If you want to change your booking, click on the **Meal Booking** tab at the top left of the screen, scroll to the month the formal hall is, click on the date and then click **Change**.

If you want to add a guest, click on the **Meal Booking** tab at the top left of the screen. Identify the formal hall you wish to book your guest(s) on to (you need to be booked on first – you can't book your guest without you). Click on the **Book Guest** button

Complete the fields on the screen, one for yourself and then for each of your guests:

**Friday 05 May 2023 - Dinner - Formal Hall**

**Member Account**

**Available Meals**

**Dietary Requirements**

<input type="checkbox"/> No Celery	<input type="checkbox"/> No Mustard
<input type="checkbox"/> No Crustaceans	<input type="checkbox"/> No Nuts
<input type="checkbox"/> No Egg	<input type="checkbox"/> No Peanuts
<input checked="" type="checkbox"/> No Fish	<input type="checkbox"/> No Sesame Seeds
<input type="checkbox"/> No Gluten	<input type="checkbox"/> No Soya
<input type="checkbox"/> No Lupin	<input type="checkbox"/> No Sulphur Dioxide
<input type="checkbox"/> No Milk	<input checked="" type="checkbox"/> Other
<input type="checkbox"/> No Molluscs	

**Additional dietary information**

**Additional booking information**

*PhD & MPhils*

Vegan meal 15.90 GBP

**Points to note:**

**Available Meals:** choose from Standard Meal, Vegetarian Meal, Vegan Meal, Halal

**Dietary Requirements:** tick any that you wish. If you want to put in any **Additional dietary information** you must tick the **Other** box first and then the system will allow you to type in your extra information in the **Additional dietary information** box.

**Additional booking information:** your guest will always be seated next to you so you don't need to add in this request. Any other requests can be put here. Please don't use any commas as we export the data out in a csv file and this causes complications.

**Guest Name:** You must put in a **Guest Name** – the system will give you a warning message and won't let you proceed unless you do.

Once happy, click on the **Click Here to Book** button.

If you need to book more guests on, repeat the process as above. You can have five guests as a maximum. If you want to book more please contact the formal hall team [formalhall@lucy.cam.ac.uk](mailto:formalhall@lucy.cam.ac.uk)

## Meals/formal hall top ups

To top up your meals account with more money, which will enable you to buy meals in the restaurant/cafe or book formal halls, please click on the **EPOS** tab from the top toolbar:

The screenshot shows the EPOS system interface. At the top is a teal navigation bar with the following tabs: EPOS (selected), Fees and Charges, Bank Details, and Change Password. Below the navigation bar are three main panels:

- Balances:** Shows 'Available Funds' for 'Meals' as 5.58 GBP.
- Payments:** Features a dropdown menu set to 'Card Top Up/Deposit', a radio button for 'Top-Up', an 'Amount' input field, a 'View Terms' link, a checkbox for 'I Accept All Terms and Conditions', and a 'Make Payment' button.
- Transaction History:** Shows 'Meals' selected, 'Date from' (02/04/2023), 'Date to' (02/05/2023), a 'Get Transactions' button, and a 'Print' button.

This screen will allow you to see what your meal balance is.

It will also allow you to view what you have purchased in the Café/dining hall and what formal halls you have paid for. As soon as you have booked a formal hall, the money will be deducted from your **Available Funds** balance and similarly, if you cancel a formal hall your **Available Funds** will be refunded immediately.

## To top up/put money on your meals account

**First please make sure you have clicked on the EPOS tab not the Fees and Charges tab. If you put money on the EPOS tab it will go straight to your meals account and you can use it straight away. If you put money on your Fees and Charges tab by mistake, the money will go to your “invoices” account meaning the system can't see it and assumes you don't have any money to use for meals. You will then need to contact [financeoffice@lucy.cam.ac.uk](mailto:financeoffice@lucy.cam.ac.uk) and wait for us to move it over.**

Leave the **Card Top Up/Deposit** as is

Leave **Item** as Top Up

Input the **Amount** you wish to pay, **View** the Terms and Conditions and if you agree, click in the box to signify you agree.



Once complete, click on the **Make Payment** button. This will take you through to the next screen to input your credit or debit card details as below:

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## Lucy Cavendish College Payment Page

Product Code	Description	Amount
0000000000-0000000000-0000000000	Fees and Charges	10.00 GBP

### Cardholder Details

Name:

Email address: \*

Phone number: \*

Address: \*

City/Town: \*

County:

Postcode: \*

### Credit/Debit Card Details

Card type:

Start month:

Start year:

Card number: \*

Expiry month: \*

Expiry year: \*

CV2 number: \*

**Complete Payment**

Complete the above fields and then click on the **Complete Payment** button.

If you are successful the next screen will display:

**Lucy Cavendish College, Cambridge - Transaction Completed**

**Your transaction has been authorised and your card will be billed for GBP  
10.10 GBP.**

**Please note your transaction reference number: 104090311 and print or  
save this page for your records.**

**[Return To Lucy Cavendish College](#)**

Additionally, you will get an email from our on-line bank confirming your payment.

Please note, once the secure payment process has taken place, you will be taken back out to the main login screen. This is to make the process as secure as possible.