

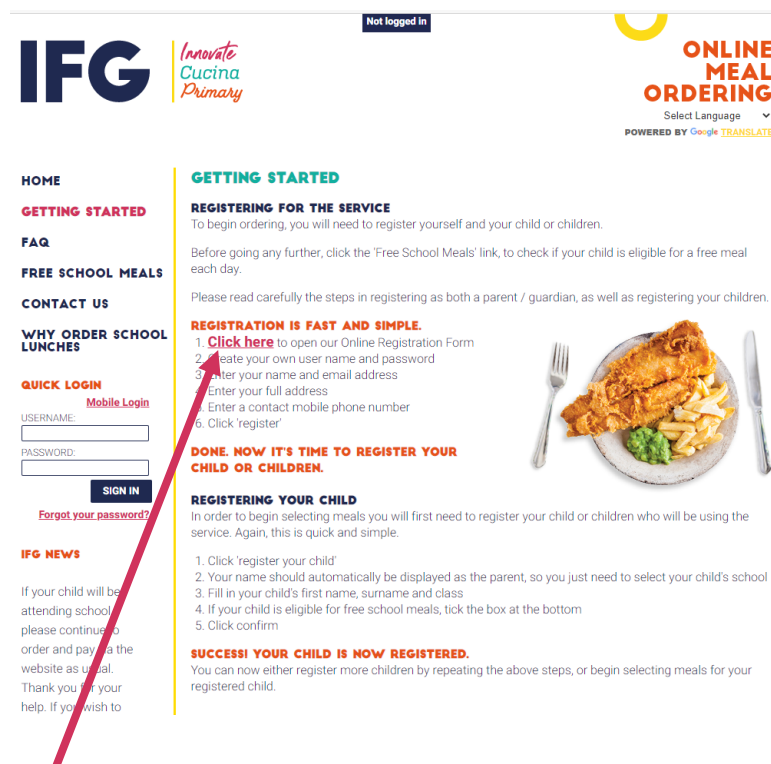


IFG Online Ordering

1. Open the web page: ifg-psm.co.uk (this page can be translated by selecting an alternative language from the drop down menu).

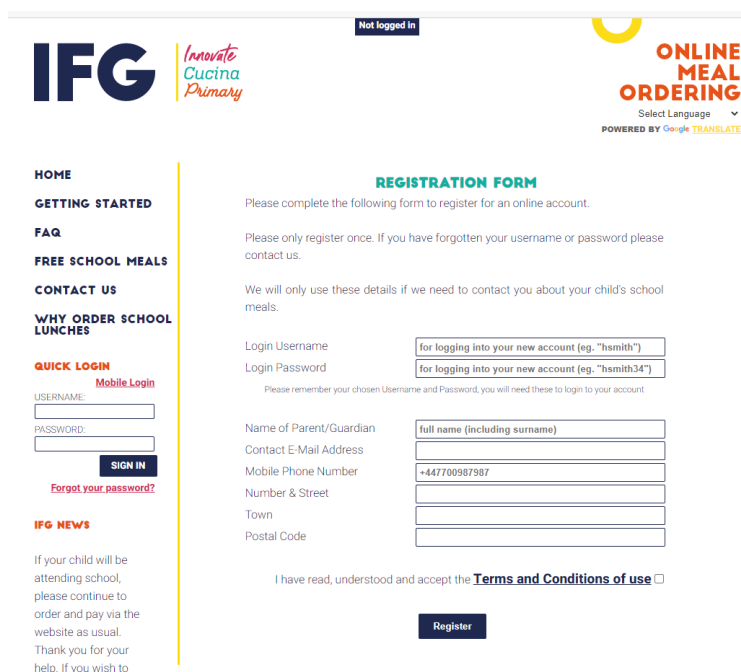


2. Select 'Getting Started' and you will be directed to this screen:



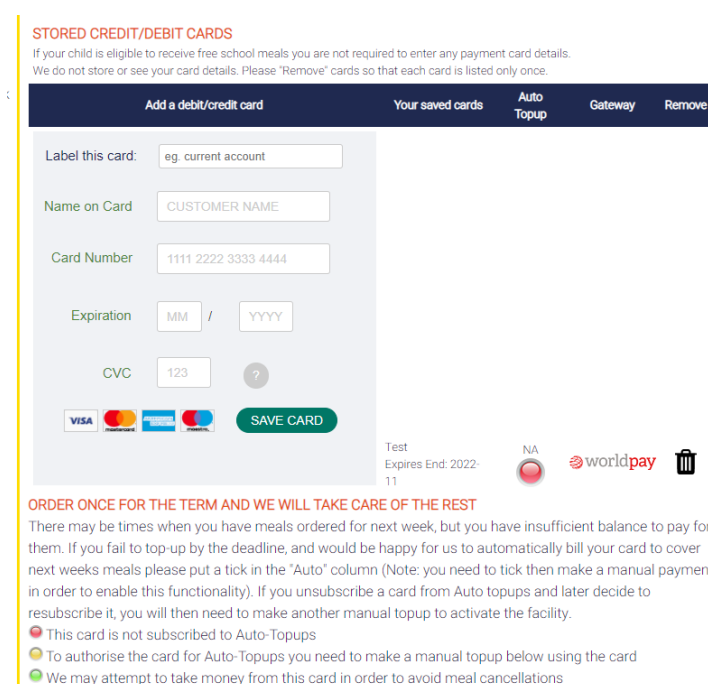
3. Select the 'Click here' to open the Registration Form option.

- When directed to this page a username and password need to be created by you, and name of parent, email address, mobile phone number and home address need to be entered. When this is completed click 'Register'.



The screenshot shows the IFG (Innovate Cucina Primary) Online Meal Ordering website. The header includes the IFG logo, a 'Not logged in' status, and a 'Select Language' dropdown. The main navigation menu on the left lists: HOME, GETTING STARTED, FAQ, FREE SCHOOL MEALS, CONTACT US, WHY ORDER SCHOOL LUNCHES, QUICK LOGIN (with a Mobile Login link), and IFG NEWS. The central 'REGISTRATION FORM' section contains instructions and a form with the following fields: Login Username (placeholder: 'for logging into your new account (eg. "hsmith")'), Login Password (placeholder: 'for logging into your new account (eg. "hsmith34")'), Name of Parent/Guardian (placeholder: 'full name (including surname)'), Contact E-Mail Address, Mobile Phone Number (placeholder: '+447700987987'), Number & Street, Town, and Postal Code. Below the form is a checkbox for 'I have read, understood and accept the Terms and Conditions of use' and a 'Register' button. A sidebar on the left under 'QUICK LOGIN' includes fields for 'USERNAME:' and 'PASSWORD:', a 'SIGN IN' button, and a 'Forgot your password?' link. The 'IFG NEWS' section at the bottom left contains a message about attending school and ordering meals.

- You have now created your account and will be asked to save a credit or debit card to make payments to IFG. The full card details are held securely by our banking merchant, Worldpay, not by IFG. **If your child is entitled to Free School Meals (this may be due to low income or if your child is in Reception, Year 1 or Year 2) you do not need to enter any card details.**



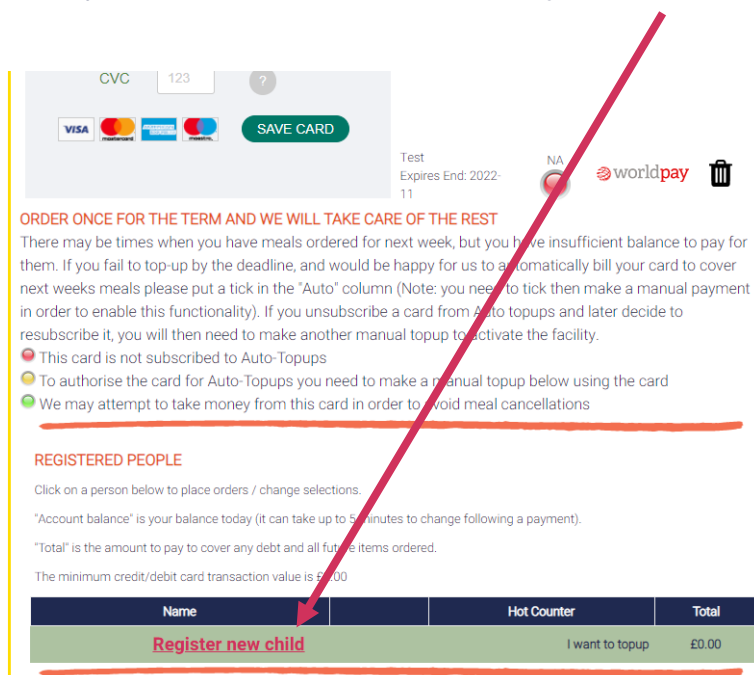
The screenshot shows the 'STORED CREDIT/DEBIT CARDS' section of the IFG website. It includes a heading 'STORED CREDIT/DEBIT CARDS' and a note: 'If your child is eligible to receive free school meals you are not required to enter any payment card details. We do not store or see your card details. Please "Remove" cards so that each card is listed only once.' Below this is a table with columns: 'Add a debit/credit card', 'Your saved cards', 'Auto Topup', 'Gateway', and 'Remove'. The 'Add a debit/credit card' column contains a form with the following fields: 'Label this card:' (placeholder: 'eg. current account'), 'Name on Card' (placeholder: 'CUSTOMER NAME'), 'Card Number' (placeholder: '1111 2222 3333 4444'), 'Expiration' (MM / YYYY), 'CVC' (placeholder: '123'), and a 'SAVE CARD' button. Below the form are logos for VISA, Mastercard, American Express, and Worldpay. The 'Your saved cards' column shows a card with a 'Test' status and an expiration date of 'Expires End: 2022-11'. The 'Auto Topup' column has a 'NA' status. The 'Gateway' column has a 'worldpay' logo. The 'Remove' column has a trash icon. Below the table is a section titled 'ORDER ONCE FOR THE TERM AND WE WILL TAKE CARE OF THE REST' with a note: 'There may be times when you have meals ordered for next week, but you have insufficient balance to pay for them. If you fail to top-up by the deadline, and would be happy for us to automatically bill your card to cover next weeks meals please put a tick in the "Auto" column (Note: you need to tick then make a manual payment in order to enable this functionality). If you unsubscribe a card from Auto topups and later decide to resubscribe it, you will then need to make another manual topup to activate the facility.' Below this are three bullet points: 'This card is not subscribed to Auto-Topups', 'To authorise the card for Auto-Topups you need to make a manual topup below using the card', and 'We may attempt to take money from this card in order to avoid meal cancellations'.



For Worldpay security verification reasons the name and address linked to the credit/debit card should match the name of the IFG account holder.

We offer an auto top-up facility to allow us to automatically bill your card for the amount required to pay for the following week's meals. If you wish to select this option please make one manual payment and then tick the "Auto Top-up" box which will appear. Once the manual payment has successfully been received the auto top-up facility will be active. Full details can be found on the web page.

6. Scroll down past the payment card section and click on "Register new child".



CVC 123 ?

VISA Mastercard American Express

SAVE CARD

Test Expires End: 2022-11

NA worldpay

ORDER ONCE FOR THE TERM AND WE WILL TAKE CARE OF THE REST

There may be times when you have meals ordered for next week, but you have insufficient balance to pay for them. If you fail to top-up by the deadline, and would be happy for us to automatically bill your card to cover next weeks meals please put a tick in the "Auto" column (Note: you need to tick then make a manual payment in order to enable this functionality). If you unsubscribe a card from Auto topups and later decide to resubscribe it, you will then need to make another manual topup to activate the facility.

- ☐ This card is not subscribed to Auto-Topups
- ☐ To authorise the card for Auto-Topups you need to make a manual topup below using the card
- ☐ We may attempt to take money from this card in order to avoid meal cancellations

REGISTERED PEOPLE

Click on a person below to place orders / change selections.

*"Account balance" is your balance today (it can take up to 5 minutes to change following a payment).

*"Total" is the amount to pay to cover any debt and all future items ordered.

The minimum credit/debit card transaction value is £2.00

Name	Hot Counter	Total
Register new child	I want to topup	£0.00

7. Now enter the name of school from the dropdown box, child's first and surname and class. Tick the box if your child is eligible for free meals **(this includes all children in Reception, Year 1 or Year 2)** and click 'Register'.

REGISTRATION FORM

Please complete the following form to add a child to your account.

Name of Parent/Guardian	A Person
Name of School	Abbey View School
Childs First Name	John
Childs Surname	Smith
Class	Year 1
Eligible for free school meals or Universal Infant free school meals (all pupils in Reception, Year 1 or Year 2)	☐

REGISTER



8. If you need to add another child, return to the Summary/Checkout page and the option is here. Follow the same process as the first child.

in order to enable this functionality, if you unsubscribe a card from Auto-topups and later decide to resubscribe it, you will then need to make another manual topup to activate the facility.

- ⚠ This card is not subscribed to Auto-Topups
- 🟡 To authorise the card for Auto-Topups you need to make a manual topup below using the card
- 🟢 We may attempt to take money from this card in order to avoid meal cancellations

REGISTERED PEOPLE

Click on a person below to place orders / change selections.

Account balance is your balance today (it can take up to 5 minutes to change following a payment).

Total is the amount to pay to cover any debt and all future items ordered.

The minimum credit/debit card transaction value is £2.00

Name	Account balance:	Hot Counter	Total
John Smith	£0.00		
Class: Year 1	I want to topup:	0/a	£0.00
Register another child		I want to topup	£0.00

PAYMENT LOG

No payments have been made yet.

9. You are now fully registered. To order please log-in and click on the name of your child.

IFG *Innovate
Cucina
Primary*

**ONLINE
MEAL
ORDERING**
Select Language
POWERED BY Google TRANSLATE

LOGOUT
CHANGE PASSWORD
A PERSON
ITEMS FOR JOHN
**SUMMARY /
CHECKOUT**
IFG NEWS
If your child will be attending school, please continue to order and pay via the website as usual. Thank you for your help. If you wish to contact us please email primary@impactfood.co.uk

SUMMARY / CHECKOUT
PARENT/GUARDIAN CONTACT DETAILS
Name: A Person
Address: 1 The Street
Town: Anytown
Postcode: ZX33XZ
Mobile: +447711123879
E-Mail: email@hotmail.com
Get SMS Reminders: ☒ at 15:00
Get Email Reminders: ☒
SAVE CHANGES
STORED CREDIT/DEBIT CARDS
If your child is eligible to receive free school meals you are not required to enter any payment card details. We do not store or see your card details. Please 'Remove' cards so that each card is listed only once.

Add a debit/credit card	Your saved cards	Auto Topup	Gateway	Remove
Label this card: eg. current account	Name on Card: CUSTOMER NAME	Card Number: 1111 2222 3333 4444	Expiration: MM / YYYY	No stored cards



10. Before you can order meals you will need to complete an Allergen Questionnaire for your child (this is required even if your child does not have any food allergies/intolerances). Click on “Allergen Questionnaire” to proceed. If your child does have a food allergy/intolerance you will be required to upload an item of medical evidence and a photo of your child.

Information

Here you are able to order items for John Smith in Class: Year 1.

You will not be able to proceed to the ordering page until you have completed our **Allergen Questionnaire**. Completion is required even if your child does not have any allergies / intolerances.

If your child's dietary requirements change at any time please resubmit our **Allergen Questionnaire**.

Once you have completed the Allergen Questionnaire you will see the “Hot Counter” tab.

11. Click the ‘Hot Counter’ tab near the top of the next screen and start ordering by clicking the small circle immediately below the meal of choice. Once a meal order has been placed the date at the top of the page will turn from orange to green. We do not automatically issue an order confirmation email but details of all future orders can be obtained by clicking the envelope icon. The order details can be printed by clicking the printer icon.

Information

Hot Counter

Meal selection for John Smith

MARCH	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
APRIL	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
MAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
JUNE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	

Changes are saved automatically. The Print icon can be used to print your order.
If you would like your current order emailed to you please click:
Click here to view allergen document

[click to expand](#) - Meal highlighting

[click to expand](#) - Bulk ordering

Menu for week commencing Monday, 8th March

Day	N	Main Meal	Vegetarian Meal	Jacket Potato Meal
Mon 8/3	☐	Turkey Meatballs in Tomato Sauce & Wholemeal Pasta / Oaty Apple Crumble & Custard	Quorn & Vegetable Bake with Crispy Potato Top / Oaty Apple Crumble & Custard	Jacket Potato with Baked Beans, Tuna Mayonnaise or Grated Cheese / Today's Dessert
				Jacket Potato with Baked

If you wish to order the same type of dish (e.g. Main Meal) every day for your child click on ‘Bulk ordering’ and select the type of dish required from the drop down menu.





12. If you have ordered and need to pay for your child's meals your home page will look like below. In this example meals for a full week (totalling £11.50) have been ordered. If you have ordered for the full term the greater amount will show. If you do not want to pay for the full term and would like to pay in instalments, then please amend the 'I want to top up' box with the amount you would like to pay.

⚠️ To authorise the card for Auto-topups you need to make a manual topup below using the card
✅ We may attempt to take money from this card in order to avoid meal cancellations

REGISTERED PEOPLE

Click on a person below to place orders / change selections.

*"Account balance" is your balance today (it can take up to 5 minutes to change following a payment).

*"Total" is the amount to pay to cover any debt and all future items ordered.

The minimum credit/debit card transaction value is £2.00

Name	Account balance:	Hot Counter	Total
John Smith	£0.00		
Class: Yr R-Panda Bears	I want to topup: £	11.50	£11.50
Register another child			I want to topup £11.50

Using card: Please add a card above ▼ CVC:

[Click here to pay £11.50](#)

PAYMENT LOG

No payments have been made yet.

Please note: Your Innovate account only gets debited on the day that the child eats.

13. To make a payment select the credit/debit card required, re-enter your cvc number and click on the 'Click here to pay' box.

⚠️ This card is not subscribed to Auto-Topups
⚠️ To authorise the card for Auto-Topups you need to make a manual topup below using the card
✅ We may attempt to take money from this card in order to avoid meal cancellations

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*"Total" is the amount to pay to cover any debt and all future items ordered.

The minimum credit/debit card transaction value is £2.00

Name	Account balance:	Hot Counter	Total
John Smith	£0.00		
Class: Yr R-Panda Bears	I want to topup: £	11.50	£11.50
Register another child			I want to topup £11.50

Using card: Card 1 ▼ CVC:

[Click here to pay £11.50](#)

Additional Information

Orders for the following week must be placed and paid for by midnight of the previous Saturday. For example, to order for the week commencing 15/03/2021 orders must be placed and paid for by midnight on Saturday 13/03/21.

You can order one week at a time or for the whole term, just keep scrolling down the Hot Counter page.

Once you have created your account a mobile app is available for use on mobile devices. Simply click the "Mobile Login" link on the Home Page.



If you are having difficulties setting up your account or ordering food please feel free to contact us on: primary@impactfood.co.uk or: 0204 542 7211 (office hours - Monday to Friday 8.30am to 5.00pm).

IFG Ltd

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hello@impactfood.co.uk
impactfood.co.uk

Registered in England and Wales
Company Reg No 06420662
VAT Reg No 123 3310 69

