

Oaklands Junior School

Headteacher – Mrs H West

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13th July 2021

Dear Parents/Carers

Online Ordering of School Meals

From September, all school meals will be ordered online instead of each morning by your child. This will be done directly by yourselves to IFG (Impact Food Group), but the meals will continue to be produced by Cucina in the Junior kitchen as they are now.

Please find attached all the instructions you will need. They are very clear and easy to follow, so we haven't doubled-up and written them all here for you, but there are a few important points highlighted below.

The system should be live later today, so please do register as soon as possible. The menu will not be uploaded until August, but once you have registered, you will receive an email plus a one-off text from IFG and they will let you know it is on the system. Once it is uploaded, you can start to order meals.

Things to note and remember to do when registering or ordering:

- The first step is to register yourself online and to create a username and password.
- Now, register your child
- Please make sure you choose **Oaklands Junior School** from the drop-down menu, as there may be other schools on the drop down which start with Oak...
- Enter your child's details – please make sure you choose their **new class in September**, NOT their current class.
- Once you have ordered meals, you can request an email confirmation for your reference.
- You will have up to the **Saturday evening** to place the orders and ensure there is sufficient credit for the following week. Alternatively, you can order for any period of time – 2 weeks, a month, a term or the whole year.
- If your child always has the same option eg. Main meal every day, you can do a bulk order to make it quicker.

The menu will be uploaded during August and if you have registered, you will receive an email plus a one-off text from IFG to let you know it is on the system. Once it is uploaded, you can start to order meals.

We hope you find this new process easy to follow. The school will be able to see and print off each week's orders so we will know what has been ordered for each child. If your child has no meal ordered and you haven't sent them into school with a packed lunch from home, then we will give you a quick ring in the morning for you to bring a packed lunch in for them.

The kitchen may be able to provide the occasional meal on the day, but this will be in exceptional circumstances only. You can also cancel meals in advance if you know your child has for example a medical appointment coming up. In addition, if they are absent from school due to illness, we can cancel the meal from the office on the day.

Transferring Credits and Debts over IFG.

Year 3, 4 and 5 parents

Any credit you have on the old system at the end of this term will be credited to your new IFG account. **Please note this can only be done once you have registered your child on the new system.**

Year 6

Credit balances will be refunded by CucinA via World Pay.

Please ensure your account is not in debt.

If you have any queries, please contact primary@impactfood.co.uk first and then the school office if you need to. We really encourage you to sign in and register as soon as possible and we hope you find the new system accessible and easy to use.

Yours sincerely

A handwritten signature in black ink that reads "HWest". The letters are stylized and cursive.

Hazel West
Headteacher