



## **Innovate Online Ordering**

1. Open the web page: www.innovate-psm.co.uk

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innovate my goodness!	My Primary Menu ONLINE MEAL ORDERING	Select Language • Particle by • * • • • • • • • • • • • • • • • • •
T- Charles	and a service of the	
Home	Innovate Services provides delicious hot meals and packed	
Why order school lunches	lunches for you to pre-order online. We believe in creating	
Getting Started	healthy meals which inspire pupils and helps them concentrate	
FAQ	at school to get the very best from their education.	
	This portal allows you to order hot meals and packed lunches	
Free School Meals	for your children for them to have at school.	
Contact Us	To register on the system, click <u>"Getting Started"</u> in the menu.	
QUICK LOGIN	To replace on the system, clerk <u>certing</u> outled in the meno.	
USERNAME:		
PASSWORD:		
SIGN IN	No. R. Car	
Forgot your password?		
INNOVATE NEWS		
Please ensure orders are		
placed for the following week and paid for by each		
Saturday midnight. If you		
have not paid for your		

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



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

4. 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'.

- Are for a	the second state of the second s
Home Why order school lunches	REGISTRATION FORM
Getting Started	Please complete the following form to register for an online account.
FAQ Free School Meals	Please only register once. If you have forgotten your username or password please contact us.
Contact Us	We will only use these details if we need to contact you about your child's
QUICK LOGIN USERNAME:	school meals.
PASSWORD:	Login Username for logging into your new account (eg. "hsmith")
SIGN IN	Login Password for logging into your new account (eg. "hsmith34") Please remember your chosen Username and Password, you will need these to login to your account
Forgot your password?	
INNOVATE NEWS	Name of Parent/Guardian full name (including surname) Contact E-Mail Address
Please ensure orders are	Mobile Phone Number
placed for the following week and paid for by each	Number & Street
Saturday midnight. If you have not paid for your	Town
child's meals you will receive a reminder before	Postal Code
they are cancelled. If you	
have placed an order late on Saturday and not paid, you may not receive a reminder.	/ have read, understood and accept the <u>Terms and Conditions of use</u>
Please provide a valid email and mobile telephone number to allow us to send reminders and keep you	Register

5. You have now created your account and will be asked to save a credit or debit card to make payments to Innovate. The full card details are held securely by our banking merchant, Worldpay, not by Innovate Services. 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.

٨	ld 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				
	123 ?	Joint current account HSBC Expires End: ???? -??	NA O	<b>sage</b> Pay	Ŵ
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	bscribed to Auto-Topups	- I I - I - I - I - I - I - I -		~ 1	
	ard for Auto-Topups you need to r	nake a manual topup below us er to avoid meal cancellation	-	irq	

For Worldpay security reasons the name and address linked to the credit/debit card should match the name of the Innovate 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 tick the "Auto Top-up" box. To activate the facility you will need to make the first payment manually by clicking the "Pay Top up" box. Full details can be found on the web page.

6. You now have your account screen. Click 'Register your child'.

pout		SU	MMARY / CHECKOUT		
hange Password	PARENT/GUARDI	AN CONTACT DETAILS			
APERSON		A Person			
ummary / Checkout	Address:	1 High Street			
INNOVATE NEWS	Town:	Anytown			
Please ensure orders are	Postcode:	AB1C23			
placed for the following week and paid for by each	Mobile:	+441234567890	SMS Time: 15:00		
Saturday midnight. If you have not paid for your	E-Mail:	aperson@test.co.uk			
child's meals you will					_
receive a reminder before				SAV	ECHANCES
they are cancelled. If you have placed an order late on				SAV	E CHANGES
they are cancelled. If you have placed an order late on Saturday and not paid, you				SAV	E CHANGES
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they are cancelled. If you have placed an order late on Saturday and not paid, you may not receive a reminder. Please provide a valid email and mobile telephone number to allow us to send		PEOPLE on below to place order // chan	ige selections.	SAV	IE CHANGES
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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'.

innovate my goodness!	My Primar	y Menu ORDERING	A Person Greet Language • Greet Language •
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out .	REG	ISTRATION FO	RM
ge Password			
ERSON	Please complete the foll	owing form to add a child to yo	account.
nary / Checkout	Name of Parent/Guardia	in A Person	
OVATE NEWS	Name of rarent/Guardia	in A Person	
	Name of School	Testing School	
se ensure orders are ed for the following	reality of sellest	reating oction	
c and paid for by each rday midnight. If you	Childs First Name	John	
not paid for your	Childs Syrname	Smith	
l's meals you will ive a reminder before	Class	Year 3	
are cancelled. If you placed an order late on			
rday and not paid, you not receive a reminder.	Eligible for free school		
	or Universal Meal Credi	ts	
se provide a valid email mobile telephone		REGISTER	
ber to allow us to send nders and keep you			

8. If you need to add another child, the option is here. Follow the same process as the first child.

	Mile				
ogout		SUMMARY / CHEC	KOUT		
hange Password	PARENT/GUARDIAN CONTACT DETAIL				
APERSON	Name: A Person				
tems for John (Year 3)	Address: 1 High Street				
ummary / Chikout	Town: Anytown				
INNOVATE NEVS	Postcode: AB1C23				
	Mobile: +441234567890		45.00 -		
Please ensure orders a placed for the following		SMS TI	me: 15:00 <b>*</b>		
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have placed an order late on Saturday and not paid, you may not receive a reminder.	REGISTERED PEOPLE				
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- 9. You are now fully registered. To order please log-in and click on the name of your child.
- 10. Click the 'Hot Counter' tab at the top of the screen and start ordering by clicking on 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.

ack to Summary / Checkout							1	nform	ation	ŀ	lot Ca	unte	r								
PERSON							Mea	sele	ction	n fot	Joh	n Sı	nith								
ems for John (Year 3)	MAY	1 2	3 4	5 6	7	8	9 10	11 12	13 1	15	16 17	18	19 20	21	22 23	24	25 20	5 27	28 2	9 30	31
mmary / Checkout	JUNE	1 2	3 4	5 6	7	8	9 10	11 12	13 1	15	16 17	18	19 20	21	22 23	24	25 20	27	28 2	9 30	/
ESTING SCHOOL	JULY	1 2	3 4	5 6	7	8	9 10	11 12	13 1	15	16 17	18	19 20	21	22 23	24	25 21	5 27	28 2	9 30	81
news	AUGUST	1 2	3 4	5 6	7	8	9 10	11 12	13 1	4 15	16 17	18	19 20	21	22 23	24	25 20	27	28 2	9	31
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11. 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.

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	and settled a settled				
APERSON	Name:	A Person			
tems for John (Year 3)	Address:	1 High Street			
ummary / Checkout	Town:	Anytown			
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Please ensure orders are	Mobile:	Update291762	SMS Time: 15:00	Y	
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and mobile telephone number to allow us to send reminders and keep you	"Account balanc	ce" is your balance today (it	can take up to 5 minutes to change	following a payment)	4
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and mobile telephone number to allow us to send reminders and keep you	"Account balanc "Total" is the a	ce" is your balance today (it	can take up to 5 minutes to change ebt and all future items ordered.	following a payment)	4 
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and mobile telephone number to allow us to send eminders and keep you	"Account balanc "Total" is the au The minimum cr Ju	ce" is your balance today (it mount to pay to cover any d redit/debit card transaction Name	can take up to 5 minutes to change obt and all future items ordered. value is £2.00	Hot Counter	
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Please note: Your Innovate account only gets debited on the day that the child eats.

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

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Account balance" is your balance today			no a payment).	
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The minimum credit/debit card transact		a a a a a a a a a a a a a a a a a a a		
ne minimum credit/depit card fransact	ion value 13 22.0			
Name			Hot Counter	Total
Robert Priestthorpe		Account balance:	£0.00	
Class: 2- Mrs Cork	Ŧ	want to topup:	£ 0.00	£0.00
Roberta Priestthorpe		Account balance:	£0.00	
			£ 11.50	£.11.50
Class: RI	Ŧ	I want to topup:	11.50	211130
	nother child	/ wanto topup:	L 11.50	£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 07/09/2020 orders must be placed and paid for by midnight on Saturday 05/09/20.
- You can order one week at a time or for the whole term, just keep scrolling down the Hot Counter page.
- A mobile app is available for use on mobile devices. Simply type the following address into your phone or tablet browser:

<u>https://innovate2018.cashlessschool.co.uk//m/</u>

- If anyone is having difficulties setting up accounts or ordering food please feel free to contact us on: <a href="mailto:primary@impactfood.co.uk">primary@impactfood.co.uk</a> or: 0204 501 5000 (office hours Monday to Friday 8.30am to 5.00pm).
- If your child has a food allergy please email <u>primary@impactfood.co.uk</u> with details. This information will be passed to the Catering Manager who may contact you to discuss your child's dietary requirements.

## Innovate Services Ltd

Tel: +44 (0)204 5015000 hello@impactfood.co.uk impactfood.co.uk

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