



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).



Not logged in

IFG *Innovate Cucina Primary*

ONLINE MEAL ORDERING
Select Language
POWERED BY Google TRANSLATE

HOME

GETTING STARTED

FAQ

FREE SCHOOL MEALS

CONTACT US

WHY ORDER SCHOOL LUNCHES

QUICK LOGIN
Mobile Login

USERNAME:

PASSWORD:

SIGN IN

[Forgot your password?](#)

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

Impact Food Group provides delicious hot meals and packed lunches for you to pre-order online. We believe in creating healthy meals which inspire pupils and helps them concentrate at schools to get the very best from their education.

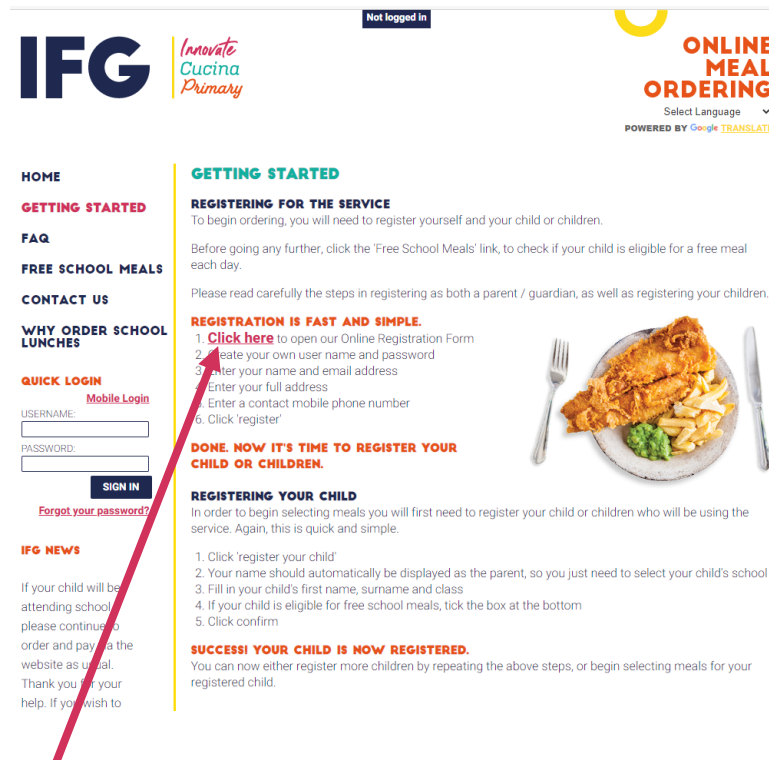
This portal allows you to order hot meals and packed lunches for your children for them to have at school.

To register on the system, click "**Getting Started**" in the menu.

VIEW YOUR SCHOOL'S MENU HERE

Please select...

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



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GETTING STARTED

REGISTERING FOR THE SERVICE
To begin ordering, you will need to register yourself and your child or children.

Before going any further, click the 'Free School Meals' link, to check if your child is eligible for a free meal each day.

Please read carefully the steps in registering as both a parent / guardian, as well as registering your children.

REGISTRATION IS FAST AND SIMPLE.

1. [Click here](#) to open our Online Registration Form
2. Create your own user name and password
3. Enter your name and email address
4. Enter your full address
5. Enter a contact mobile phone number
6. Click 'register'

DONE. NOW IT'S TIME TO REGISTER YOUR CHILD OR CHILDREN.

REGISTERING YOUR CHILD
In order to begin selecting meals you will first need to register your child or children who will be using the service. Again, this is quick and simple.

1. Click 'register your child'
2. Your name should automatically be displayed as the parent, so you just need to select your child's school
3. Fill in your child's first name, surname and class
4. If your child is eligible for free school meals, tick the box at the bottom
5. Click confirm

SUCCESS! YOUR CHILD IS NOW REGISTERED.
You can now either register more children by repeating the above steps, or begin selecting meals for your registered child.

3. Select the 'Click here' to open the 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'.

IFG *Innovate Cucina Primary* **ONLINE MEAL ORDERING**
 Select Language
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HOME
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QUICK LOGIN
 Mobile Login
 USERNAME:
 PASSWORD:
SIGN IN
[Forgot your password?](#)

REGISTRATION FORM
 Please complete the following form to register for an online account.
 Please only register once. If you have forgotten your username or password please contact us.
 We will only use these details if we need to contact you about your child's school meals.

Login Username:
 Login Password:
 Please remember your chosen Username and Password, you will need these to login to your account.

Name of Parent/Guardian:
 Contact E-Mail Address:
 Mobile Phone Number:
 Number & Street:
 Town:
 Postal Code:

I have read, understood and accept the [Terms and Conditions of use](#)

Register

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

5. 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.**

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: <input type="text" value="eg. current account"/> Name on Card: <input type="text" value="CUSTOMER NAME"/> Card Number: <input type="text" value="1111 2222 3333 4444"/> Expiration: <input type="text" value="MM"/> / <input type="text" value="YYYY"/> CVC: <input type="text" value="123"/> <input type="text" value="?"/> SAVE CARD	Test Expires End: 2022-11 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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



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 worldpay

Test Expires End: 2022-11 NA

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)	<input type="checkbox"/>

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	Hot Counter	Total
John Smith	Account balance: £0.00	
Class: Year 1	I want to topup: £0.00	£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: <input type="text" value="eg. current account"/>				
Name on Card: <input type="text" value="CUSTOMER NAME"/>				
Card Number: <input type="text" value="1111 2222 3333 4444"/>				
Expiration: <input type="text" value="MM"/> / <input type="text" value="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 ↑ Top

Day	N	Main Meal	Vegetarian Meal	Jacket Potato Meal
Mon 8/3	<input type="radio"/>	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
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				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
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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.



The screenshot shows the IFG website home page. At the top left is the IFG logo with the tagline 'Innovate Cucina Primary'. A 'Not logged in' notification is visible. On the right, there is a section for 'ONLINE MEAL ORDERING' with a 'Select Language' dropdown and 'POWERED BY Google TRANSLATE'. The main content area features a navigation menu on the left with links for HOME, GETTING STARTED, FAQ, FREE SCHOOL MEALS, CONTACT US, WHY ORDER SCHOOL LUNCHES, and QUICK LOGIN. The QUICK LOGIN section includes a 'Mobile Login' link, a 'SIGN IN' button, and a 'Forgot your password?' link. A red arrow points to the 'Mobile Login' link. To the right of the navigation menu, there is a paragraph of text about Impact Food Group, a 'VIEW YOUR SCHOOL'S MENU HERE' button with a checkmark, and a dropdown menu labeled 'Please select...'. At the bottom, there is an 'IFG NEWS' section with a paragraph of text and a photo of a woman in a school uniform.

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

