

# IMPACT FOOD

Parent Ordering



# Impact Food App

The ordering platform is supported by a company called Kanpla, one of our technology partners.

It is user friendly, easy to use and has been designed to be as simple as ordering something from Amazon.



# Impact Food Group

## How does it work?



How links work



Ease of accepting



Navigating the Impact Food Group app



Adding a balance



Placing orders



Ordering with allergies

You will receive a link from  
Kanpla via email.

One child = One Link

Siblings can be linked together  
when the parent uses the same  
email address on each link

Links are generated from  
information provided by the  
school MIS (Management  
Information System) data

Currently, only one link per  
parent

Once the link is accepted it  
cannot be used again

Links will automatically be sent  
to the email address you have  
given the school office

## How links work

# Accepting the Link sent to you:

Each child's link will need to be manually accepted

Check the Student name, Class, Year Group and School.  
If correct, press Yes

## Is this correct?



John Smith

Group:

Year 4

Location:

Impact Primary School

Yes

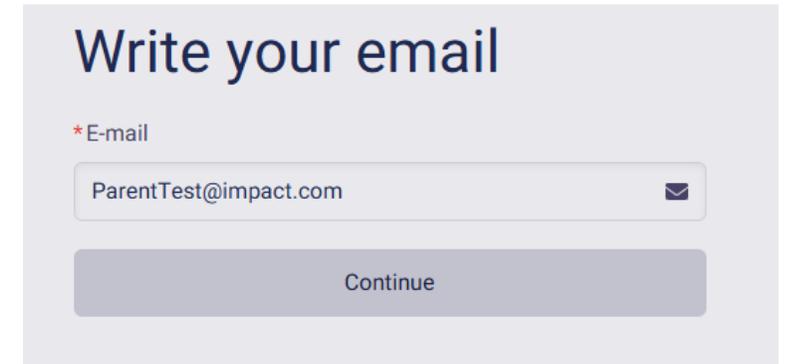
No

# Creating your Username and Password

ParentTest@impact.com (Your email address)

Password: Somethingyouchoose

(make it something you will remember but that you have not used somewhere else)



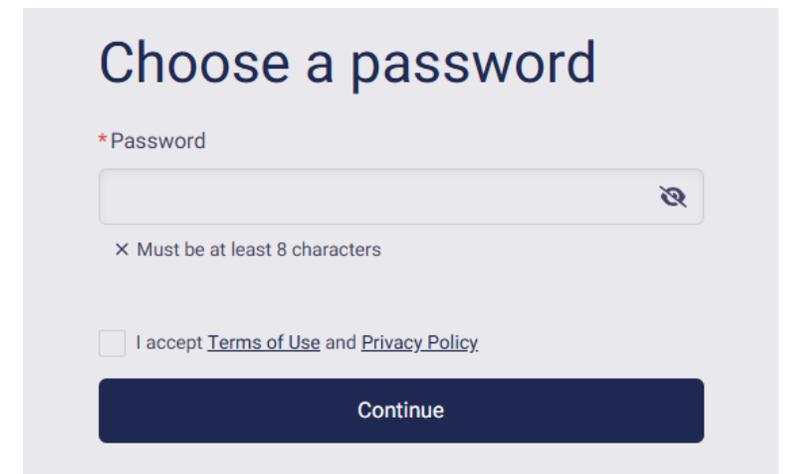
Write your email

\* E-mail

ParentTest@impact.com

Continue

This screenshot shows a registration form titled "Write your email". It features a text input field containing the email address "ParentTest@impact.com" and a small envelope icon on the right. Below the input field is a grey "Continue" button. The label "\* E-mail" is positioned above the input field.



Choose a password

\* Password

Must be at least 8 characters

I accept [Terms of Use](#) and [Privacy Policy](#).

Continue

This screenshot shows a registration form titled "Choose a password". It features a text input field for the password, with a small eye icon on the right. Below the input field is a red "X" icon and the text "Must be at least 8 characters". Below this is a checkbox with the text "I accept Terms of Use and Privacy Policy." and a "Continue" button.

# The App

Accept

Accept the link

Create

Create your account

Download

Download the App

## Impact Food Group

Kanpla

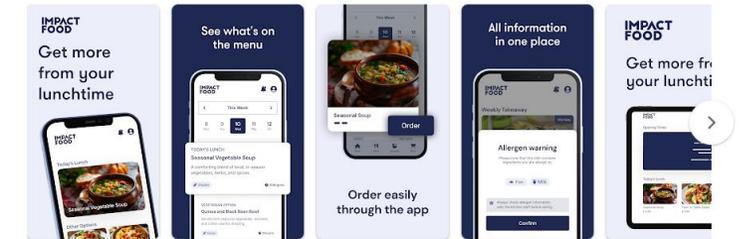
1K+ Downloads

PEGI 3

Install

Share

Add to wishlist



**IMPACT  
FOOD**

# Does your child have an allergy?

## Allergens

Please select your food preferences, so we can inform you of potential allergies.

<input type="checkbox"/> Gluten	<input type="checkbox"/> Celery
<input type="checkbox"/> Crustaceans	<input type="checkbox"/> Egg
<input type="checkbox"/> Fish	<input type="checkbox"/> Lupine
<input type="checkbox"/> Milk	<input type="checkbox"/> Molluscs
<input type="checkbox"/> Mustard	<input type="checkbox"/> Nuts
<input type="checkbox"/> Peanuts	<input type="checkbox"/> Sesame
<input type="checkbox"/> Soy	<input type="checkbox"/> Sulphur dioxide and sulphites

I have other allergies not listed above

You will be required to upload medical evidence for any selected allergy

**Confirm no allergens**

Allergens must be declared before moving on to the meal ordering page

If the student does not have allergies, press 'Confirm no allergens'

If allergen is not listed, please type in the below box

I have other allergies not listed above

Please specify

# Filtering for Preferences

It is possible to filter meals to only show Vegan, Vegetarian or Halal (if offered), select the preference and continue.

Can be skipped or confirmed as no preference

## What are your dietary preferences?

Skip

 Vegan

 Vegetarian

 Halal

Confirm no preferences

# Welcome to the Homepage (Webpage)

The screenshot shows the homepage of 'Innovate'. At the top left is the logo 'Innovate' in a red script font. The top navigation bar includes a home icon, 'Home', 'Order Lunch' (highlighted with a blue box), a bell icon, and a user profile icon (also highlighted with a blue box). Below the navigation is a large hero image of food with the text 'Order your lunch here' and 'We have a range of delicious lunch options just a few clicks away'. A blue box highlights the 'Select your meal ->' link. To the right, two callout boxes labeled 'Account Details' and 'Order meals' have arrows pointing to the user profile icon and the 'Select your meal' link, respectively. Below the hero image are three content cards: 'Brilliant Food', 'Impassioned service', and 'Rejuvenated planet', each with a photo, a title, a short paragraph, and a 'Read more' link.

**Account Details**

**Order meals**

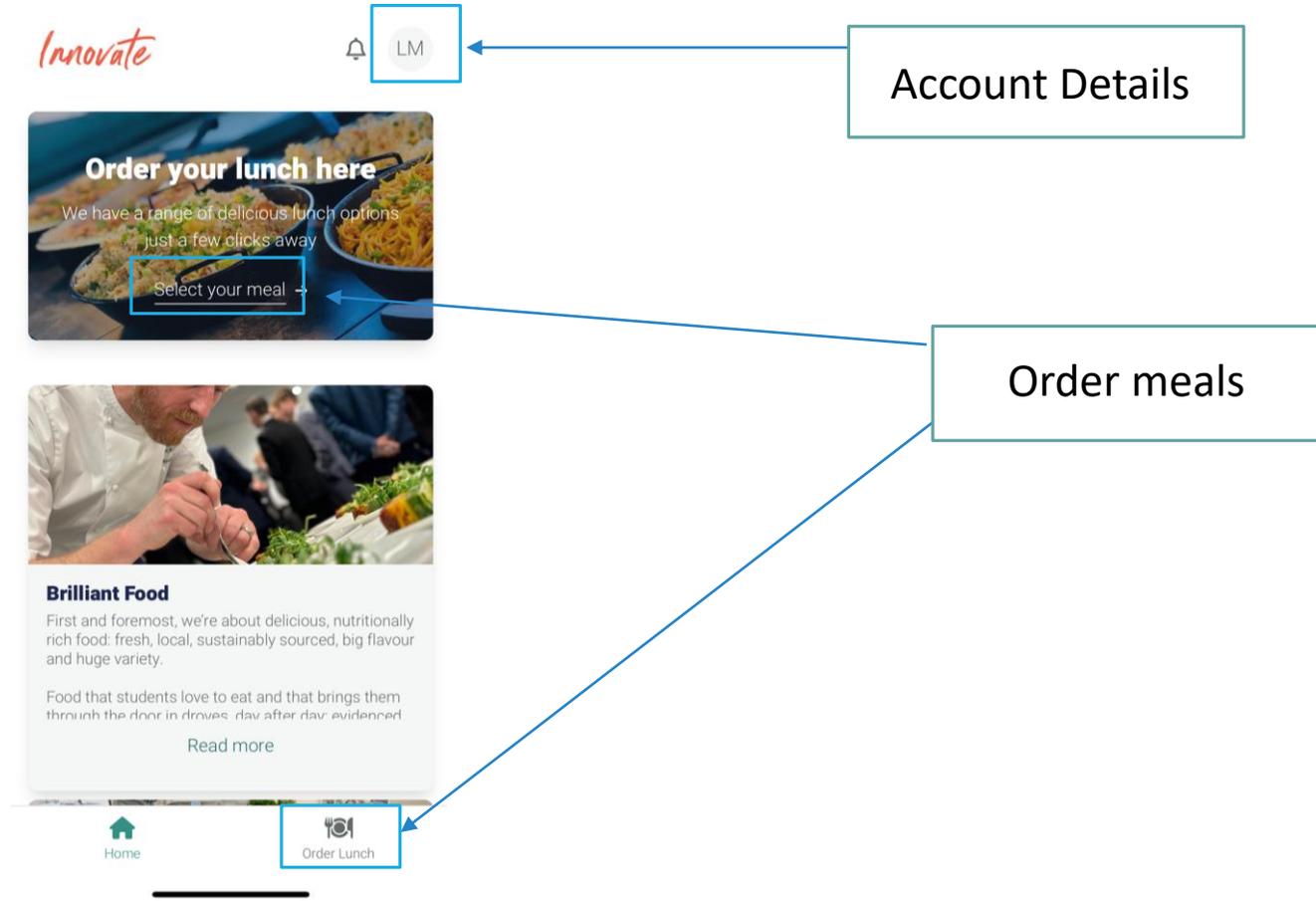
**Order your lunch here**  
We have a range of delicious lunch options just a few clicks away  
Select your meal ->

**Brilliant Food**  
First and foremost, we're about delicious, nutritionally rich food: fresh, local, sustainably sourced, big flavour and huge variety.  
Food that students love to eat and that brings them through the door in droves, day after day, evidenced.  
Read more

**Impassioned service**  
Great service drives our success and we believe that happy employees are the key to it. We provide a positive, safe and caring work environment, staffed by people who love their jobs.  
We hire with equality in mind and our chef-led teams.  
Read more

**Rejuvenated planet**  
As an Impact organisation we measure everything we do by the positive change we're making. That extends from the students, schools and communities in which we operate, to the planet as a whole.  
We naturally go way beyond the minimum.  
Read more

# Welcome to the Homepage (Mobile app)



# Adding Balance

The image shows a mobile application interface. On the left, a user profile is visible for 'Castledon Student' at 'Castledon School'. Below the profile, there are menu items for 'Access codes', 'Allergens', 'Medical document upload', 'Dietary preferences', and 'My QR Code'. At the bottom of the profile section, the current balance is shown as '£0' with a '+ Fill up' button. A blue arrow points from this button to a modal window titled 'Deposit money'. The modal asks 'How much credit do you want to add?' and features a numeric keypad with '20' entered. Below the keypad are buttons for '5', '10', '20', '50', and '100'. A 'Card' payment method is selected, and there is a checked option to 'Save the card for later payments'. A large green 'Deposit' button is at the bottom of the modal.

A balance, if applicable, must be on the account before selecting a meal

If multiple paid siblings, the balance will be split between them. Account will only show one total balance

# Notification Preferences

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## Mail preferences

- Order confirmation
- Payment confirmation

Confirm

Parents will be notified of any meal cancellations or changes

## Account History

-  Orders
-  Payments
-  Export complete transaction history

Parents can view all placed orders under the 'Orders' section

Transaction history will provide all account history

# Ordering a meal

*Innovate*

 Home

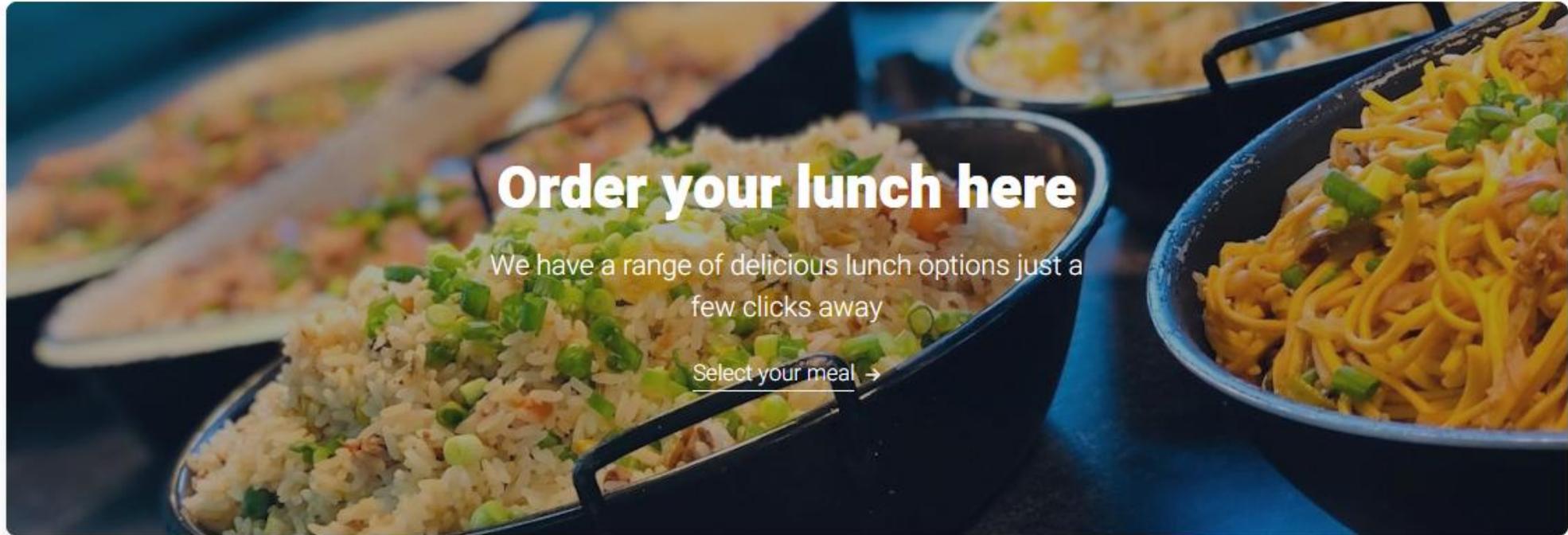
 Order Lunch



**Order your lunch here**

We have a range of delicious lunch options just a few clicks away

[Select your meal →](#)



# Ordering a meal (Webpage)

The screenshot displays a meal ordering interface with the following sections:

- Mains:**
  - Main Meal:** Chicken & Tomato Pasta Bake (Chicken & Tomato Pasta Bake). Price: £0. Allergens: Milk, Mustard, Soy, Gluten, Wheat.
  - Vegetarian Main Meal:** Cheesy Cauliflower Pasta Bake (Cheesy Cauliflower Pasta Bake). Price: £0. Allergens: Halal, Milk, Mustard, Soy, Vegetarian, Gluten, Wheat.
- Pasta Dishes:**
  - Pasta Dish:** Pasta with Cheese Sauce (Pasta with Cheese Sauce). Price: £0. Allergens: Milk, Mustard, Soy, Vegetarian, Gluten, Wheat.
- Jacket Potatoes:**
  - Baked Potato with Baked Beans:** Baked Potato with Baked Beans. Price: £0.
  - Jacket Potato with Cheddar Cheese:** Baked Potato with Cheese (Baked Potato with Cheese). Price: £0. Allergens: Milk, Vegetarian.
  - Jacket Potato with Tuna Mayonnaise:** Baked Potato with Tuna Mayo (Baked Potato with Tuna Mayo). Price: £0. Allergens: Egg, Fish.
- Filled Rolls:**
  - Filled Rolls:** Chicken Roll (Chicken Roll). Price: £0. Allergens: Sesame, Gluten, Wheat.
  - Filled Rolls Vegetarian:** Egg Mayonnaise Roll (Soft white roll with egg mayonnaise filling). Price: £0. Allergens: Egg, Sesame, Gluten, Wheat.
- Selection:** A green-bordered box contains the text "No lunch" with a green checkmark icon.

Parents will have the option to select from a variety of meals offered daily

Menus alternate based on a three-week cycle

# Ordering a meal (Mobile App)

Innovate balance: £0 LM

< Next week >

Weeks can be changed by pressing the left and right arrows. Dates will be visible at the top

Order until Sunday, 11:00 PM

Filter products

Weekly meal ordering deadline

Choose your lunch here

You can order for individual days below or set up an automatic recurring order.

Recurring orders

Monday  
No Lunch  
Order

Daily orders can be selected by pressing the 'Order' buttons

Tuesday  
No Lunch  
Order

Wednesday  
No Lunch  
Order

# Selecting Desserts

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**Dessert**  
required, select up to 1

Dessert  
Oaty Apple Crumble & Custard  
Oaty Apple Crumble & Custard

Milk  Gluten  Barley  Wheat

Dessert 2  
Orange Jelly  
Orange Jelly

**Side dish**  
required, select up to 1

Side dish  
Sweetcorn  
Sweetcorn

Confirm

After selecting a main meal, a dessert option box will appear asking the user to select one of two dessert options

Fruit is always available at the meal collection counter

# Recurring Orders

### Change recurring orders

Recurring orders set up below will be automatically processed, so there is no need to order each week. You can edit your order anytime.

- Every Monday  
No order
- Every Tuesday  
No order
- Every Wednesday  
No order
- Every Thursday  
No order
- Every Friday  
No order

Save

For convenience, there is an option to select recurring orders weekly.

Please keep in mind the menu options change weekly based on a three-week cycle

### Recurring order

Mains

- Main Meal £0
- Vegetarian Main Meal £0  
Halal Vegetarian

Pasta Dishes

- Pasta Dish £0  
Vegetarian

Jacket Potatoes

Done

# Ordering With Allergies

**Allergens**

The allergens are only descriptive, and the canteen may choose to not include them

- Gluten
- Crustaceans
- Fish
- Milk**
- Mustard
- Peanuts
- Soy
- I have other allergies not listed above
- Celery
- Egg
- Lupine
- Molluscs
- Nuts
- Sesame
- Sulphur dioxide and sulphites

Confirm 1 allergens

Milk allergy declared

*Innovate*

Home Order Lunch

**Allergy document upload required**  
You will see a restricted menu until approved

Upload documents

**Medical documents upload**

Upload medical evidence for the following allergies and an **up-to-date photo of your child**.

Milk

Drag files to this area  
Or click to upload manually

Accepted proof guide Continue

**Order your lunch here**  
We have a range of delicious lunch options just a few clicks away  
Select your meal →

Documents are required to ensure appropriate meals are provided. Reviewed by the Safety Team

# Placing an Allergen Appropriate Order

The screenshot displays a digital menu interface with several food items and their allergen information. The items are organized into sections: 'Main Meal', 'Vegetarian Main Meal', 'Allergen Aware Main Meal', 'Allergen Aware Vegetarian Meal', 'Filled Rolls', and a 'No lunch' selection at the bottom.

- Main Meal:** Chicken & Tomato Pasta Bake (Price: £2.53). Allergens: Milk, Mustard, Soy, Gluten, Wheat. Status: Contains milk.
- Vegetarian Main Meal:** Cheesy Cauliflower Pasta Bake (Price: £2.53). Allergens: Halal, Milk, Mustard, Soy, Vegetarian, Gluten, Wheat. Status: Contains milk.
- Allergen Aware Main Meal:** AA Chicken & Tomato Pasta Bake (Price: £2.53). Allergen: Soy.
- Allergen Aware Vegetarian Meal:** AA Cauliflower Pasta Bake (Price: £2.53). Allergens: Soy, Vegan, Vegetarian.
- Filled Rolls:** Chicken Roll (Price: £2.53). Allergens: Sesame, Gluten, Wheat. Status: Contains Sesame.
- Filled Rolls Vegetarian:** Egg Mayonnaise Roll (Price: £2.53). Allergens: Egg, Sesame, Gluten, Wheat. Status: Contains Egg, Sesame.

At the bottom, a selection box shows 'No lunch' with a blue checkmark icon.

As a 'Milk' allergy was declared, all menu options containing 'Milk' are not available to this student. Alternative Allergen Aware meals are available to select

# Need some help?

Contact IFG

Primary Support Team

[primary@impactfood.co.uk](mailto:primary@impactfood.co.uk)

Telephone: 0204 542 7211

Monday – Friday, 8.30am – 5.30pm

OR

Contact Kanpla

Support chat function available on mobile and website—  
technical issues, account assistance, general app enquiries

