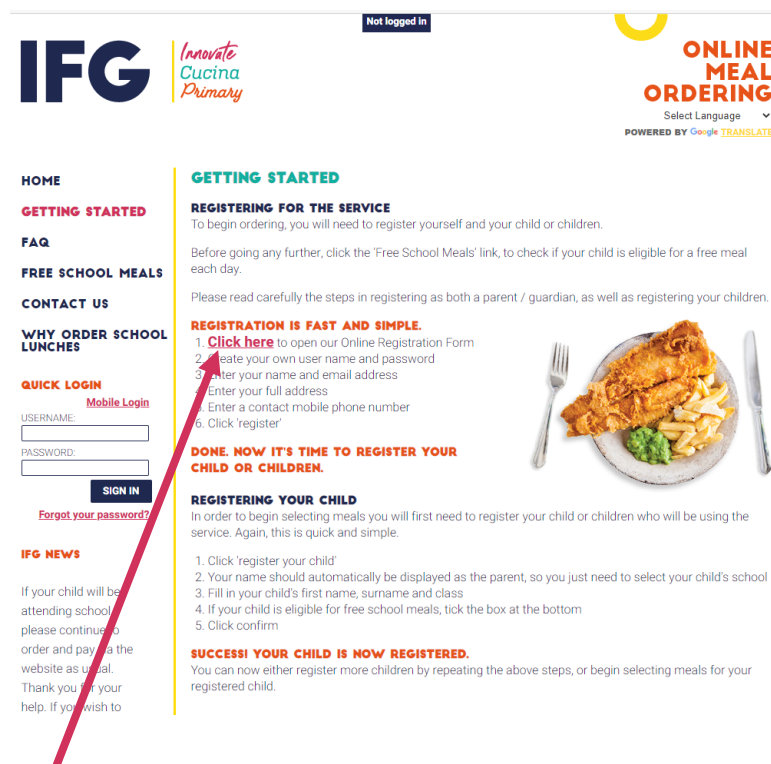


## IFG ONLINE ORDERING

1. Open the web page: [ifg-psm.co.uk](http://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.

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. You must also tick the 'I agree to the Terms and Conditions' box. When this is completed click 'Register'.

The screenshot shows the IFG ONLINE MEAL ORDERING website. The header includes the IFG logo, the school name 'Innovate Cucina Primary', a 'Not logged in' status, and a 'Select Language' dropdown. A sidebar on the left contains links: HOME, GETTING STARTED, FAQ, FREE SCHOOL MEALS, CONTACT US, WHY ORDER SCHOOL LUNCHES, QUICK LOGIN (with a Mobile Login link), and IFG NEWS. The main content area is titled 'REGISTRATION FORM' and contains instructions to complete the form to register. It includes fields for Login Username, Login Password, Name of Parent/Guardian, Contact E-Mail Address, Mobile Phone Number, Number & Street, Town, and Postal Code. A checkbox for 'I have read, understood and accept the Terms and Conditions of use' is present, followed by a 'Register' button. A 'Forgot your password?' link is also visible.

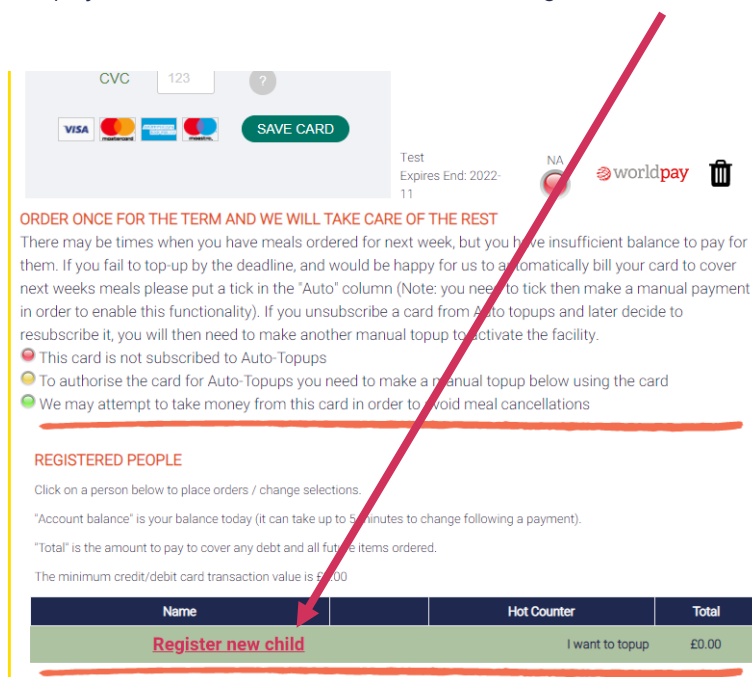
5. You have now created your account and will be asked to save a credit or debit card to make payments to IFG. The full card details are held securely by our banking merchant, Worldpay, not by IFG. **If your child is entitled to Free School Meals (this may be due to low income or if your child is in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

The screenshot shows the 'STORED CREDIT/DEBIT CARDS' section of the website. It includes a header with 'Add a debit/credit card', 'Remove', 'Your saved cards', and 'Auto Topup'. Below this, there are logos for VISA, Mastercard, and Maestro. The form fields are: Card number (with a red 'x' error icon and a message 'Enter a valid card number'), Cardholder's name (with a red 'x' error icon and a message 'Enter a valid cardholder's name'), Expiry date (MM / YY), and Security code (with a message '3 digits on the back of the card or 4 digits on the front of card'). An 'Add Card' button is at the bottom. A section titled 'ORDER ONCE FOR THE TERM AND WE WILL TAKE CARE OF THE REST' explains that if a user has insufficient balance for next week's meals, they can opt for Auto-Topups. A legend indicates: a red circle means 'This card is not subscribed to Auto-Topups', a yellow circle means 'This card is being subscribed for Auto-Topups', and a green circle means 'This card is subscribed to Auto-Topups'.







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 which will appear. 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     [SAVE CARD](#)

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 £5.00

Name	Hot Counter	Total
<a href="#">Register new child</a>	I want to topup	£0.00

7. Please ensure you register your child at this stage. If you do not know your child's class, place them in the 'Unknown' class and contact us so we can assist.
8. 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](#)



9. 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 ensure 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	Account balance:	£0.00	
Class: Year 1	I want to topup:	n/a	£0.00
<a href="#">Register another child</a>		I want to topup	£0.00

---

### PAYMENT LOG

No payments have been made yet.

10. 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](mailto: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**

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### 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



11. 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.

12. 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.





13. 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		Hot Counter	Total
John Smith	Account balance:	£0.00	
Class: Yr R-Panda Bears	I want to topup:	£ 11.50	£11.50
<b>Register another child</b>		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 IFG account only gets debited on the day that the child eats.**

14. To make a payment select the credit/debit card required and click on the 'Click here to pay' box.

⚠️ This card is not subscribed to Auto-Topups  
⚠️ To authorise this 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: Yr R-Panda Bears	I want to topup:	£ 11.50	£11.50
<b>Register another child</b>		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 03/07/2023 orders must be placed and paid for by midnight on Saturday 01/07/23.

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-friendly version of the website 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](mailto:primary@impactfood.co.uk) or: 0204 542 7211 (office hours - Monday to Friday 8.30am to 5.00pm).

### IFG Ltd

Tel: +44 (0)204 5015000

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[impactfood.co.uk](http://impactfood.co.uk)

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VAT Reg No 123 3310 69

