

IMPACT FOOD

Parent Ordering



IMPACT
FOOD
GROUP

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

Choose a password

*Password



✕ Must be at least 8 characters

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

Continue

The App

Accept

Accept the link

Create

Create your account

Download

Download the App

Impact Food Group

Karpla

1K+ Downloads

PG-13

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.

Gluten	Celery
Crustaceans	Egg
Fish	Lupine
Milk	Molluscs
Mustard	Nuts
Peanuts	Sesame
Soy	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

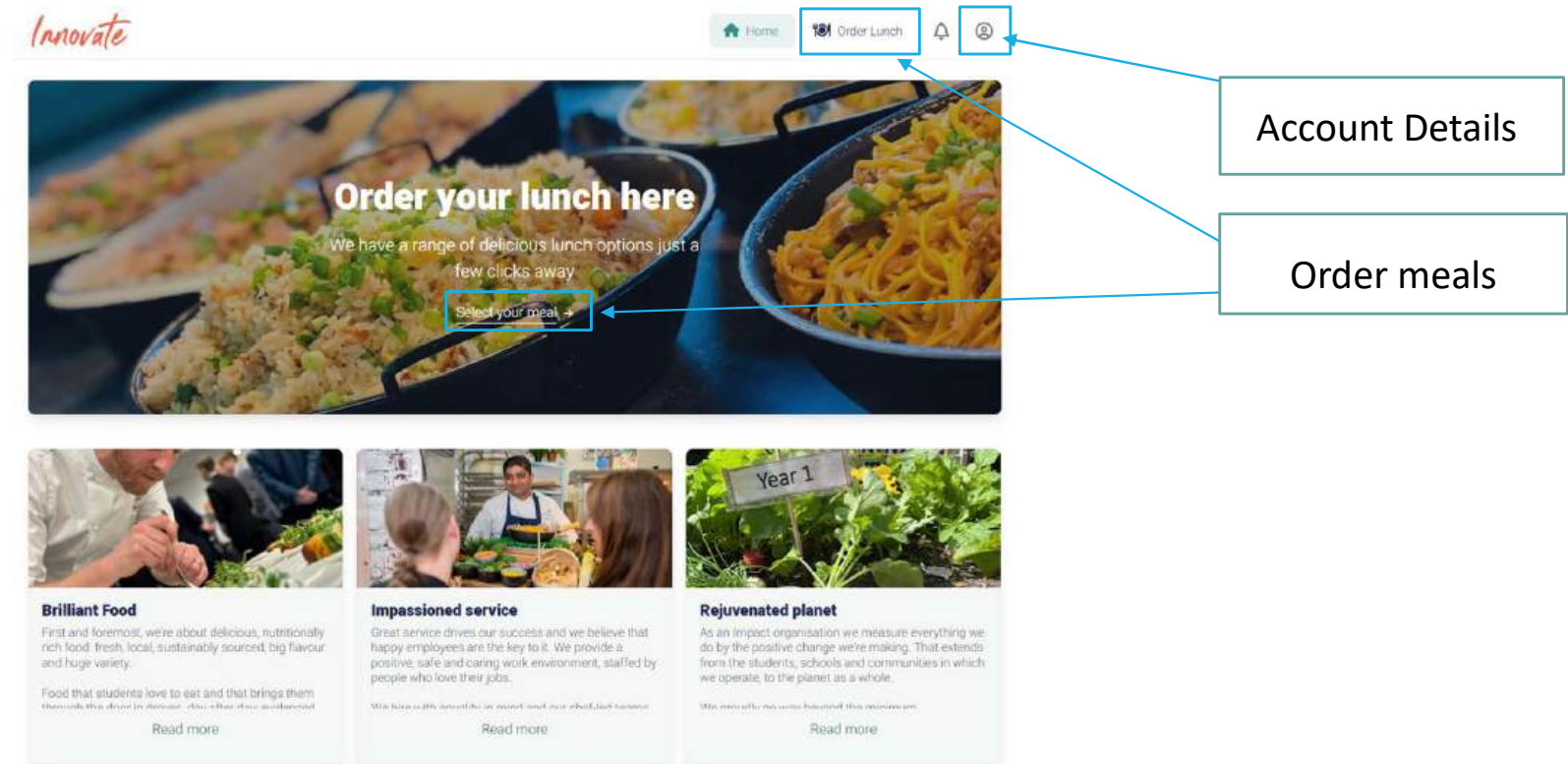
 Vegan

 Vegetarian

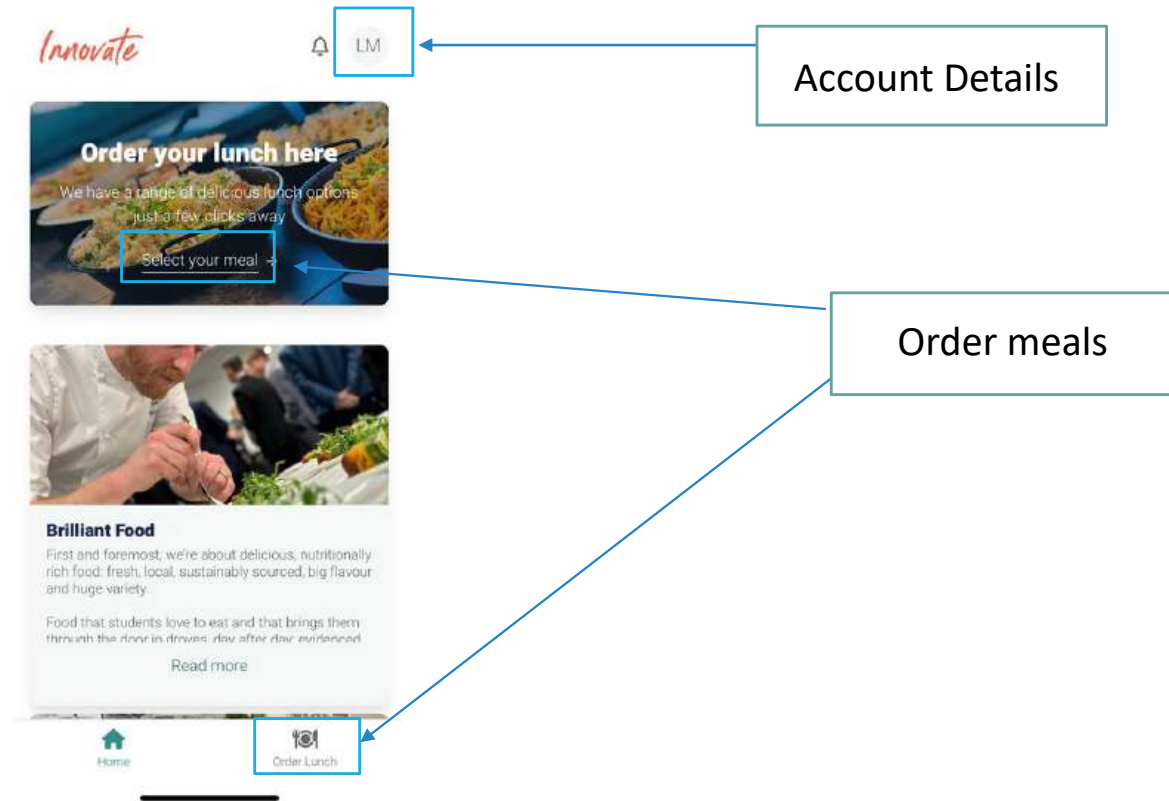
 Halal

Confirm no preferences

Welcome to the Homepage (Webpage)



Welcome to the Homepage (Mobile app)



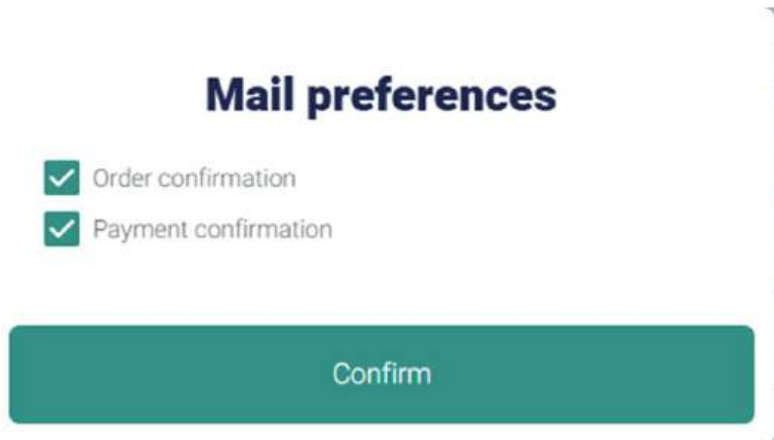
Adding Balance

The image shows a mobile app interface for ordering school lunches. On the left is a sidebar menu with sections: 'ACTIVE USER' (Castledon Student, Castledon School), 'Access codes', 'Allergens', 'Medical document upload', 'Dietary preferences', 'My QR Code', 'BALANCE' (showing £0 and a '+ Fill up' button), and 'SETTINGS' (Account history). A blue arrow points from the '+ Fill up' button to a modal window titled 'Deposit money'. The modal asks 'How much credit do you want to add?' and features a numeric input field set to 20, a row of buttons for 5, 10, 20, 50, and 100, a 'Card' payment method selector, a checked checkbox for 'Save the card for later payments' with a sub-note 'This will allow you to set up automatic refill', and a large green 'Deposit' button at the bottom.

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

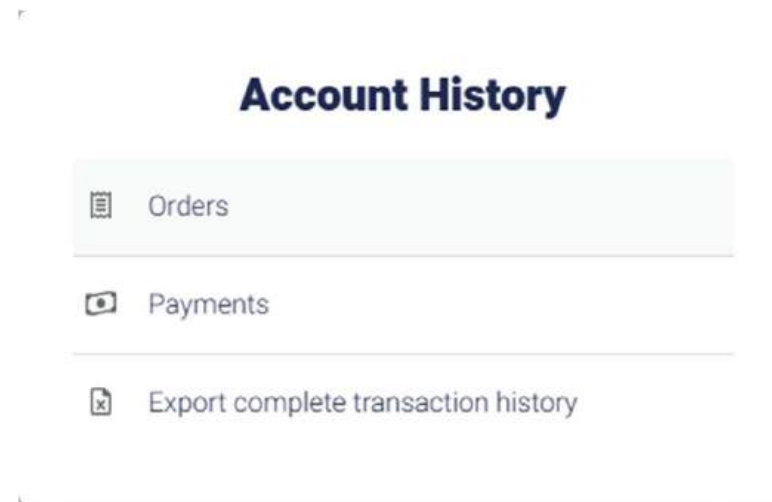


Mail preferences

- ☒ 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

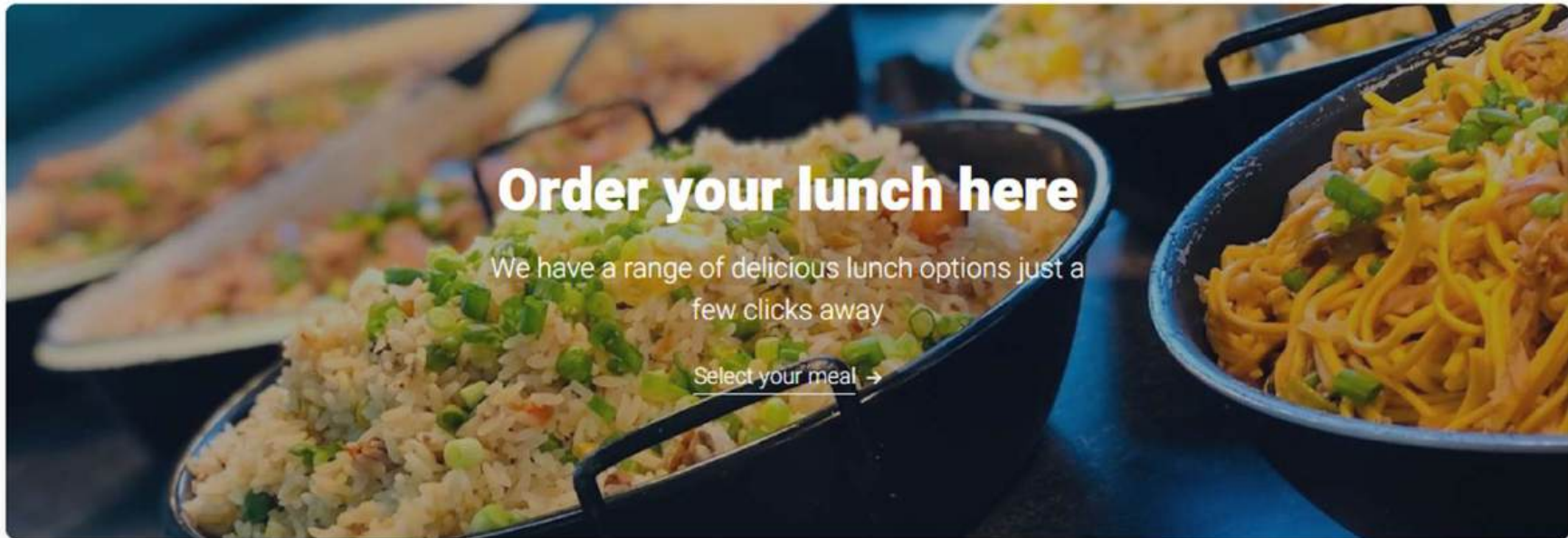
 Order Lunch



Order your lunch here

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

Select your meal →



Ordering a meal (Webpage)

Mains

Meat Main

Chicken & Tomato Pasta Bake

Chicken & Tomato Pasta Bake

Milk

Mustard

Soy

Gluten

Wheat

£0

Vegetarian Meat Main

Cheesy Cauliflower Pasta Bake

Cheesy Cauliflower Pasta Bake

Halal

Milk

Mustard

Soy

Vegetarian

Gluten

Wheat

£0

Filled Rolls

Filled Rolls

Chicken Roll

Chicken Roll

Sesame

Gluten

Wheat

£0

Filled Rolls, Vegetarian

Egg Mayonnaise Roll

Soft white roll with egg mayonnaise filling

Egg

Sesame

Gluten

Wheat

£0

Pasta Dishes

Pasta Dish

Pasta with Cheese Sauce

Pasta with Cheese Sauce

Milk

Mustard

Soy

Vegetarian

Gluten

Wheat

£0

Jacket Potatoes

Baked Potato with Baked Beans

Baked Potato with Baked Beans

£0

Jacket Potato with Cheddar Cheese

Baked Potato with Cheese

Baked Potato with Cheese

Milk

Vegetarian

£0

Jacket Potato with Tuna Mayonnaise

Baked Potato with Tuna Mayo

Baked Potato with Tuna Mayo

Egg

Fish

£0

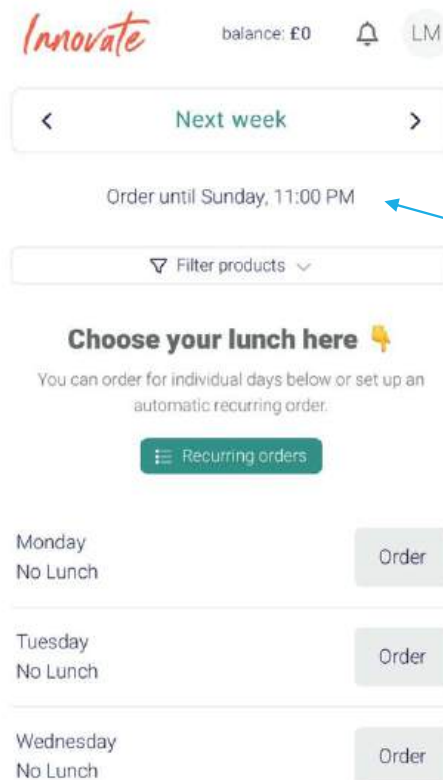
No lunch

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)

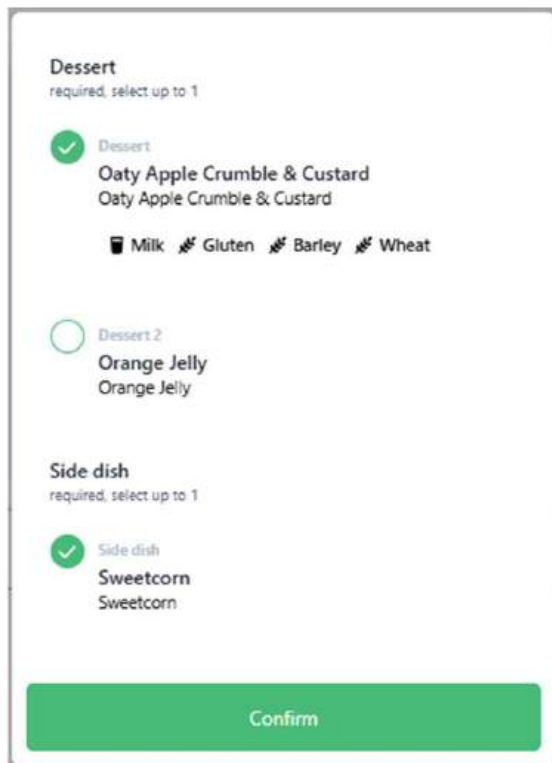


Weeks can be changed by pressing the left and right arrows. Dates will be visible at the top

Weekly meal ordering deadline

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

Selecting Desserts



The screenshot shows a meal selection interface with the following sections:

- 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

A green **Confirm** button is located at the bottom of the selection box.

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

☒ Halal ☒ Vegetarian

£0

Pasta Dishes

Pasta Dish

☒ Vegetarian

£0

Jacket Potatoes

Done

Ordering With Allergies

The screenshot displays the 'Innovate' website interface for ordering lunch with allergies. On the left, the 'Allergens' section lists various food categories with icons: Gluten, Crustaceans, Fish, Milk (highlighted with a blue box and arrow), Mustard, Peanuts, Soy, Celery, Egg, Lupine, Molluscs, Nuts, Sesame, and Sulphur dioxide and sulphites. Below this list is a checkbox for 'I have other allergies not listed above' and a green button labeled 'Confirm 1 allergens'. The main content area features a yellow banner with a warning icon and text: 'Allergy document upload required. You will see a restricted menu until approved.' To the right of this banner is a yellow button labeled 'Upload documents', which is also highlighted with a blue box and arrow. Below the banner is a large image of food with the text 'Order your lunch here' and 'We have a range of delicious lunch options just a few clicks away'. To the right of the main content area is a section titled 'Medical documents upload' with instructions to 'Upload medical evidence for the following allergies and an up-to-date photo of your child.' Below this is a list of allergies, with 'Milk' selected. A dashed box contains the text 'Drag files to this area' and 'Or click to upload manually'. At the bottom right are two buttons: 'Accepted proof guide' and 'Continue'.

Milk allergy declared

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 a central selection area and sidebars for meal categories. The central area is currently empty, showing a '[No Title]' placeholder. The left sidebar lists meal categories: 'Main Meals' (with items like 'Chicken & Tomato Pasta Bake', 'Cheesy Cauliflower Pasta Bake', 'AA Chicken & Tomato Pasta Bake', and 'AA Cauliflower Pasta Bake'), and 'Filled Rolls' (with items like 'Chicken Roll' and 'Egg Mayonnaise Roll'). The right sidebar lists 'Allergen Awareness Menu' items, including 'Baked Potato with Cheese', 'AA Baked Potato with Baked Beans', and 'Baked Potato with Tuna Mayo'. Allergen icons (Milk, Soy, Vegetarian, Gluten, Wheat) are visible next to many items, indicating their allergen status. A 'No lunch' button is located at the bottom center of the interface.

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

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

