

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, pupil links can only be
sent to one parent

Once the link is accepted it cannot
be used again

Links will automatically be sent to
the primary contact 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

Kanpla

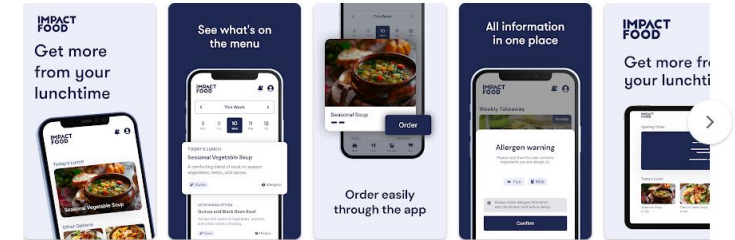
1K+
Downloads

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.

 Gluten 

 Crustaceans

 Fish

 Milk

 Mustard

 Peanuts

 Soy

 Celery

 Egg

 Lupine

 Molluscs

 Nuts 

 Sesame

 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

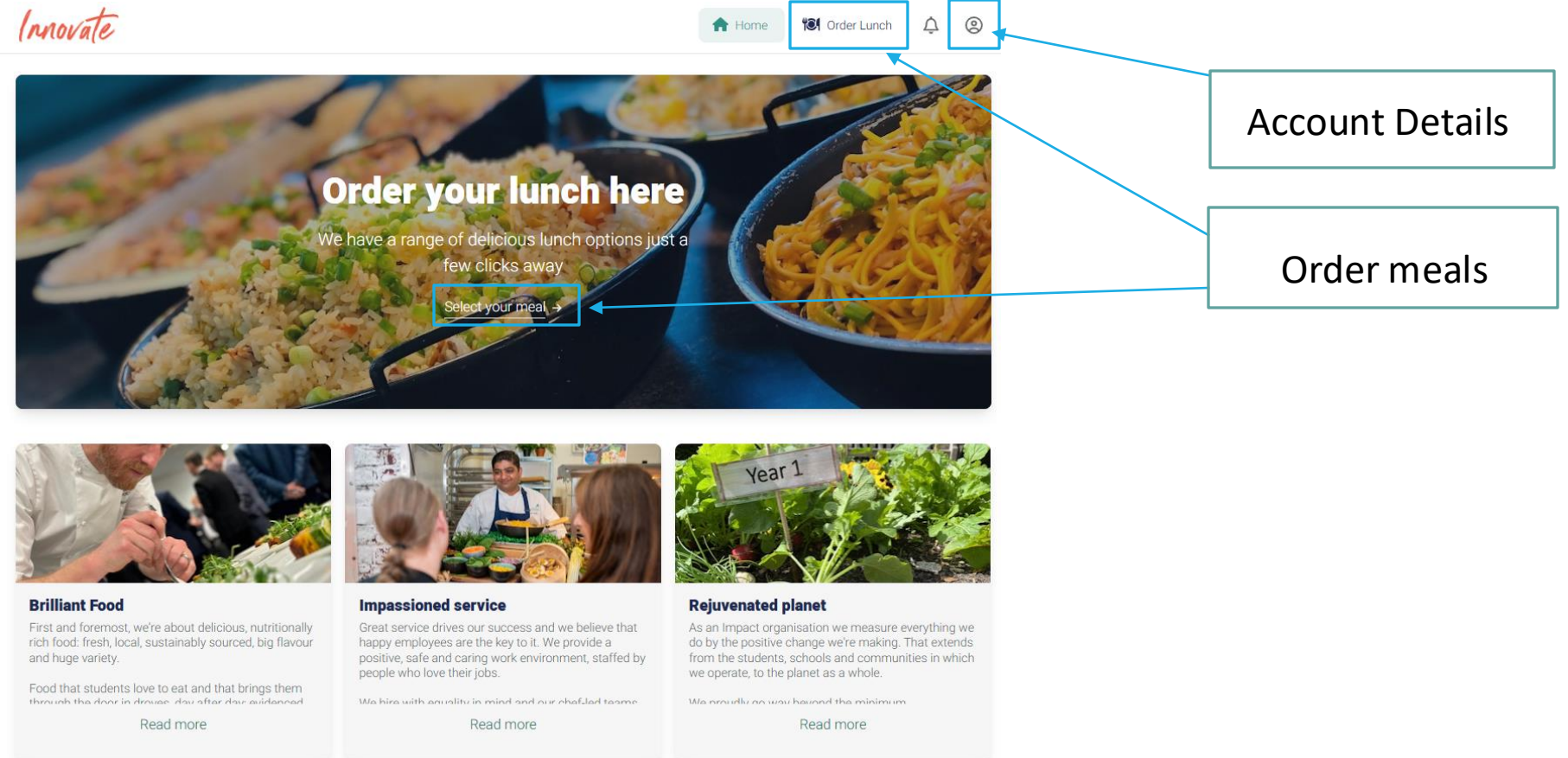
 Vegan

 Vegetarian

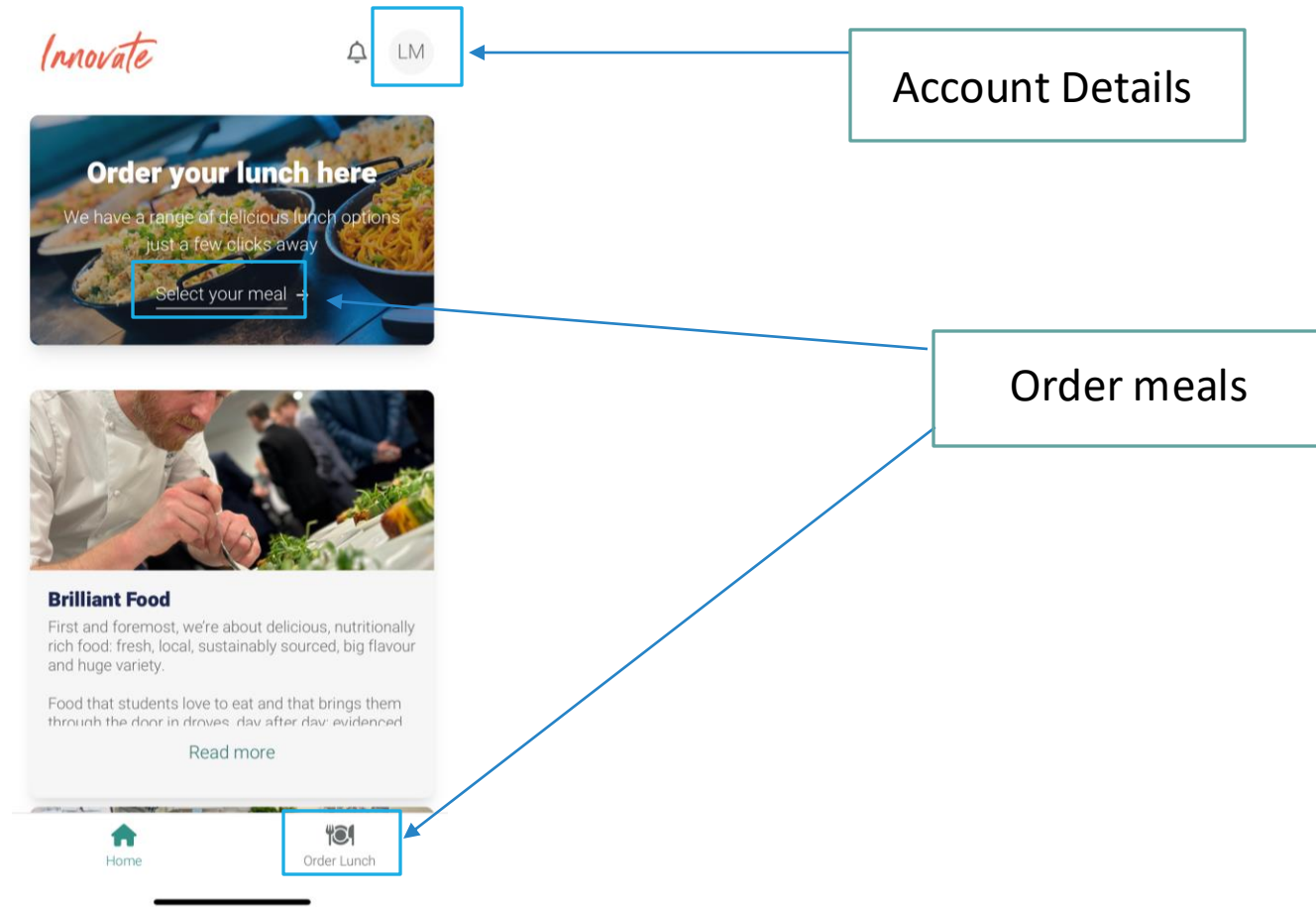
 Halal

Confirm no preferences

Welcome to the Homepage (Webpage)



Welcome to the Homepage (Mobile app)



Adding Balance

The screenshot shows a mobile app interface for ordering school lunches. At the top, there are navigation icons for Home, Order Lunch, a bell, and a user profile. The left sidebar contains sections for '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 modal titled 'Deposit money' is open in the center, asking 'How much credit do you want to add?'. It features a text input field with '£ 20', a numeric keypad with buttons for 5, 10, 20, 50, and 100, a 'Card' payment method selector, a checkbox for 'Save the card for later payments' (which is checked), and a large green 'Deposit' button at the bottom. A blue arrow points from the '+ Fill up' button in the sidebar to the 'Deposit' button in the modal.

Home Order Lunch

ACTIVE USER

Castledon Student
Castledon School

Access codes

Allergens

Medical document upload

Dietary preferences

My QR Code

BALANCE

£0 + Fill up

SETTINGS

Account history

Deposit money

How much credit do you want to add?

*(£) Amount

£ 20

5 10 20 50 100

Card

☒ Save the card for later payments
This will allow you to set up automatic refill

Deposit

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

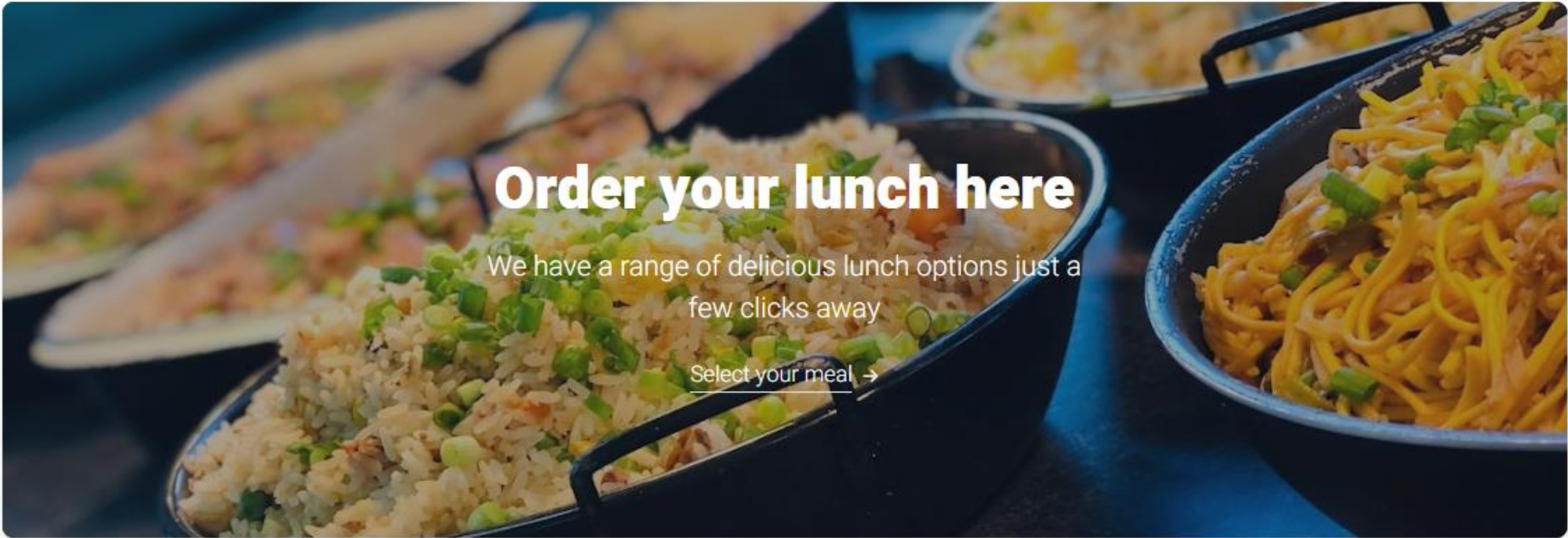
Transaction history will provide all account history

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

Main Meal

Chicken & Tomato Pasta Bake

Chicken & Tomato Pasta Bake

Milk

Mustard

Soy

Gluten

Wheat

£0

Vegetarian Main Meal

Cheesy Cauliflower Pasta Bake

Cheesy Cauliflower Pasta Bake

Halal

Milk

Mustard

Soy

Vegetarian

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

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

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)

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

Choose your lunch here

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

Recurring orders

Weekly meal ordering deadline

Monday
No Lunch

Order

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

Tuesday
No Lunch

Order

Wednesday
No Lunch

Order

Selecting Desserts

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
 Halal  Vegetarian
£0

Pasta Dishes

Pasta Dish
 Vegetarian
£0

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

Celery

Egg

Lupine

Molluscs

Nuts

Sesame

Sulphur dioxide and sulphites

☐ I have other allergies not listed above

Confirm 1 allergens

Innovate

Home

Order Lunch

! Allergy document upload required

You will see a restricted menu until approved

Upload documents

Order your lunch here

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

Select your meal →

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

Milk allergy declared

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

Placing an Allergen Appropriate Order

Main Meal

Chicken & Tomato Pasta Bake

Chicken & Tomato Pasta Bake

Milk Mustard Soy Gluten Wheat

£2.53

Contains milk

Vegetarian Main Meal

Cheesy Cauliflower Pasta Bake

Cheesy Cauliflower Pasta Bake

Halal Milk Mustard Soy Vegetarian Gluten Wheat

£2.53

Contains milk

Allergen Aware Main Meal

AA Chicken & Tomato Pasta Bake

AA Chicken & Tomato Pasta Bake

Soy

£2.53

Allergen Aware Vegetarian Meal

AA Cauliflower Pasta Bake

AA Cauliflower Cheese Pasta Bake

Soy Vegan Vegetarian

£2.53

Pasta Dish

Pasta with Cheese Sauce

Pasta with Cheese Sauce

Milk Mustard Soy Vegetarian Gluten Wheat

£2.53

Contains milk

[No Title]

Jacket Potatoes with Cheddar Cheese

Baked Potato with Cheese

Baked Potato with Cheese

Milk Vegetarian

£2.53

Contains milk

AA Jacket Potatoes with Beans

AA Baked Potato with Baked Beans

AA Baked Potato with Baked Beans

Vegan Vegetarian

£2.53

Jacket Potatoes with Tuna Mayonnaise

Baked Potato with Tuna Mayo

Baked Potato with Tuna Mayo

Egg Fish

£2.53

Filled Rolls

Filled Rolls

Chicken Roll

Chicken Roll

Sesame Gluten Wheat

£2.53

Filled Rolls Vegetarian

Egg Mayonnaise Roll

Soft white roll with egg mayonnaise filling

Egg Sesame Gluten Wheat

£2.53

No lunch

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 – 5.00pm

OR

Contact Kanpla

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

