

Dear Parent/Guardian

17 October 2024

CYPAD/PARENTPAY – ORDERING SEVERAL WEEKS IN ADVANCE

Chartwells have been made aware of an issue effecting many schools in Nth East Lincs today. That is with parents believing that they had ordered lunches right through until the end of the half term (18th Oct). Many are however discovering that their child(ren) are not on school lunch registers this week so do not have lunches ordered.

Chartwells have investigated this I can see what has caused the confusion.

Cypad/ParentPay allows parents to order meals up to a maximum of 10 weeks in advance. Any orders placed during the first week of the system going live (week comm 5th Aug) would have allowed parents to order until Friday 11th October and wouldn't let them go any further. It is easy to see how people would have assumed that this was the end of the half term, especially when you consider that with the previous system you could order for a full term in advance.

Going forward we would recommend establishing a routine of ordering lunches monthly or if you do choose to order for the maximum number add a diary reminder to for 6-8 weeks later to remind you to order again.

Please accept our apologies if this issue has caught you out. We will liaise with schools regarding sending out a monthly reminder regarding ordering lunches in future.

Kind Regards

David Tungate
Regional Manager, Chartwells