

23<sup>rd</sup> January 2025

Dear Parent/Guardian

The Cypad/ParentPay team (CPP) have been investigating reports of missing school lunch orders. This is where a parent has placed lunch orders only to receive a call from the school a week or two later to say that meals are not in the system for their child. If this has happened to you, you'll know how hugely frustrating it is.

Thankfully CPP have identified an error in their system that is occasionally causing this outcome.

They have discovered that...."Essentially, what seems to be happening is that the parent adds an order for school lunches, successfully clicks confirm and receives a message stating that the selections have been confirmed. However, they later get removed as the system thinks they have not been confirmed."

The CPP team are working hard to find a permanent fix for this however, in the interim they have found a work-around.

In the short term they are asking that after you have placed an order, confirmed it and then logged out. Please then log back in and check the colour of your meal selections. If they are green, all is as it should be and meals are confirmed. If however they are orange, please confirm the order for a second time. In all the trials that CPP have undertaken this has then saved the order.

The Cypad/ParentPay team have asked me to pass on their most sincere apologies for this issue. Please also rest assured that Chartwells will be staying in regular contact with CPP until this issue is fully rectified. I will communicate again when this fix has been completed.

Kind Regards



David Tungate

Chartwells Regional Manager