

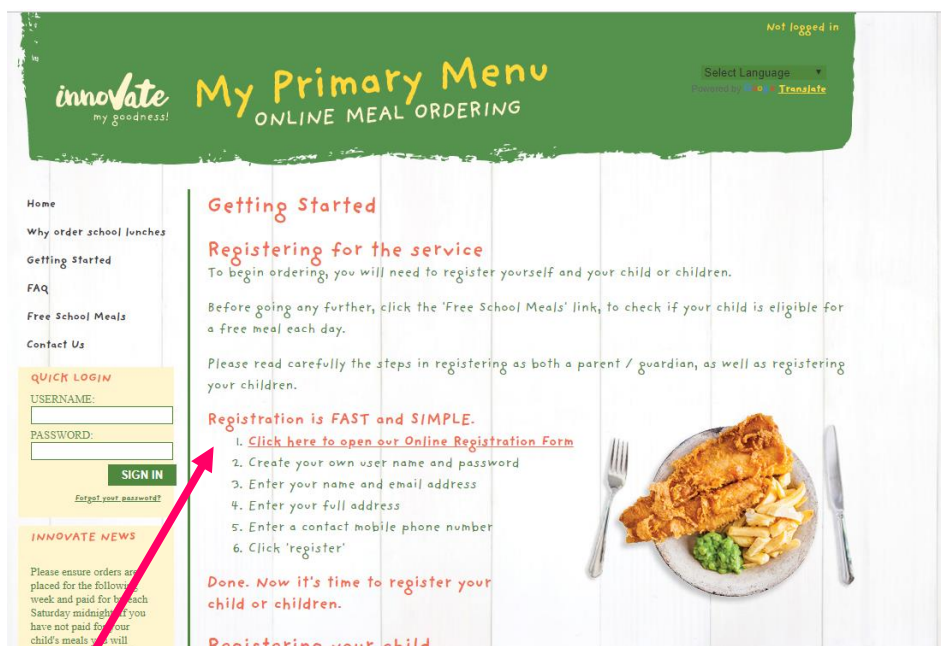


## Innovate Online Ordering

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



2. Select 'Getting Started' and you will be directed to this screen:



3. Select the 'Click here to open Registration Form' option.

- 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. When this is completed click 'Register'.

- You have now created your account and will be asked to save a credit or debit card to make payments to Innovate. The full card details are held securely by our banking merchant, Worldpay, not by Innovate Services. **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.**

For Worldpay security reasons the name and address linked to the credit/debit card should match the name of the Innovate account holder.

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. To activate the facility you will need to make the first payment manually by clicking the "Pay Top up" box. Full details can be found on the web page.

6. You now have your account screen. Click 'Register your child'.

Logout  
Change Password

**A PERSON**

Summary / Checkout

**INNOVATE NEWS**

Please ensure orders are placed for the following week and paid for by each Saturday midnight. If you have not paid for your child's meals you will receive a reminder before they are cancelled. If you have placed an order late on Saturday and not paid, you may not receive a reminder.

Please provide a valid email and mobile telephone number to allow us to send reminders and keep you informed of any changes.

**SUMMARY / CHECKOUT**

**PARENT/GUARDIAN CONTACT DETAILS**

Name: A Person  
Address: 1 High Street  
Town: Anytown  
Postcode: AB1C23  
Mobile: +441234567890 SMS Time: 15:00  
E-Mail: aperson@test.co.uk

**SAVE CHANGES**

**REGISTERED PEOPLE**

Click on a person below to place order / change selections.  
"Account balance" is your balance to pay (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	Total
Register your child	I want to topup £0.00

**Payment Log**

No payments have been made yet.

7. 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'.

**innovate My Primary Menu**  
my goodness! ONLINE MEAL ORDERING

**SUMMARY CHECKOUT | LOGOUT**  
A Person  
Select Language  
Translife

Logout  
Change Password

**A PERSON**

Summary / Checkout

**INNOVATE NEWS**

Please ensure orders are placed for the following week and paid for by each Saturday midnight. If you have not paid for your child's meals you will receive a reminder before they are cancelled. If you have placed an order late on Saturday and not paid, you may not receive a reminder.

Please provide a valid email and mobile telephone number to allow us to send reminders and keep you informed of any changes.

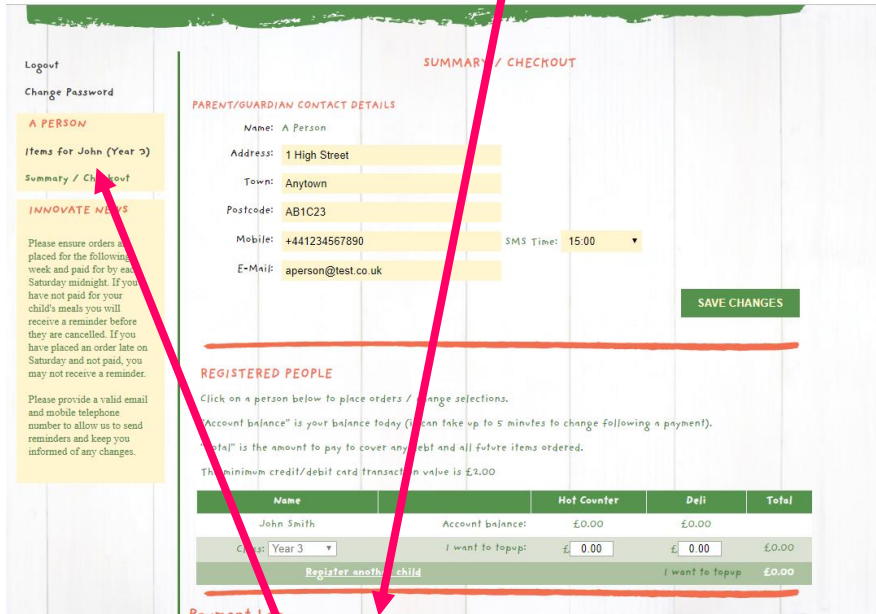
**REGISTRATION FORM**

Please complete the following form to add a child to your account.

Name of Parent/Guardian: A Person  
Name of School: Testing School  
Childs First Name: John  
Childs Surname: Smith  
Class: Year 3  
Eligible for free school meals or Universal Meal Credits:

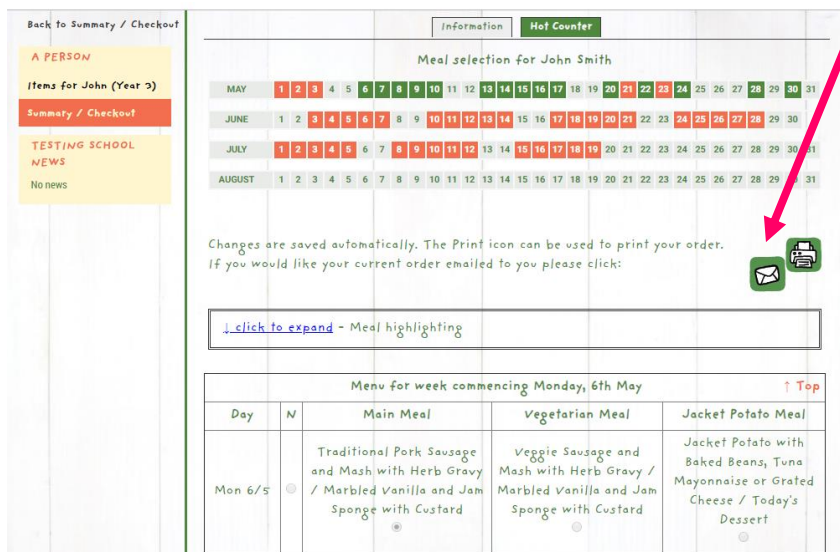
**REGISTER**

8. If you need to add another child, the option is here. Follow the same process as the first child.



9. You are now fully registered. To order please log-in and click on the name of your child.

10. Click the 'Hot Counter' tab at the top of the screen and start ordering by clicking on 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.



11. 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.

**CHANGE PASSWORD**

**A PERSON**

Items for John (Year 3)

Summary / Checkout

**INNOVATE NEWS**

Please ensure orders are placed for the following week and paid for by each Saturday midnight. If you have not paid for your child's meals you will receive a reminder before they are cancelled. If you have placed an order late on Saturday and not paid, you may not receive a reminder.

Please provide a valid email and mobile telephone number to allow us to send reminders and keep you informed of any changes.

**PARENT/GUARDIAN CONTACT DETAILS**

Name: A Person

Address: 1 High Street

Town: Anytown

Postcode: AB1C23

Mobile: Update291762 SMS Time: 15:00

E-Mail: aperson@test.co.uk

**SAVE CHANGES**

---

**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 £1.00

Name	Account balance:	Hof Counter	Total
John Smith	£0.00		
Class: Year 3	I want to topup: £ 11.50		£11.50
Register another child	I want to topup		£11.50

**Click here to pay £11.50**

---

**Payment Log**

No payments have been made yet.

Please note: Your Innovate account only gets debited on the day that the child eats.

12. To make a payment select the credit/debit card required, re-enter your cvc number and click on the 'to pay box'.

**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:	Hof Counter	Total
Robert Priestthorpe	£0.00		
Class: 2- Mrs Cork	I want to topup: £ 0.00		£0.00
Roberta Priestthorpe	£0.00		
Class: R1	I want to topup: £ 11.50		£11.50
Register another child	I want to topup		£11.50

Using card: Test 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 07/09/2020 orders must be placed and paid for by midnight on Saturday 05/09/20.
- You can order one week at a time or for the whole term, just keep scrolling down the Hot Counter page.
- A mobile app is available for use on mobile devices. Simply type the following address into your phone or tablet browser:
  - <https://innovate2020.cashlesschool.co.uk/m/login.php>
- If anyone is having difficulties setting up accounts or ordering food please feel free to contact us on: [primary@impactfood.co.uk](mailto:primary@impactfood.co.uk) or: 0204 501 5000 (office hours - Monday to Friday 8.30am to 5.00pm).
- If your child has a food allergy please email [primary@impactfood.co.uk](mailto:primary@impactfood.co.uk) with details. This information will be passed to the Catering Manager who may contact you to discuss your child's dietary requirements.

### **Innovate Services Ltd**

Tel: +44 (0)204 5015000  
[hello@impactfood.co.uk](mailto:hello@impactfood.co.uk)  
[impactfood.co.uk](http://impactfood.co.uk)

Registered in England and Wales  
Company Reg No 06420662  
VAT Reg No 123 3310 69