

## Progress Update: Payments & Pre-Ordering System

Dear parents and guardians,

On behalf of ISS, thank you to those of you who have provided us with feedback on our service. We have been made aware of the challenges that some of you have encountered with our online payments and pre-ordering system and would like to take this opportunity to update you on our progress with some of the solutions we have been exploring.

### Website Design

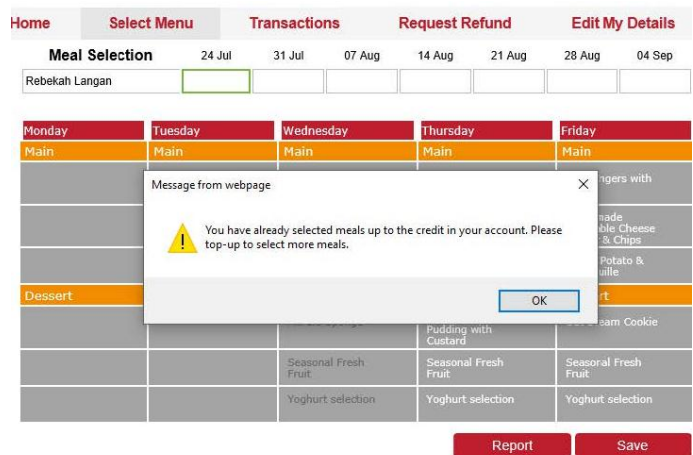
Our website design has been updated so that it is more user friendly. It has been developed for mobile devices, so paying and pre-ordering on your tablets and/or mobile phones is now much easier! The new website supports android, iOS and windows devices, meaning it will work on the vast majority of smart tablets and phones, including iPhones and other Apple products.

### Debt Free Payments

We have adjusted the system so that meal selections can only be made if there are funds available. You will notice that you will not be able to select meals unless there is money on your account. This will help to ensure that there are no debts associated with the school lunch service.

### Reminder Emails

To help ensure that the new debt free approach runs smoothly, we have arranged for a top up reminder email to be sent to you, should your account balance fall below £5.



We're really excited about these improvements and hope that they have a positive impact on your experience of our service.

If you encounter any problems with logging into your account, adding funds or pre-selecting meals, please contact our Customer Support Team via the following:

**Telephone:** 01924 792 334 (available from 8am until 4.30pm – Monday to Friday)

**Email:** [feedinghungryminds@uk.issworld.com](mailto:feedinghungryminds@uk.issworld.com)

We are always looking to improve our service so, if you have any comments or suggestions on how we can make the pre-ordering and payments system even better, please let us know! Contact our Customer Support Team (details above) with any suggestions.

Thank you for your continued input and support.

Kind regards,

Dee Irving

Operations Manager

ISS Facility Services Education