

Dear Parent / Carer,

**New Kingston School Meal Service – Meal Ordering and Payment System (Cypad)**

Following the recent tender process to review the Kingston School Meal Service I am pleased to advise that we, ISS Education, have been awarded the contract and will be supplying school meals to your child's school from the start of the Autumn Term 2016.

As part of the new School Meal Service offer ISS Education will be introducing a new meal ordering and payment system called **Cypad**.

To ensure that your child is able to receive the meal of their choice from the first day of term you will need to set up accounts for each of your children on the Cypad system prior to the start of the Autumn term.

ISS are currently working with each school to load the required data into the Cypad system in readiness for you to access your child's name and set their account up.

**You will be able to set-up accounts and add payments from Saturday 20<sup>th</sup> August 2016.**

The attached information leaflet provides instructions on how you can set up your children's accounts on Cypad.

Cypad will allow you to: -

- Set up accounts for each child you have in school – it is necessary to set up accounts for both Key stage one and Key Stage two children to ensure you are able to order meals for each child.
- You can order meals for each child on line – up to six weeks in advance
- Make payments (add credit - minimum payment of £10) to each Key Stage two account – Key Stage one children are still entitled to a free school meal.
- Track what credit you have on your accounts

Web address - <http://www.feedinghungryminds.co.uk/>

Please ensure that you order both Free and paid to ensure you child has the meal they want

Cypad will monitor the level of credit you have on each child's account and provide reminders when additional credit needs to be added, thus ensuring your child is able to receive a meal each day when in school.

If you are having difficulty setting up accounts please contact our Cypad helpline on 0844 583 5754 and our support team will be happy to guide you through the process.

We look forward to providing a delicious, healthy and nutritious meal to all our customers from September and look forward to meeting you at one of our Parent Taster days to discuss our food offers at some point in the near future.

Yours sincerely



Jeff Hoffman  
Operations Manager

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