

How does the process work?

What happens as we move students up a year, and what we need from you.

Parents will be able to order for September via the FEED app in August, as long as they've received and accepted their invitation from **no-reply@kanpla.dk**.

From week commencing **13 July**, the designated email address for your school will receive an invitation from **no-reply@kanpla.dk** to access Kanpla from your desktop or laptop. Please monitor the school email account(s), including the junk folder — an example invitation is included in this newsletter, so you can see what it looks like for both schools and parents.

We'll also share a document with an overview of the system, and support catering teams with training over the summer, ahead of the new term.

For current students

- 1 On **31 July**, we turn off the sync between Pebble and Kanpla.
- 2 We'll let parents know via the app, including when ordering opens for the new term.
- 3 By **14 August**, we move all students up a year, and remove the UIFSM (Universal Infant Free School Meals) tag for children in Year 3 and above.
- 4 Once your MIS is up to date, let us know — we'll follow up with next steps.
- 5 We switch the sync between Pebble and Kanpla back on.
- 6 Class and year information updates to match your MIS.

For new joiners

If new joiners are in a pre-admissions class in your MIS

- Kanpla will move all pre-admissions students to Reception.
- We'll then move any new joiners who aren't in Reception to the correct year and a temporary class (email **TransitionUKTeam@uk.issworld.com** to let us know which year they should be in).
- We send these parents an app invite ahead of the start of term.

If new joiners aren't in your MIS yet

- Let us know how many new joiners to expect, so we can plan meals accordingly.
- We strongly recommend adding new joiners into pre-admissions before the end of term, so parents can order meals for their child from the start of term and our teams are aware of any allergies.

What this means for parents and kitchen teams

- Until your MIS is up to date and the sync is back on, students will show the correct year but not yet the correct class.
- We keep parents and kitchen teams in the loop, so nobody's caught off guard.
- Kitchen teams will be trained throughout August.

If we don't hear from you by 24 July

We'll assume you're not updating your MIS yet, and move all students up a year regardless. A few things to know:

- Already updated your MIS but haven't told us? Students risk being uplifted twice — confusing for parents, children, and kitchen teams.
- Free school meal codes are assigned from your MIS data, so incorrect information could mean parents are charged when they shouldn't be, or the wrong students are marked for free school meals.
- If that happens, we may need to invoice you for meals incorrectly recorded as free.