

Dear Parents and Guardians,

ISS will be introducing a new meal ordering and payment system from September 2021. The system, known as BlueRunner is user-friendly and offers several exciting benefits including:

- A clear and easy-to-use design
- An automatic registration and password reset process
- A shopping basket function to track meal selections
- Easy functionality around adding children to an account
- Printable meal plans for each child on your account
- The ability to order and cancel meals
- Automatic email confirmations of orders and changes
- Notifications and reminders to top up your balance
- Online user guides and videos

Parents who previously paid/ordered via the telephone will still be able to do this. There will be a new telephone number which we will share with you over the next few weeks.

You will receive further communications from us over the coming weeks in the lead up to the launch of the system. These will include a series of 'How To' and Frequently Asked Questions (FAQs).

If you have any questions in the meantime, please get in touch with us at:  
[feedinghungryminds@uk.issworld.com](mailto:feedinghungryminds@uk.issworld.com)

Yours sincerely,

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Key Account Manager ISS

ISS Classification - **Restricted - Internal**

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